Create a change model

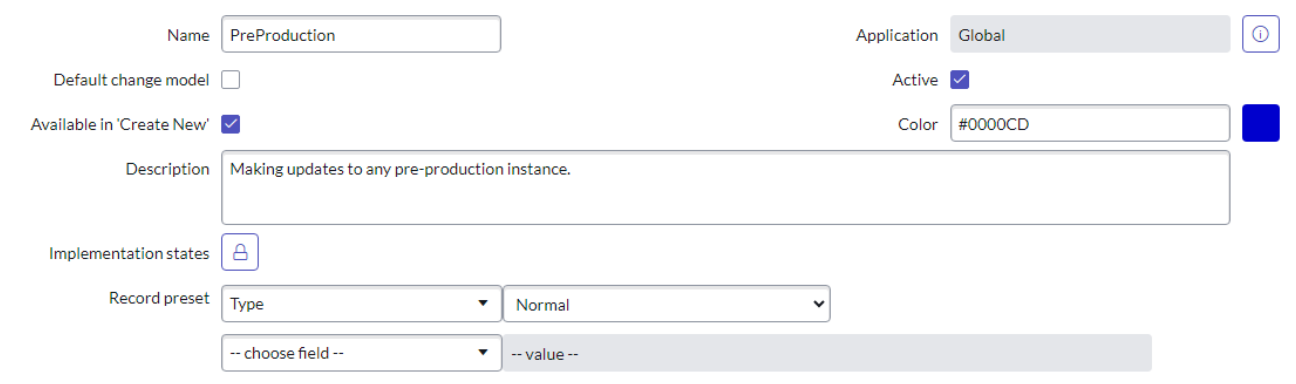
Today's lab consisted of creating a new change model, including the state model, state transitions, and state transition conditions.

Log in as a System Administration.

Navigated to Change-> Administration-> Change Models

Click New.

Populate the form as follows:

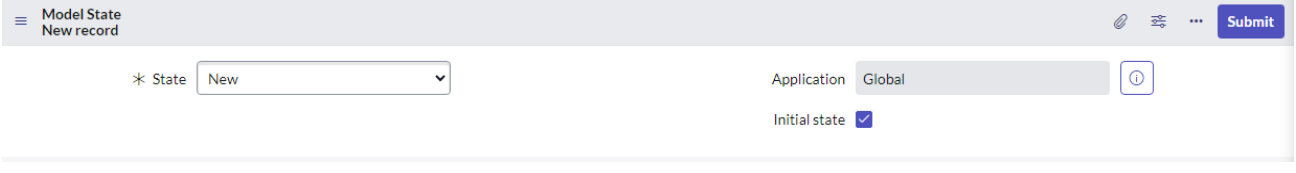


Save.

Next Step: Define the state model

From the Model States related list tab, click the New button.

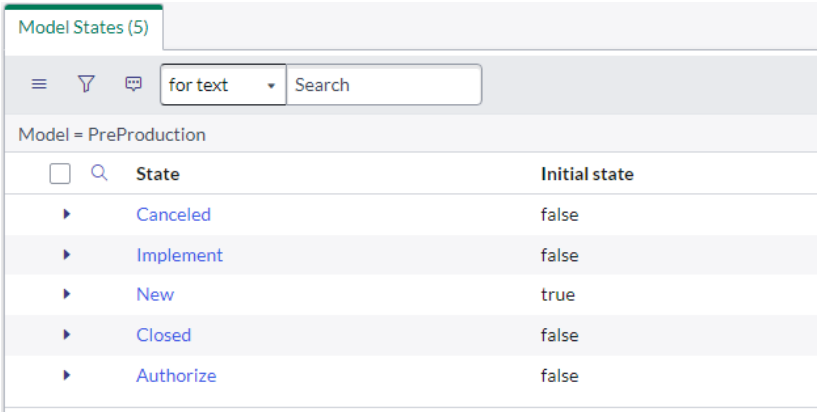
Populate Form to the following:



Submit.

Repeat these steps to create the remaining model states:

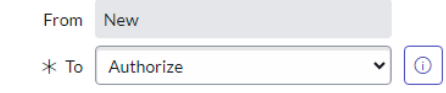
State	Initial state
Authorize	false
Implement	false
Closed	false
Canceled	false



Define the state model transitions

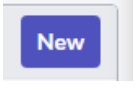
Click to open the record for the New state.

Click the New button to add a model state transition.

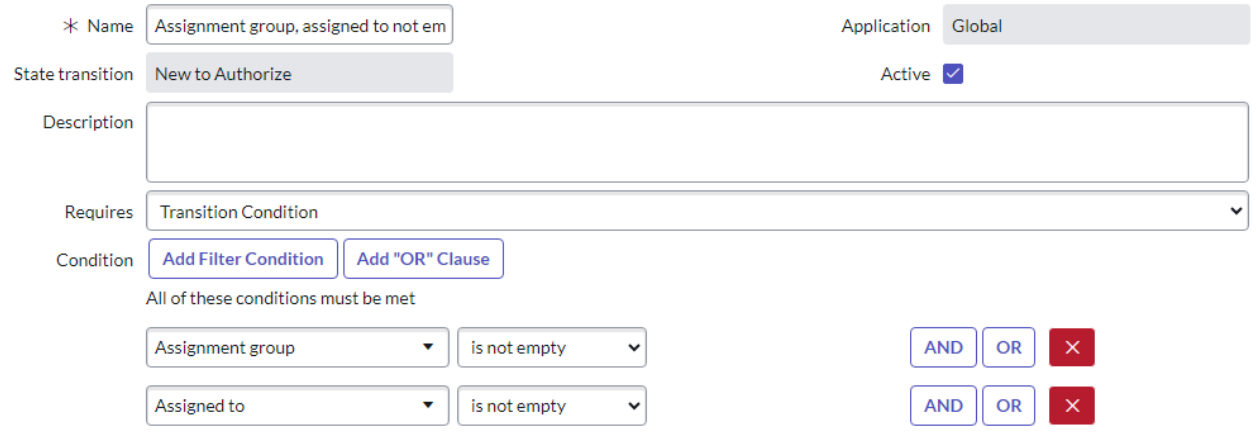


Click Save.

Click New.

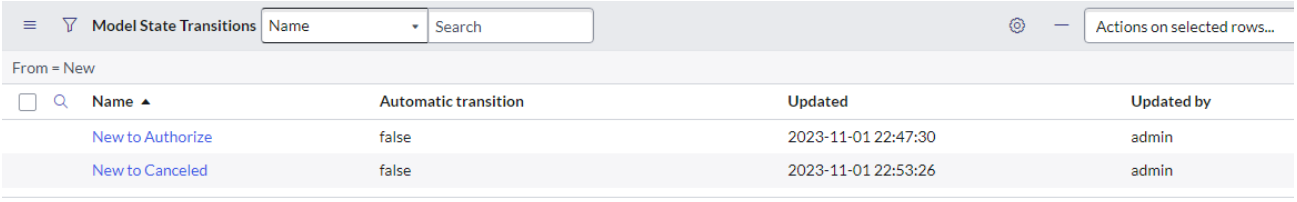


Populate the form to the following:



Submit.

Update to return to the New model state record.

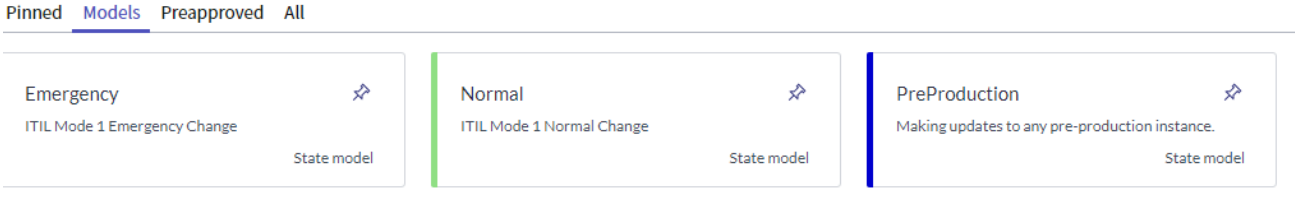


Submit.

Verify the change is created.

Navigate to Change → Create New.

Click on models and validate PreProduction change model is visible.



Thank you for coming to Tiara's ServiceNow journey.