

Griffith Service Manager (GSM)

Standard Change guide

Access Griffith Service Manager (GSM)

- Ensure you have an Internet connection
- Navigate to: griffith.cherwellondemand.com/cherwellclient
- Log in using Griffith Single Sign-On with your Username and Password

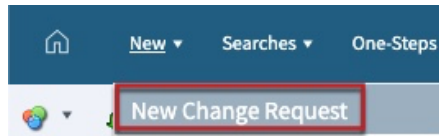
Standard Change

Standard changes are pre-approved changes that are registered as **standard change requests** within GSM. A Request For Change (RFC) is not required to implement a standard change.

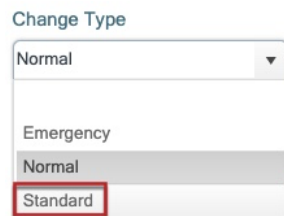
In order to qualify a change as '**Standard**' a procedure needs to be provided and approved by the Change Advisory Board (CAB). Once a standard change has been approved it can be carried out without having to be approved again. Every time the change is required, a standard change request must be submitted in GSM.

Log a Standard Change

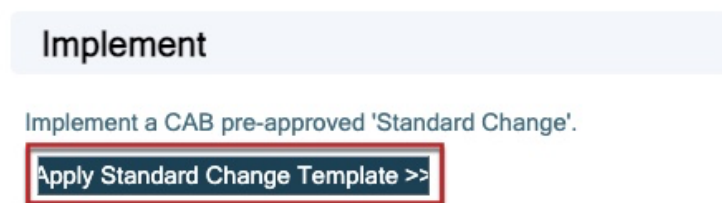
1. Click **New** > New Change Request > The **Requestor** fields will auto-populate with your credentials



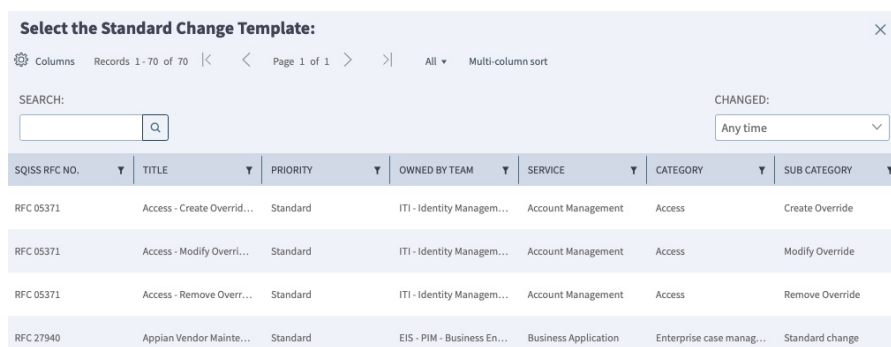
2. Select **Standard** from the **Change Type** drop down



3. Select **Apply Standard Change Template**



4. Select the **pre-authorized standard change** you wish to implement from the pop-up. All the fields on the form will auto-populate with the correct classification and information for the change template you selected. Ownership of the ticket will also default to the appropriate team based on the classification.



Select the Standard Change Template:

Columns Records 1 - 70 of 70 Page 1 of 1 All Multi-column sort

SEARCH: CHANGED: Any time

SQISS RFC NO.	TITLE	PRIORITY	OWNED BY TEAM	SERVICE	CATEGORY	SUB CATEGORY
RFC 05371	Access - Create Overrid...	Standard	ITI - Identity Managem...	Account Management	Access	Create Override
RFC 05371	Access - Modify Overri...	Standard	ITI - Identity Managem...	Account Management	Access	Modify Override
RFC 05371	Access - Remove Overr...	Standard	ITI - Identity Managem...	Account Management	Access	Remove Override
RFC 27940	Appian Vendor Mainte...	Standard	EIS - PIM - Business En...	Business Application	Enterprise case manag...	Standard change

- The ticket will be automatically assigned to you. If the ticket is for another team member, update the **Change Owner** field



Change Owner *

- Complete the **Implementation Start Date and Time**, **Implementation End Date and Time** and **Primary CI** (if applicable) fields.

Schedule

Implementation Start Date

Implementation End Date

Primary Configuration Item

- Click Save
- When you are ready to implement the change > select **Next: Implement** from the Status section.

STATUS
Classify
Next: Implement

- Review your change > select **Next: Close**

STATUS
Implementing
Next: Close

Resolve an Incident as a Standard Change

1. Open an Incident ticket.
2. From the **I Want To** section on the right select **Resolve as Standard Change**.

I Want To

Escalate

View Escalation Information

Email Customer

Create Journal Note

Track Time

Create Task

Link to Major Incident

View Detailed Date/Time Information

Create Release

Create New Announcement

Follow this ticket

Resolve as Standard Change

- This will create a **Standard Change** request, prompt you to select a CAB pre-approved standard change template then prompt for the **Incident Resolution** details.
- The **Standard Change** request will save as **Closed** and the **Incident** ticket as **Resolved**.
- Tab **Change Request** will appear in the tab panel in the **Incident**. From here you can view the **Standard Change** linked to the **Incident**, unlink it or go to the record and edit it.

uration Items  Change Request

Support

Requirements

For additional inclusions for amendments to GSM:

- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
 - **Service:** Business Application
 - **Category:** Griffith Service Manager
 - **Subcategory:** Enhancement

Online resources

Visit the Service Management Office website:

<http://intranet.secure.griffith.edu.au/computing/service-management> for self-help resources and reference guides

Prepared by: Service Management Office, Digital Solutions
Email servicemanagementoffice@griffith.edu.au

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