Lab Guide

Deliver Change Management Efficiency 201

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Default Login / Password: Knowledge17

admin / Knowledge17

itil / Knowledge17

employee / Knowledge17

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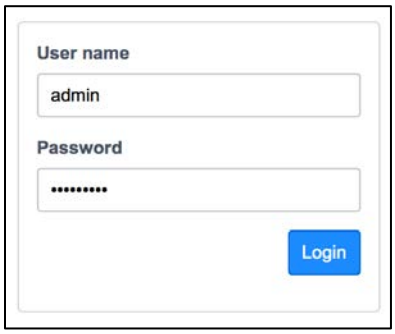
Lab Goal

A Change Model is a series of predefined steps that the Change Request takes. This helps automate the change deployment, by creating specific templates for Standard Changes to speed up the change process. For best practice, ensure that your templates work well, and modify them if they do not. This lab explains how to empower a team to create common templates, with process descriptions, etc.

Lab 1.1 Change Models

Log on to Your Instance

1. Navigate to the unique instance URL provided to you.
2. Log in using the **admin** credentials provided.

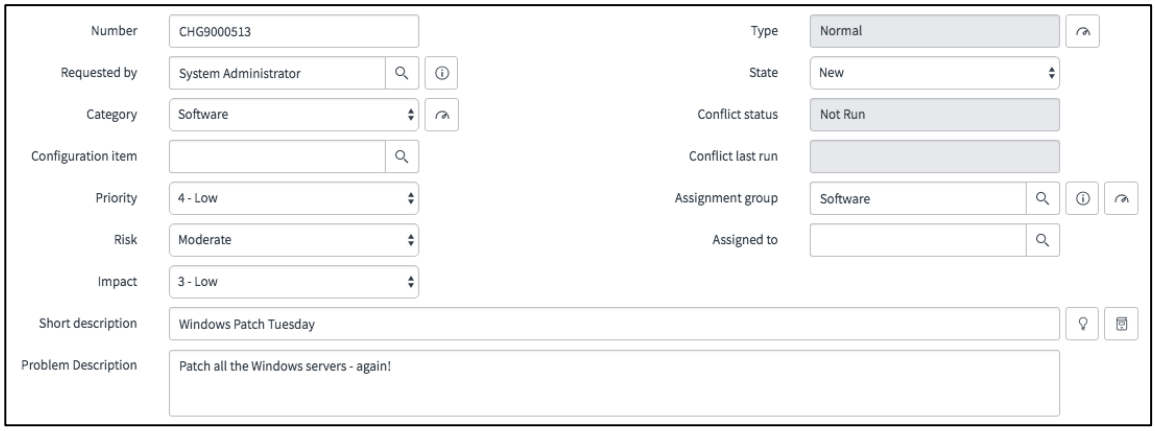


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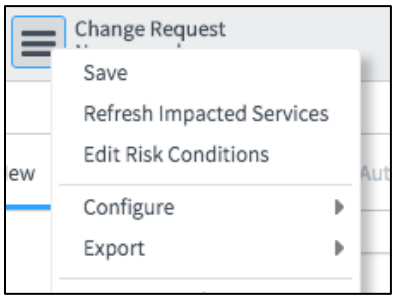
Verify Default Configuration for a Normal Change

1. Navigate to **Change > Create New**. You are then faced with an interceptor. For this exercise select **Normal**. Fill out the following information:

   Category: **Software**
   Short Description: **Windows Patch Tuesday**
   Description: **Patch all the Windows servers - again!**
   Assignment group: **Software**
   Schedule tab > Planned start date: **2017-05-23 10:00:00**
   Schedule tab > Planned end date: **2017-05-23 12:00:00**



2. Click the **menu** (burger) button, then **Save**.



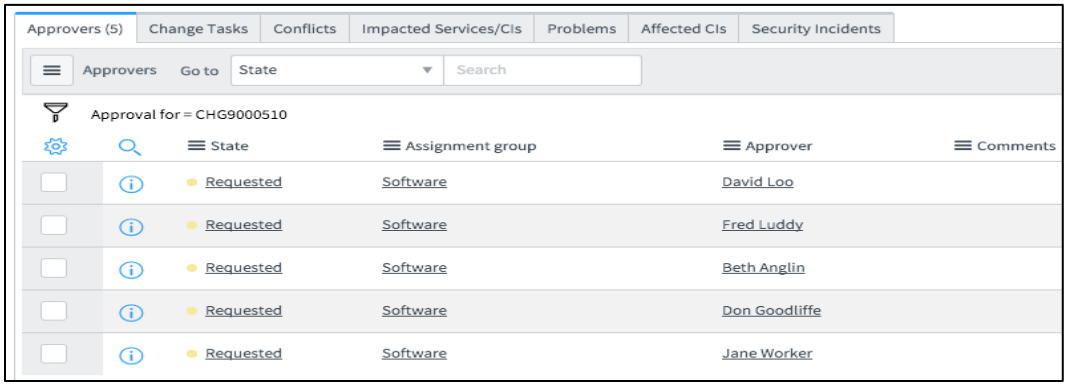
3. Click **Request Approval**.



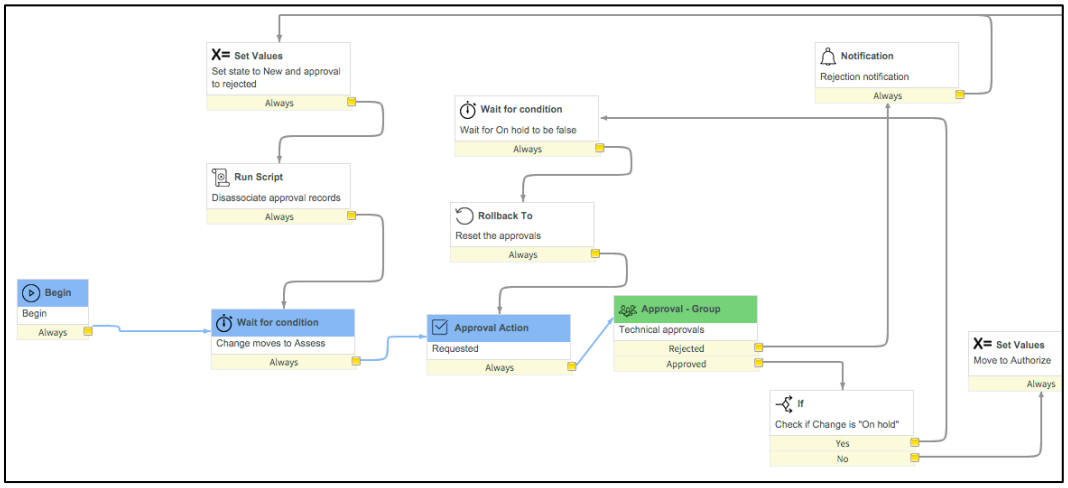
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Lab Success Verification

1. Confirm that approval requests are created.



2. Click Related Links > **Show Workflow** to view the work done by the instance.

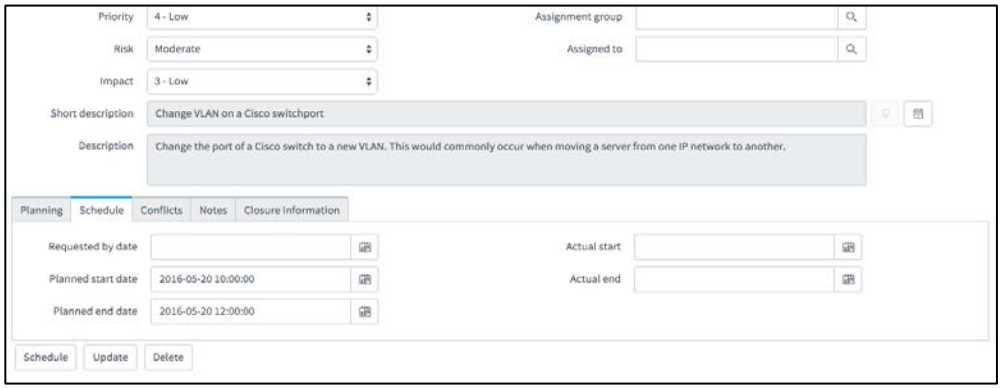


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Verify Default Configuration for a Standard Change

1. Navigate to **Change > Create New**. You are then faced with an interceptor. For this exercise select **Standard**. Select **Network Standard Changes** then **Change VLAN on a Cisco Switchport**. Fill out the following information (note most details are already filled out):

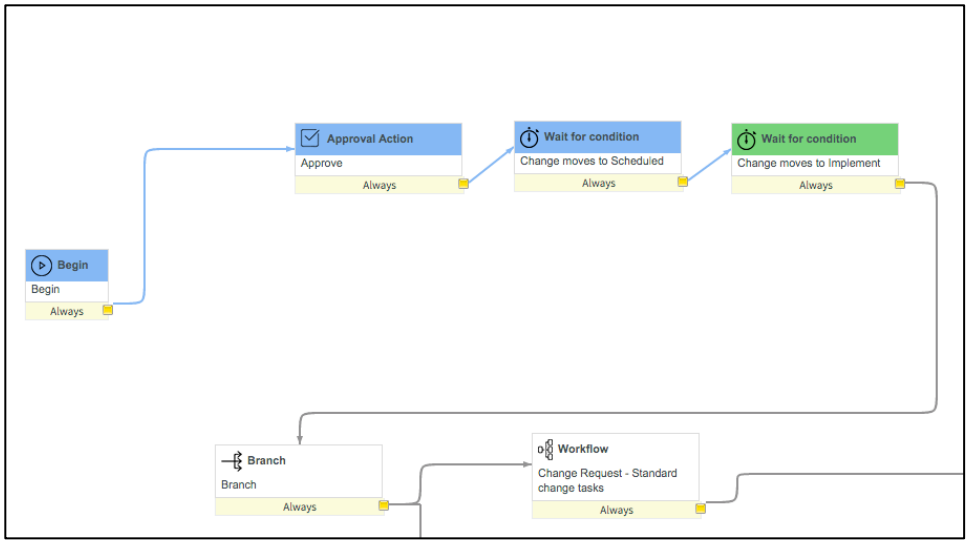
   Assignment group: **Network**
   Planned start date: **2017-05-23 10:00:00**
   Planned end date: **2017-05-23 12:00:00**



2. Click the **Schedule** button.

Lab Success Verification

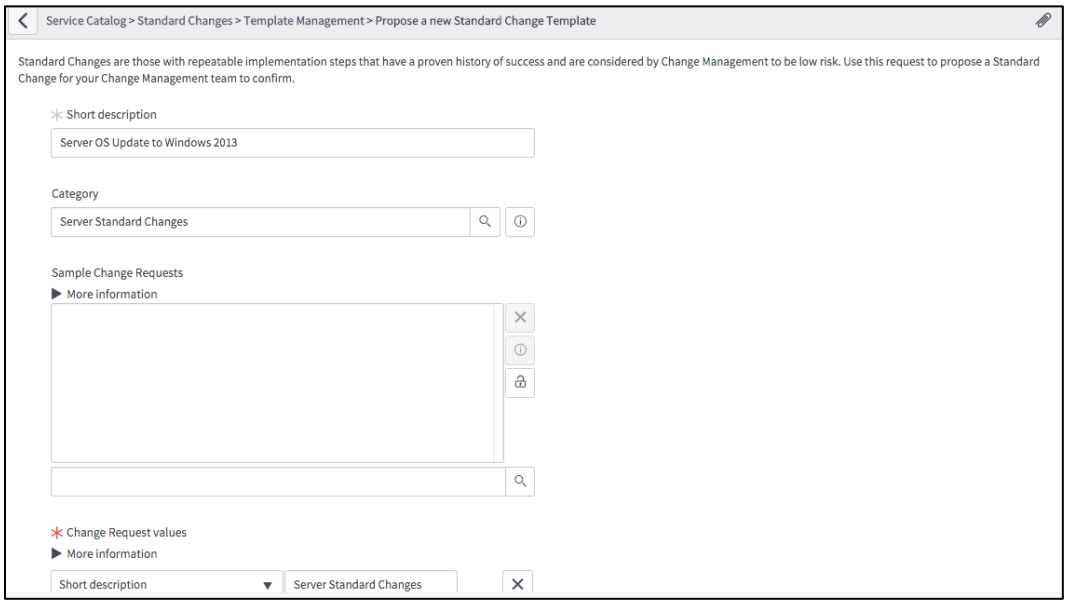
1. Click Related Links > **Show Workflow** to view the work done by the instance.



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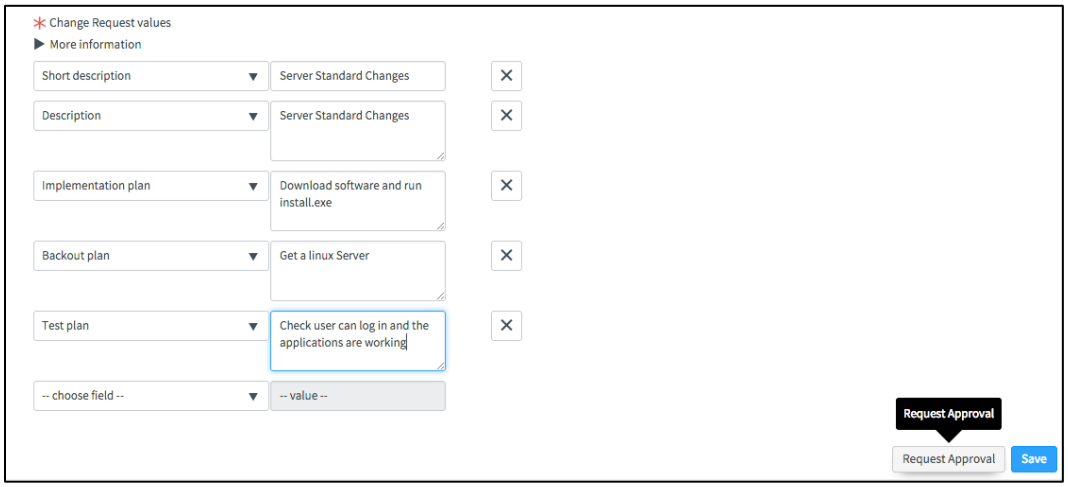
Create a Standard Change Template

1. Navigate to **Standard Change > Standard Change Catalog**.
2. Click **Template Management**.
3. Click on **Propose a New Standard Change Template**.
4. Fill in **Short Description** with **Server OS Update to Windows 2013**.
5. Click on **Category** and select **Server Standard Changes**.
6. Under **Change Request values** add a **Short Description** and **Description** of your choice.
7. Add Implementation plan: Download software and run **install.exe**.
   Backout plan: **Get a Linux Server**
   Test plan: **Check user can log on and applications are working**



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8. Click **Request Approval**.



9. This is now saved and will go to an approval manager to approve the template for publication.

10. In this case, you can approve: go down to approval at the bottom of the form and right-click on requested and **Approve**.

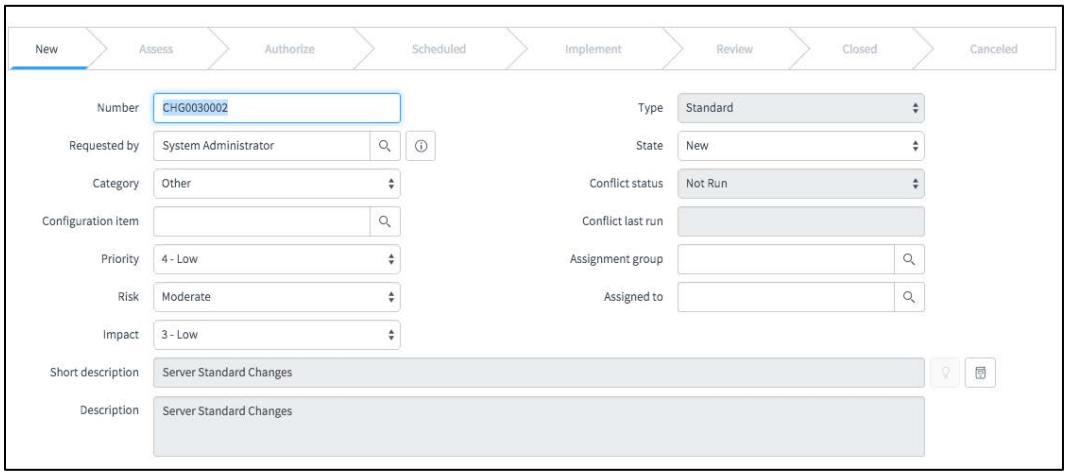


Lab Success Verification

1. **Navigate** to **Change > Create New** and on the interceptor select **Standard Change**.

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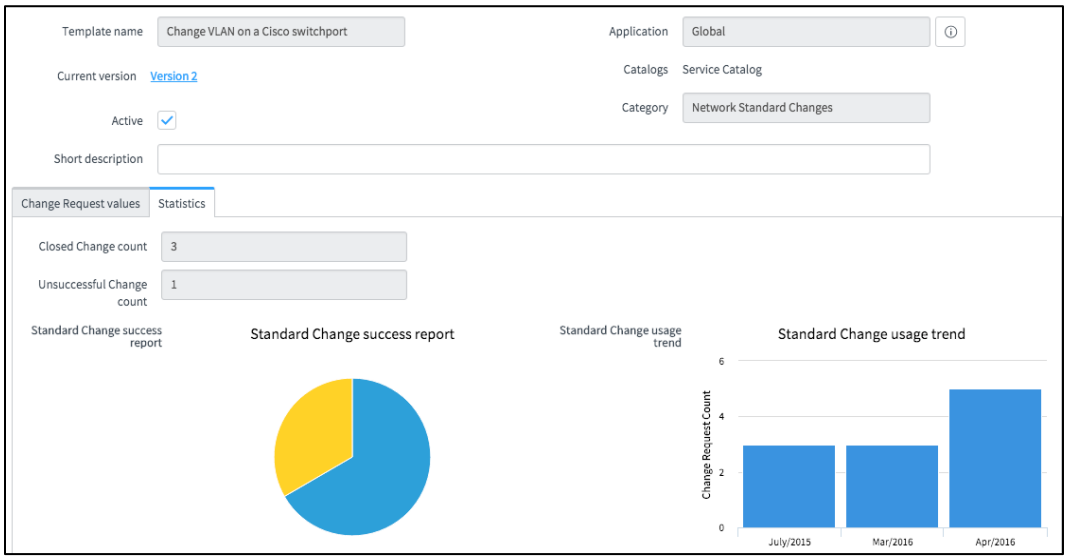
2. Select **Server Standard Changes** and then select **Server OS Update to Windows 2013**.



Your new Template is live and ready to be used!

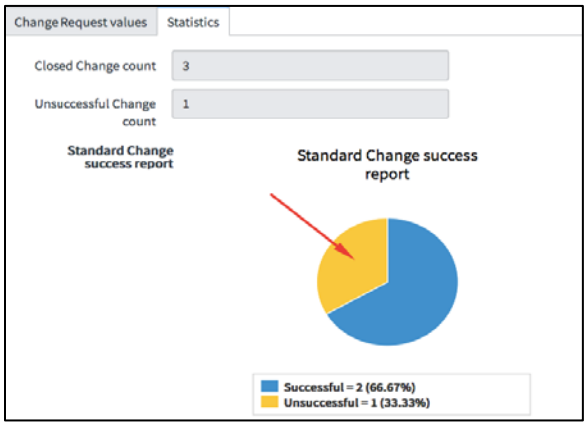
Review the Usability of the Template

1. Navigate to **Standard Change > All Templates**.
2. Select the template named **Change VLAN on a Cisco switchport**.
3. Click the **Statistics** tab.
4. **Note** one unsuccessful change.



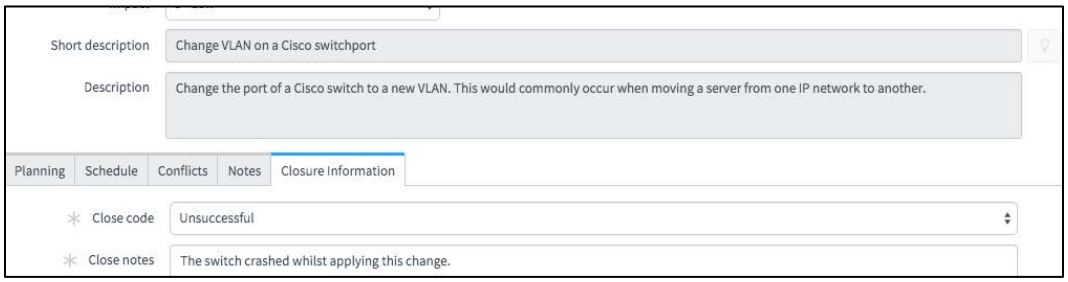
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5. Drill into that change to understand the reason. Do this by clicking on the statistic graph ('unsuccessful' portion) and drilling down on the change or by clicking the **Change Request** tab at the bottom of the page and clicking on the change that was unsuccessful.



6. Once in the change, click **Closure Information** and review content.

   This could be due to an incorrect Cisco IOS, so let's add that step to the template.



Modify and Improve a Template

1. Navigate to **Standard Change > Standard Change Catalog**.
2. Click **Template Management**.
3. Click on **Modify a Standard Change Template**.
4. Move down to the **Template to Modify** field, click on the **magnifying glass** and select **Change VLAN on a Cisco switchport**.
5. Copy the template name **Change VLAN on a Cisco switchport** to **short description**.
6. Add **Check the IOS version is greater than 11.01** to the **implementation plan** line at the start.
7. Click **Request Approval**.

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8. This is now saved and goes to an approval manager.

9. In this case, you can approve. Go down to **approval** at the bottom of the form and right-click on requested and **Approve.**

   The updated template appears. Note the version is **version 2.**



Lab Success Verification

1. Navigate to **Standard Change / Standard Change Catalog**.

2. Select **Network Standard Changes,** and then select **Change VLAN on a Cisco switchport**. Note that the new text has been added.



3. Now navigate to **Standard Change / All Templates**.

4. Select the template named **Change VLAN on a Cisco switchport**.

5. Click **Current Version** (which should be **version 2**) highlighted in blue near the top and note the statistics for the new version are reset to **0.**



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Lab Goal

This lab explains how to ensure changes are simple and effective! In this lab, you take the standard changes just created and use them in the Standard Service Catalog. To do this, use templates, which allow quick and easy data entry into ServiceNow as they are already created.

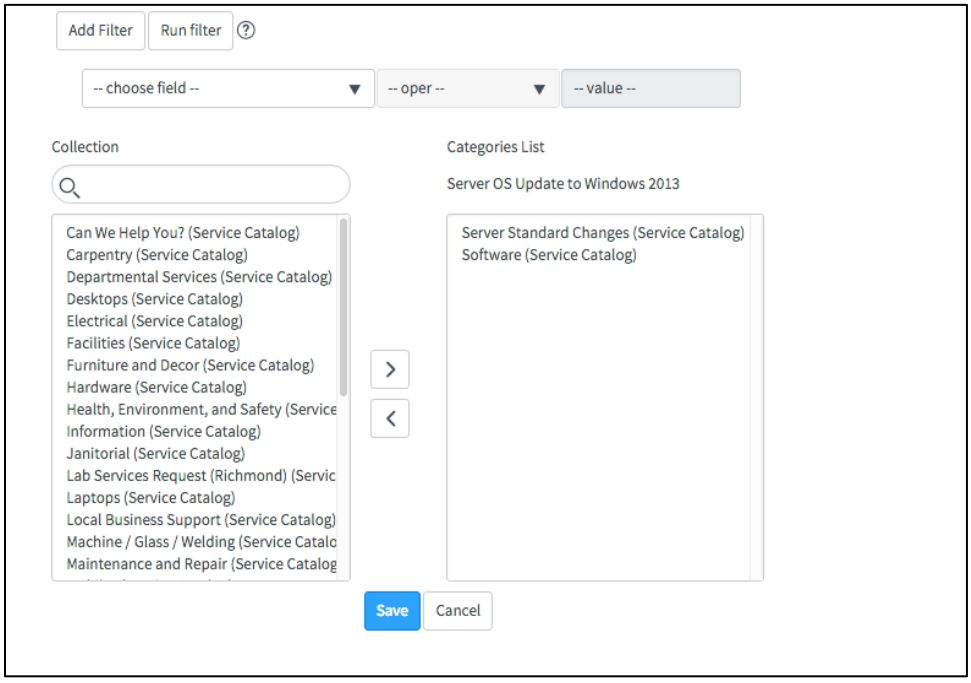
Lab 2.0
Publish to the Catalog

Expose to the Self Service Catalog

1. Navigate to **Service Catalog** > **Catalog Definitions** > **Maintain Items**.
2. Search for the **Server OS Update to Windows 2013**.
3. Click on **Server OS Update to Windows 2013** to make a change to it.
4. Go to the bottom of the form and select the **Categories** tab.

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5. Click on **edit** and add **Software** to the right hand active panel. Click **Save** and then click **Update** to update the form.



Lab Success Verification

1. Navigate to **Self-Service > Service Catalog** and click on **Software**.



2. Navigate down the page and click **Server OS Update to Windows 2013**.

   Note: It takes you into a New Change Request with the required field per populated**.**

3. **Exit** screen.

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Lab Goal

After the changes are proposed, the Change Manager and CAB must assess whether planned changes conflict with other changes or have other scheduling issues, and they must avoid planning changes around maintenance or blackout windows to minimize the risk and potential disruption to the business.

Lab 3.0
Change Assessment Impact & Risk

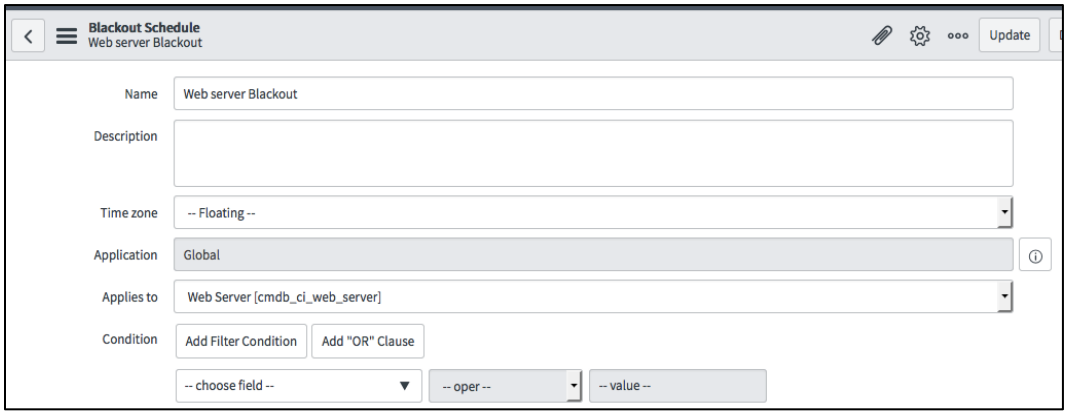
Create a Blackout Schedule

Blackout schedules are periods of time in which changes cannot be implemented. For example, you can create a blackout schedule for code freezes at the end of the year.

In addition to blackouts you can also define Maintenance Schedules to restrict changes to being implemented inside a specific period of time. For example, you can create a maintenance schedule to implement changes only on the weekend.

1. Create a blackout schedule for the monthly web server patching program.
2. Navigate to **Change > Administration > Blackout Schedules**.
3. Click **New**.
4. Fill in the record with the following details:

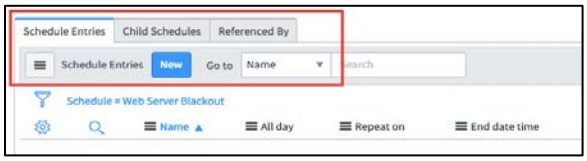
   Name: **Web server Blackout**
   Applies to: **Web Server**



5. Click the **menu** (burger) button, then **Save**. **Ignore the warning message for now**.

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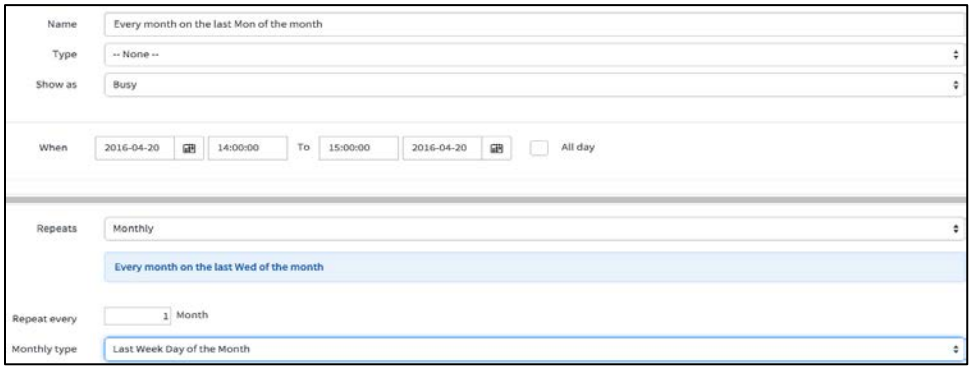
6. Move to the **Schedule Entries** tab.



7. Create a **New entry** and enter the details below in the record:

   Name: **Last Day of the Month**
   Show as: **Busy**
   Repeats: **Monthly**
   Monthly Type: **Last Weekday of the Month**

8. **Submit** the entry and **Update** the blackout schedule.



Lab Success Verification

1. Navigate to **Change > Create New > Normal**.

   Fill in the record with the following details:

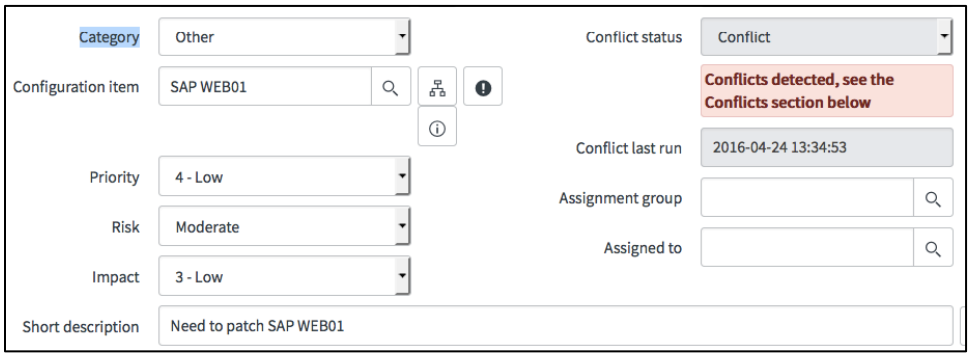
   Short Description: **Need to patch SAP WEB01**
   Configuration item (affected CI): **SAP WEB01**
   Assignment Group: Software
   Schedule tab > Planned start date: **2017-06-30 06:30:00 (Last Weekday of June)**
   Schedule tab > Planned end date: **2017-06-30 07:30:00**

2. Click the **menu** (burger) button to **Save** the change record.

3. Notice the **Conflict Status**, and the red flag.

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4. Try to progress the change to the next status and see what happens? A warning message appears. You can also set up a business rule to stop the change from progressing to the next step.



Create a Risk Condition

Risk conditions automatically assign a Risk rating (e.g., Very High, High, Moderate, Low) to the change record based upon a variety of conditions, including related Configuration items. For example, a Risk Condition can be used to control the changes applied to configuration items supporting a particular service and set the Risk to Very High.

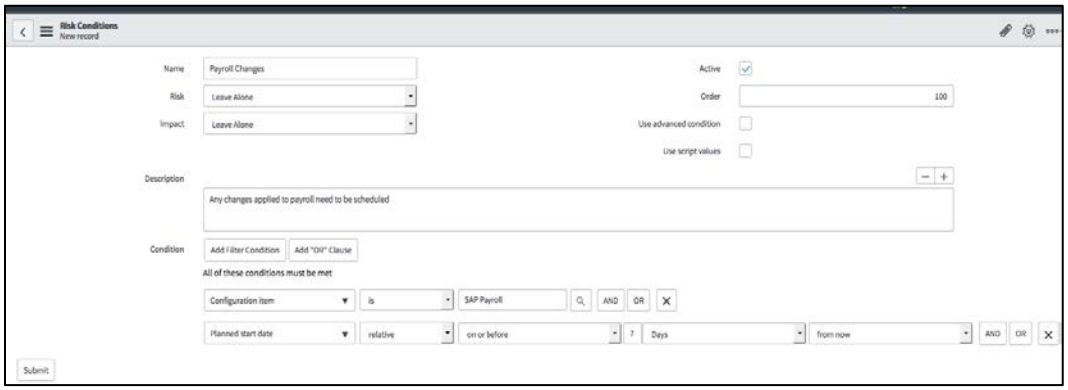
1. Navigate to **Change > Administration > Risk Conditions**.

2. Click **New**.

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3. Fill in the record with the following details:

   Name: **Payroll Changes**
   Risk: **Very High**
   Description**: Any changes applied to payroll need to be scheduled a week in advance.**
   Condition**:**
   Planned Start Date**, relative, on or before, 7 Days, From Now**
   AND
   Configuration item**: SAP Payroll**



4. Click **Submit**

Create a New Risk Assessment Survey

Risk assessment surveys provide a flexible way to capture information from the end user, in order to drive the risk of the associated change. Libraries of questions can be used to drive the risk of a change based on criteria contained within the change. For example, a different set of questions could be set for a hardware change versus a software change. The assessment uses a weighted score approach for each question.

In this section you create a risk assessment survey with a set of questions:

1. Navigate to **Change > Administration > Risk Assessments**

2. Click **New**.

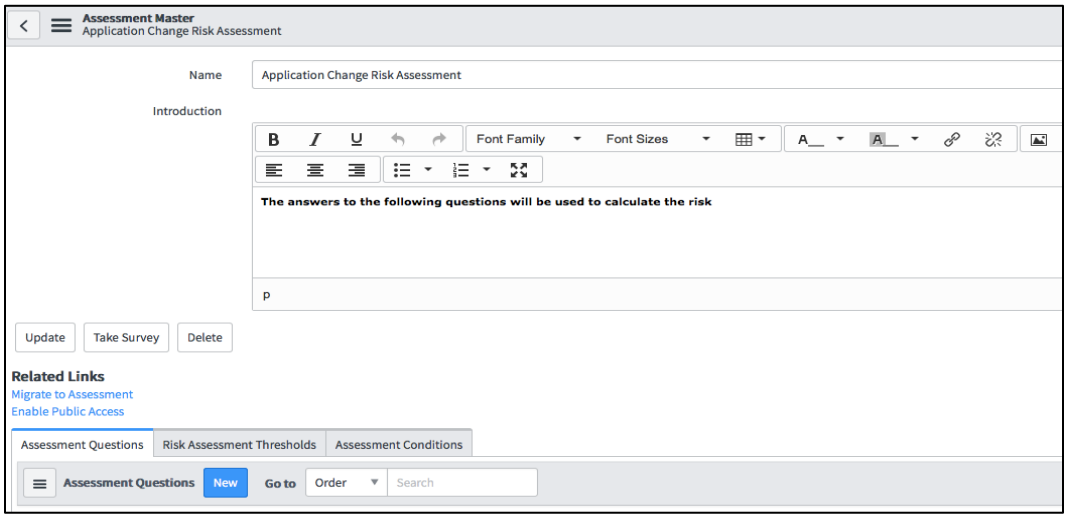
3. Fill in the record with the following details:

   Name: **Application Change Risk Assessment**
   Description**: The answers to the following questions will be used to calculate the risk**

4. Click the **menu** (burger) button to **Save** the record and see the **Assessment Questions** tab.

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5. Click **New**.



6. Create the **first** assessment question with the following details:

   Question: **How complex is the change?**
   Weight**: 1**

7. Click the **menu** (burger) button to **Save** the record

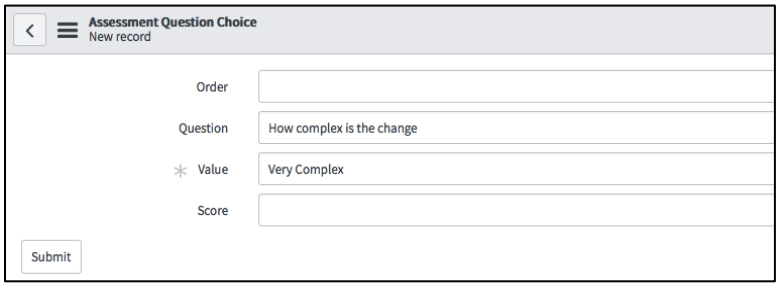
8. Click **New** on **Assessment Questionnaire Choices**.



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9. Enter the following details for the first choice.

   Order: **100**
   Question: Select the question: **"How complex is the change?"**
   Value: **Very Complex**
   Score: **5**



10. Click **Submit**.

11. Click New again, and enter the following details for the second choice:

    Order: **200**
    Question**:** Select the question: **How complex is the change?**
    Value: **More than 3 manual steps**
    Score: **3**

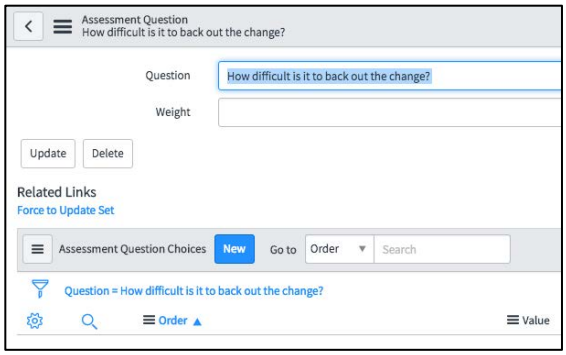
12. Click **Submit** and then **Update** on the question screen.

13. Create the **second** assessment question with the following details:

    Question: **How difficult is it to back out the change?**
    Weight**: 3**

14. Click the **menu** (burger) button to **Save** the record

15. Click **New** on **Assessment Questionnaire Choices**.



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16. Enter the following details for the first choice:

    Order: **100**
    Question: Select the question: **How difficult is it to back out the change?**
    Value: **Greater than 2 hours**
    Score: **5**

17. Click **Submit**.

18. Click New (assessment question choice) and enter the following details for the second choice.

    Order: **200**
    Question**: "How difficult is it to back out the change?"**
    Value: **Between 30 minutes and 2 hours**
    Score: **3**

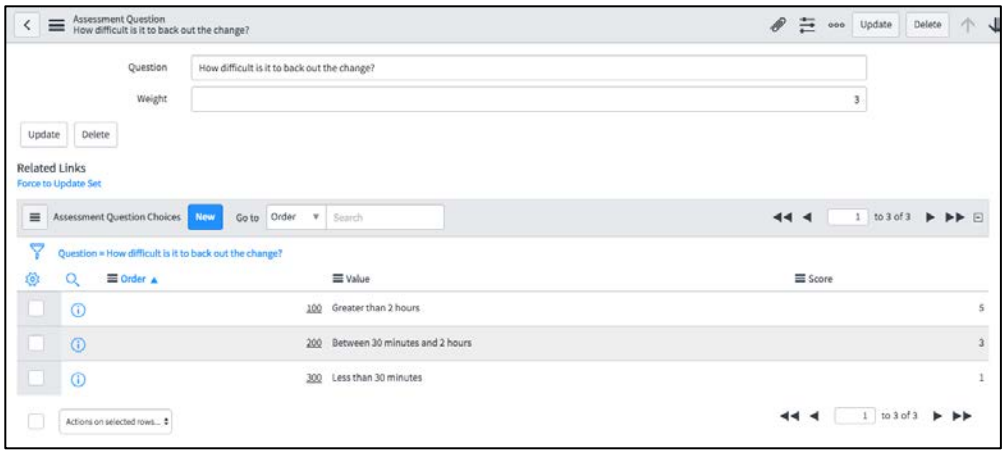
    Submit record

19. Enter the following details for the third choice.

    Order: **300**
    Question**: How difficult is it to back out the change?**
    Value: **Less than 30 Minutes**
    Score: **1**

    Submit record

20. Click **Update** for this Assessment Question.



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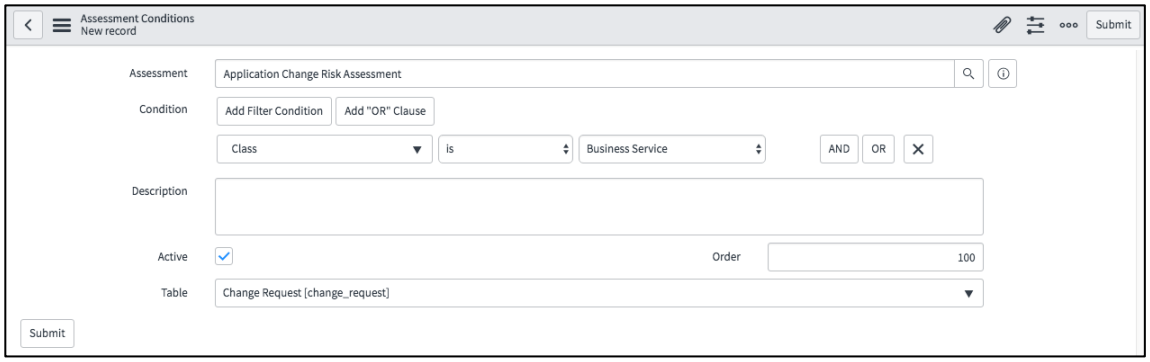
Create a Risk Assessment Condition

Assessment Conditions determine which risk assessment is attached to each change. When the system evaluates which assessment to attach, it uses the first matching one. When defining multiple questionnaires, take care to ensure that the conditions result in the correct assessments being attached. Keep the conditions simple and mutually exclusive to make this easier to understand and maintain.

1. Click **New** on the Assessment Conditions tab and enter the following details:

   For the **Condition** section:
   Click on the **Choose Field** drop-down and select **Show Related Fields**
   Select **Configuration Item Fields**
   Select **Class, is, Business Service**

   and Select the **Active** check box



2. Click **Submit**.

Create a Risk Assessment Threshold

Risk threshold determines the level of which organizations need more due diligence around assessing the impact of a change.

1. Click **New** on the **Risk Assessment Thresholds** tab and enter the following details:

   Score Greater than: **0**
   Risk: **Low**

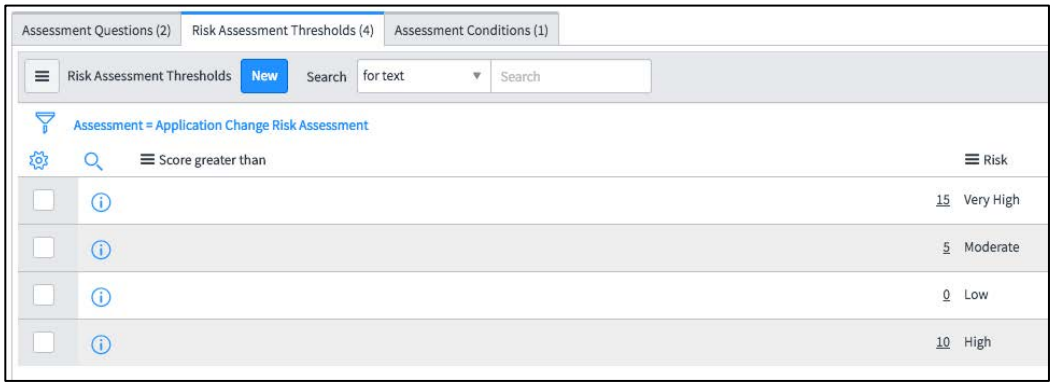
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2. Click **Submit**.



3. Repeat the same steps and create the following thresholds:

   Score Greater than: **5**
   Risk: **Moderate**
   Score Greater than: **10**
   Risk: **High**
   Score Greater than: **15**
   Risk: **Very High**



4. Click **Submit**.

5. **Update** the risk assessment survey.

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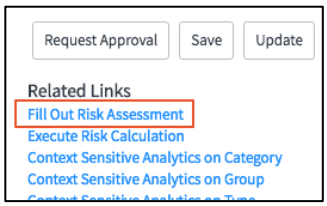
Verify the Configuration – Carry Out a Change Risk Assessment

1. Navigate to **Change > Create New**. Select **Normal** from the Interceptor. Fill in the following Information:

   Affected CI: **SAP Payroll**
   Priority: **3 – Moderate**
   Short description: **Emergency Application Upgrade**
   Schedule tab > Planned Start Date: **2017-05-12 09:00:00**

2. Click the **menu** (burger) button and **Save** the record

3. Click on Related Links > **Fill out Risk Assessment** and Fill in the following information:

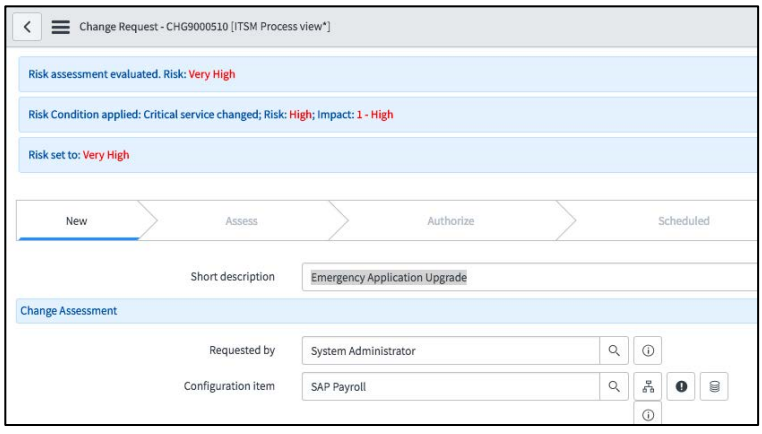


   How complex is the change: **Very Complex**
   How difficult is it to back out the change? **Greater than 2 hours**.

   Submit the Risk Assessment

4. Click on Related Links > **Execute Risk Calculation**

5. Notice the risk assessment result on top of the change record form.



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Lab Goal

Defining your business processes and making them visible is key to improving efficiencies. In this lab you will learn how to add tasks to the Standard Change Model Workflow, how to add a new state to the state model and how to add a change to the interceptor for simpler accessibility.

Lab 4.0
Extending the Behavior

Add a New Change Task to the Standard Change Workflow

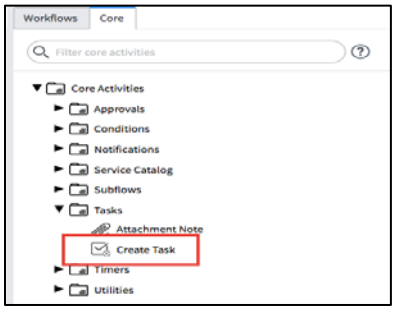
1. Navigate to **Workflow > Workflow Editor**. From the right panel on the core workflows select (single click) **Change Request – Standard**.

2. Review the Workflow and note that it has a break out to another workflow (Tasks).

3. From the right panel on the core workflows select (single click) the **Change Request - Standard change tasks**. Note that this workflow has 2 tasks in it. (We're going to add a third).

4. Click the menu button (**burger**) and select **Checkout** (of the Change Request - Standard change tasks workflow).

5. Add a new Task to the workflow in the same place as the others: click **Core** in the right panel, which opens the **Tasks** twisty; drag **Create Task** onto the canvas on the left panel.

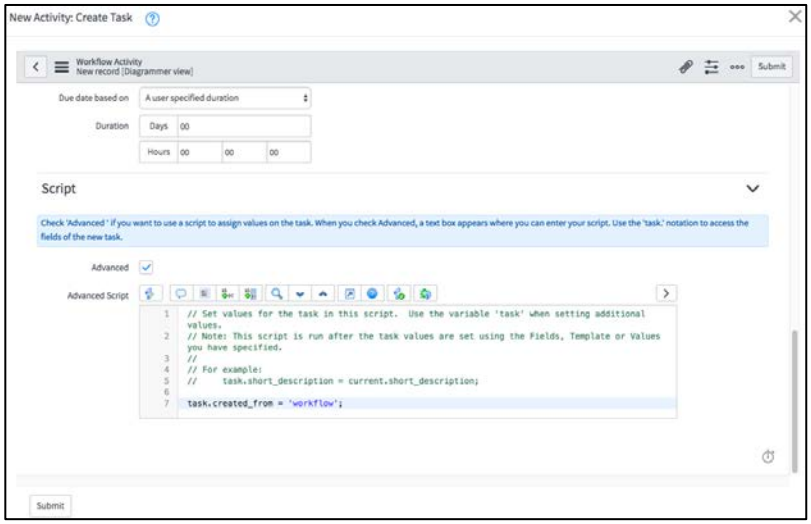


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6. The New Activity: Create Task window will open (otherwise double-click the new task). In **Name** field, **Short description**, and **Instructions** type **"Check that Change is fully documented."** Under Task Type, select **Change Task**.

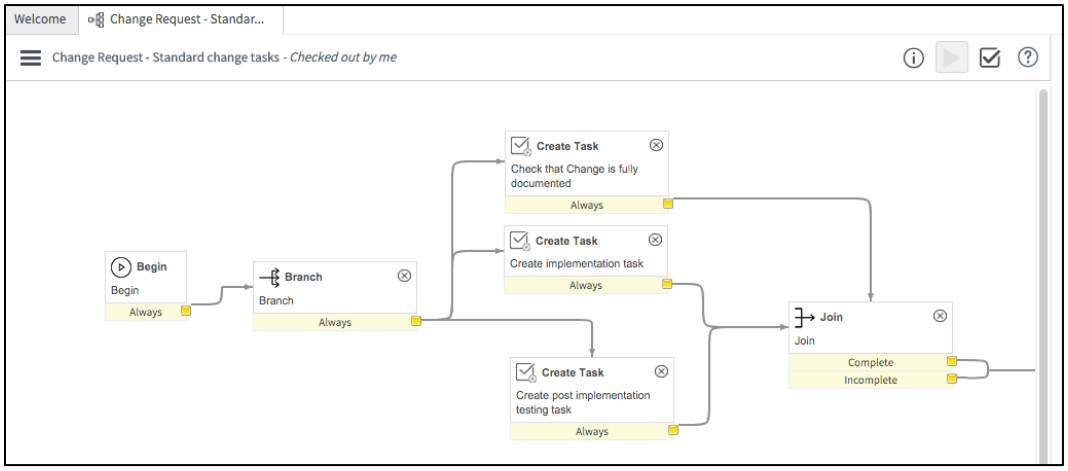
7. Check the **advanced checkbox** at the bottom of the form to add the following line to the end of script:

   task.created_from = 'workflow';



8. Click **Submit**

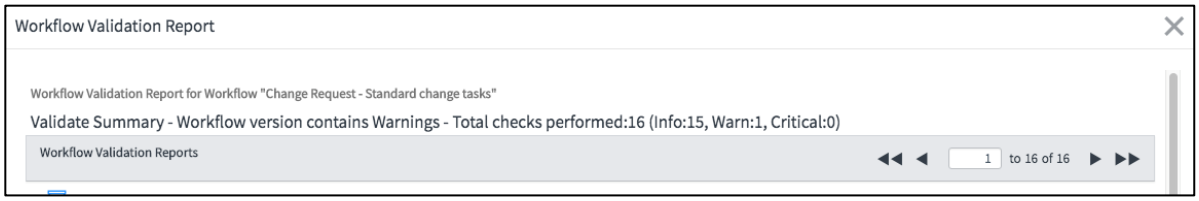
9. Click the **Update** button to update that workflow task. Join the task into the workflow by **drawing a line** from Branch (Always) to the new Task just created. **Draw a line** from the new Task just created (Always) to the **Join workflow** element.



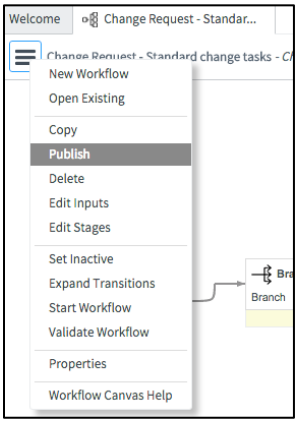
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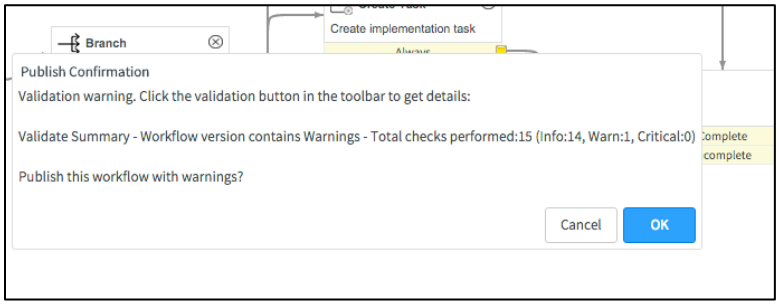
10. **Validate** the workflow by clicking the **tick** icon top right of the canvas. It should show just one warning.





11. Publish the workflow by clicking on the **menu** button (burger) and selecting **Publish**. A **warning appears. Click OK** to override and publish.





Lab Success Verification

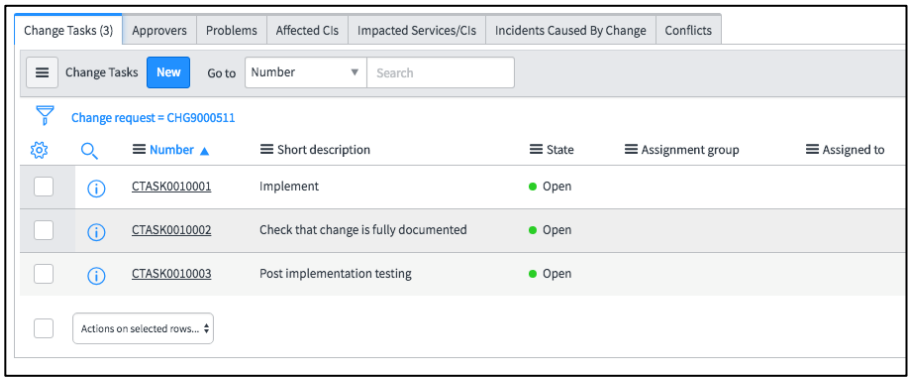
1. Create a New Standard Change using the new **Server OS update** template added in Lab 1. (New Change > Standard > Server Standard Changes > Server OS Update to Windows 2013)

2. Schedule the change by clicking on the **Schedule** button at the top, remembering to put a planning start and end date / time in and assignment group of **Hardware**.

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3. Once scheduled, implement the Change. Click the **Implement** button at the top.

   Under the related list at the bottom of the **Change Tasks Tab,** there should be 3 new tasks, the original two and the new one just created.



Add a New State to the State Model to Match the Enhanced Change Process

In this example, you add a new State of **Complete** before the Review. This allows you to mark the change completion before going into post implementation review.

1. Navigate to **Self Service > Knowledge** and find the following knowledge article:

   201 lab Exercise 4.2

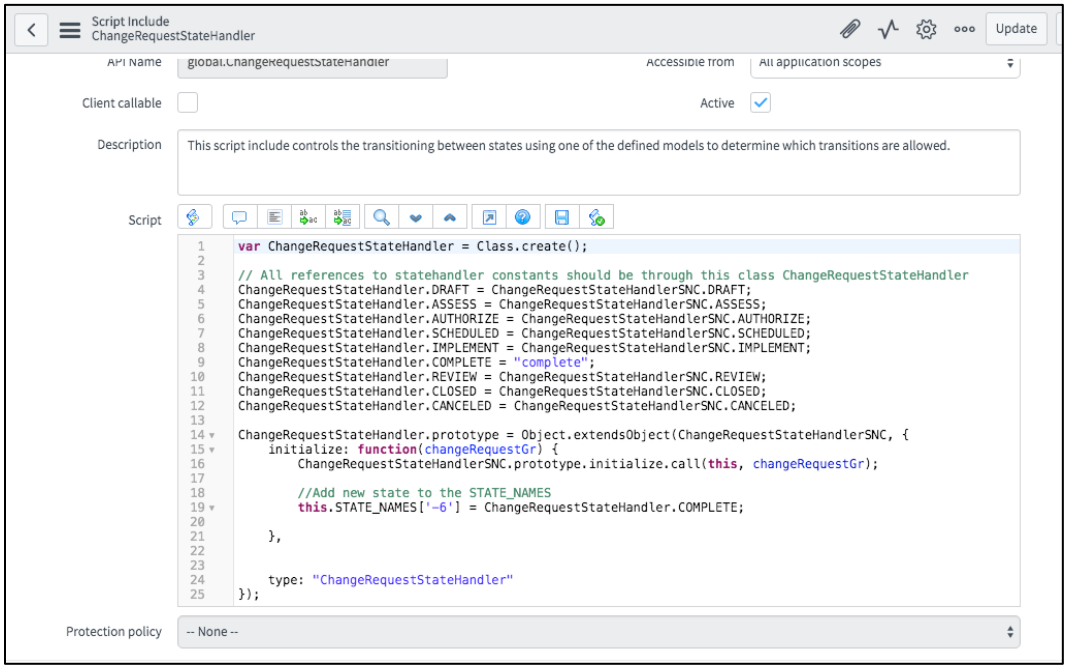
2. Copy the script under heading **State Model**.

3. Navigate to **System Definitions > Script Includes**.

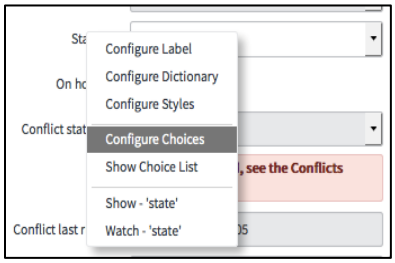
4. Click the script **ChangeRequestStateHandler** to open it.

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5. Replace the script with the new script copied in the previous step. This adds a new **State of Complete** transition into the change stateflow.

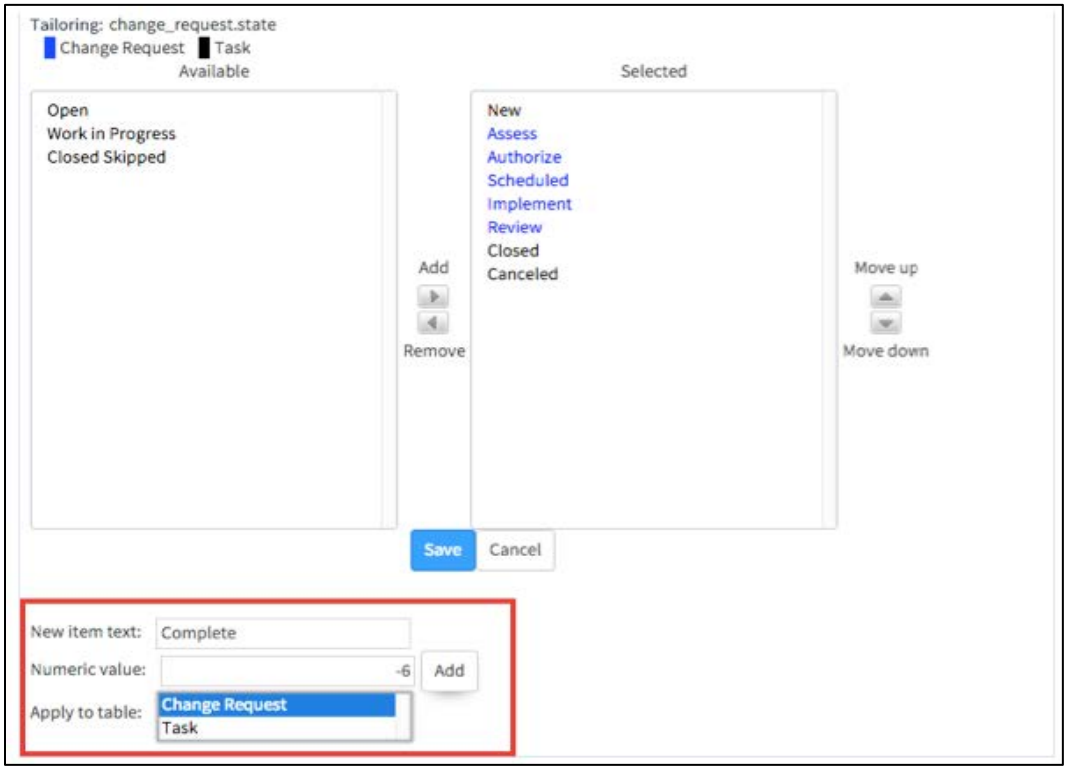


6. Navigate to **Change > Open** and select one of the open changes to add a new Choice to the state field. Navigate to **State** Field and right-click the **state** label. Move to **Configure Choices** and select it.



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7. In **New item text** field type **Complete** and then in **Numeric Value** type **-6**. Ensure **Apply to Table** is **Change Request** and click **Add**. The new field appears in the right box. Click **Save**.



Change the Script That Represents the State Model for Normal Change to Process the New Complete State

1. Navigate to **Self Service > Knowledge** and find the following knowledge article:

   201 lab Exercise 4.3

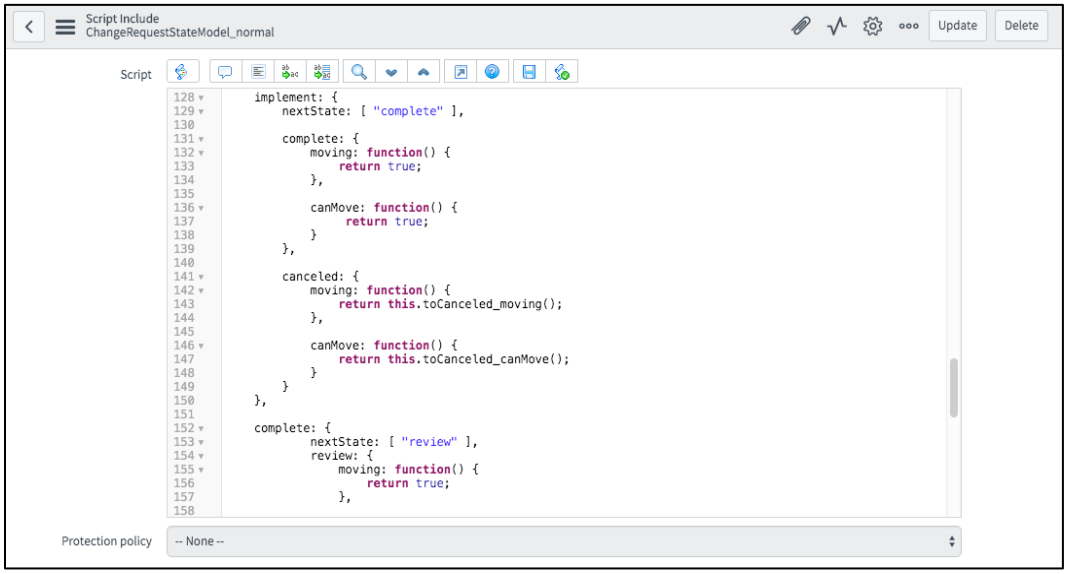
2. Copy the script in the text file.

3. Navigate to **System Definitions > Script Includes**.

4. Find and click the script **ChangeRequestStateModel_normal**, to open it.

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5. Replace the script with the new script that you copied in the previous step. This adds a new **Complete** transition processing script into the change stateflow. Click **update**.




```
implement: {
    nextState: [ "complete" ],

    complete: {
        moving: function() {
            return true;
        },

        canMove: function() {
             return true;
        }
    },

    canceled: {
        moving: function() {
            return this.toCanceled_moving();
        },

        canMove: function() {
            return this.toCanceled_canMove();
        }
    }
},

complete: {
        nextState: [ "review" ],
        review: {
            moving: function() {
                return true;
            },
```

Add UI Action to Activate New State in the State Model

1. Navigate to **Self Service > Knowledge** and find the following knowledge article:

   201 lab Exercise 4.4

2. Copy the script in the text file.

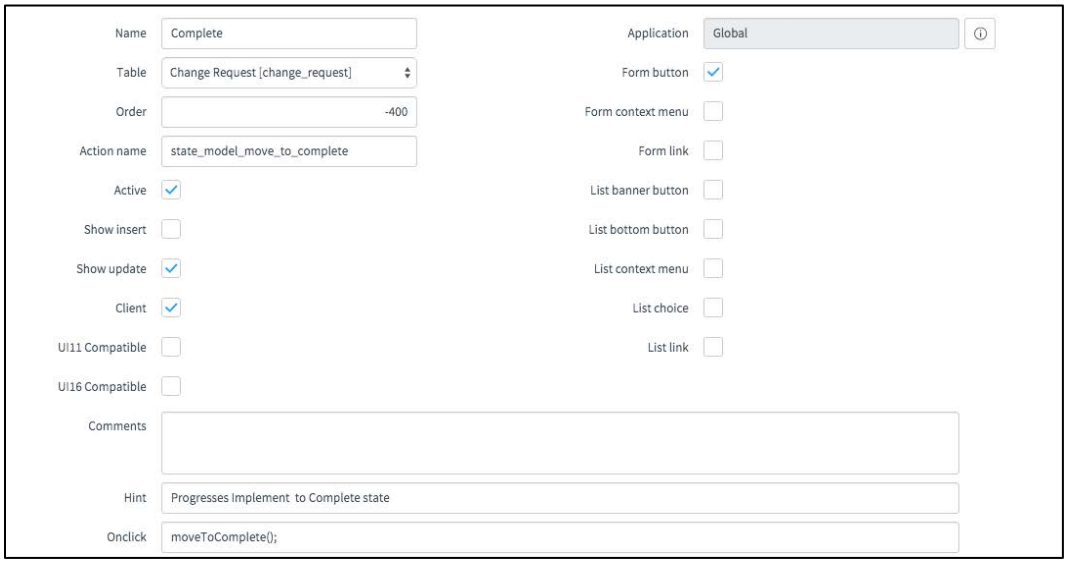
3. Add a new UI action to progress a change request to the new state.
   Navigate to **System UI > UI Actions**.

4. Click **New**. Under Name call it **Complete**. Set table to **Change Request**. Set Order to -**400**.

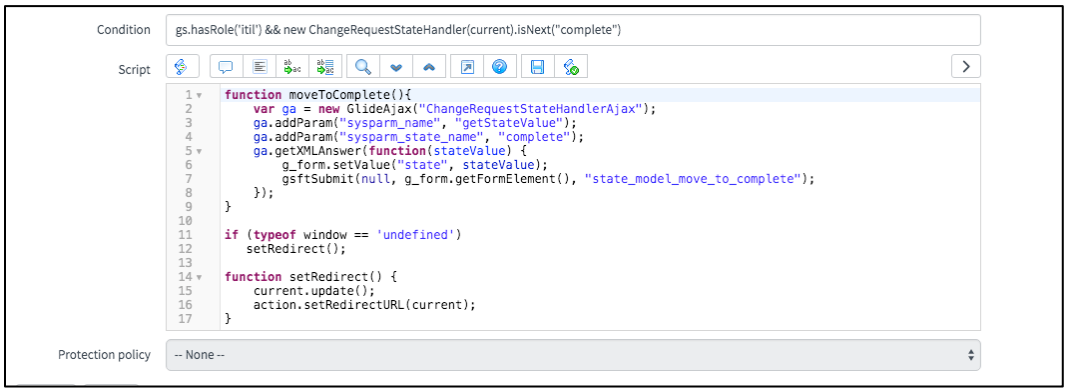
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5. Check the **Client and Form** check boxes**:**

   Set the action name to **state_model_move_to_complete** for the Complete state
   Set the **Onclick** field to **moveToComplete();**
   Set the **Condition** field to new **ChangeRequestStateHandler(current).isNext("complete")**



6. Paste the JavaScript as per the knowledge article copied earlier, **201 lab Exercise 4.4**.
   Click **Submit** to save.

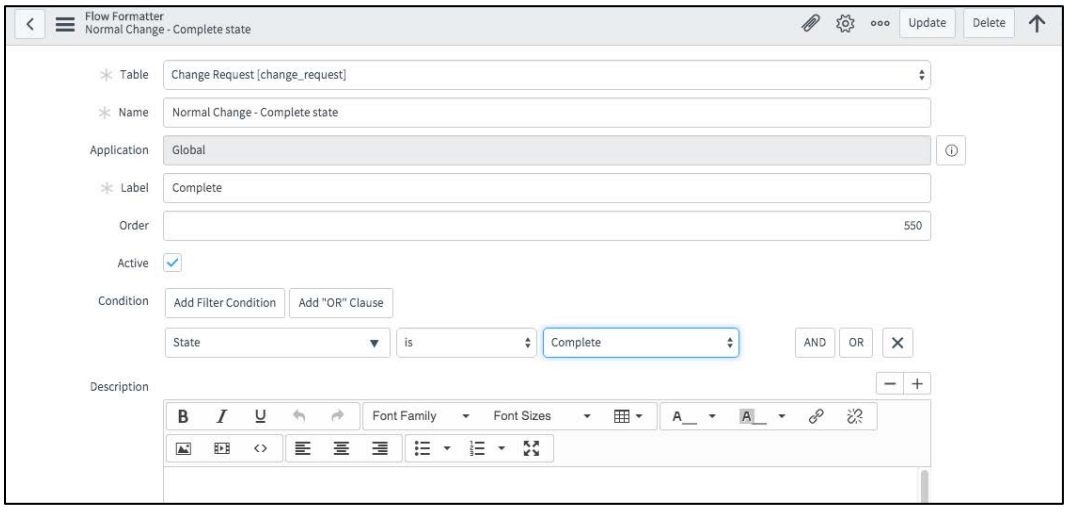


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Add the Process Flow and Update the Workflow for the New State in the State Model

1. Modify the process flow for the change to display the new state by creating a new process flow for the Change Request table. Navigate to **System UI > Process Flow**. Click **New**. Ensure the **Change_Request** table is selected. Name it **Normal Change - Complete state**.

2. Set the label to **Complete**. Set the **State** condition to **IS complete**. Set **Order** to a value of **550**. Click **Submit** and note the new flow is inserted in the correct place.



3. Change the Normal Workflow to handle the new state. Navigate to **Workflow > Workflow Editor**. Single click the **Change Request – Normal**. Select the menu (**burger**) and **checkout the workflow**.

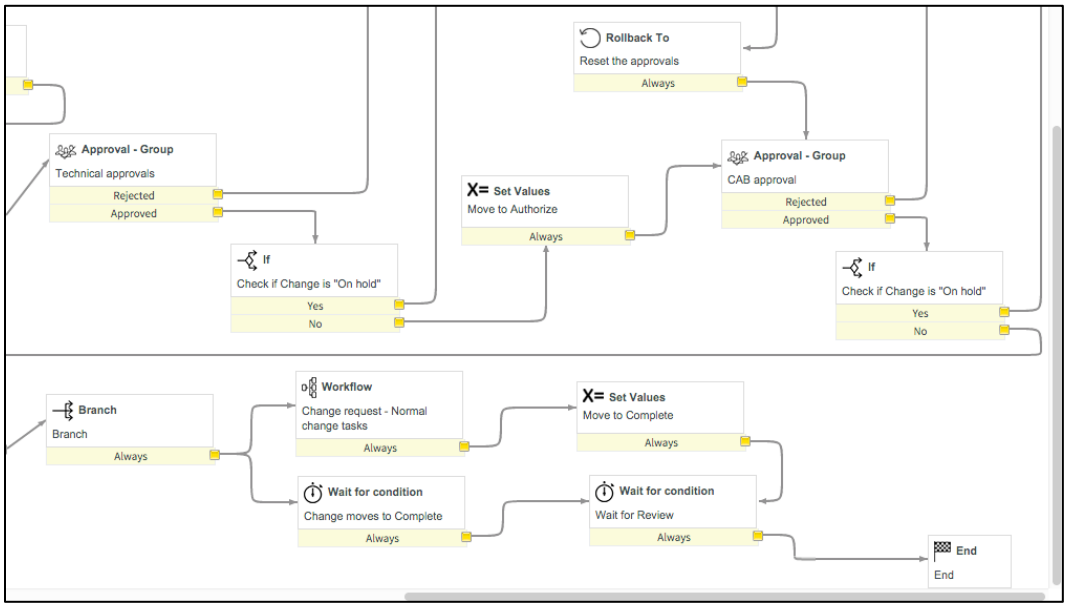
4. On the right side of the workflow at the bottom, insert a new Core **Wait for Condition** as shown in the example. Name it **Change Moves to complete** and a Condition that **state = complete**.

5. Click **Submit** to update.

6. On the right side of the workflow at the bottom**,** click the current **Change Moves to Review** name to **Change Moves to complete** to change it. Change the Condition to **state = complete**.

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7. Draw the lines to connect the new item so it looks like the example.



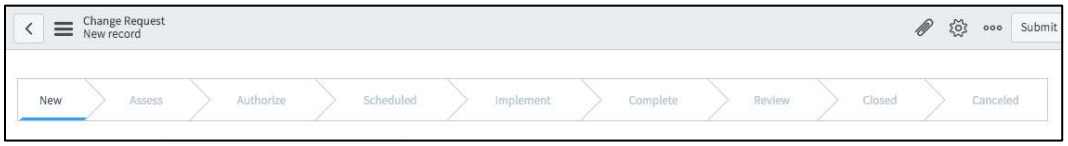
8. Validate the workflow by clicking on the **tick** icon top right of the canvas**.** There should be no warnings or Critical Errors.

9. Publish the workflow: Click the menu (**burger**) and select **Publish**.

Lab Success Verification

1. Navigate to **Change / Create New** and create a new **Normal Change**.

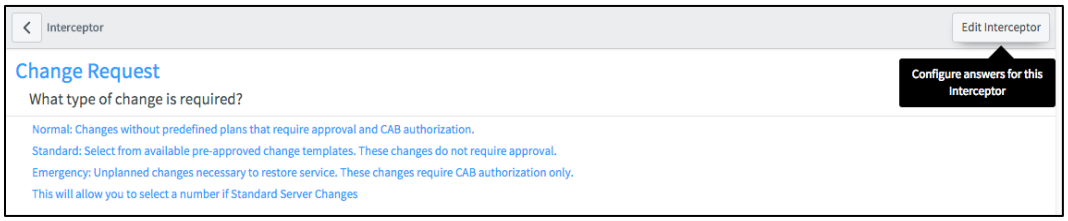
2. Verify the new process is followed and the state shows on the top of the change.



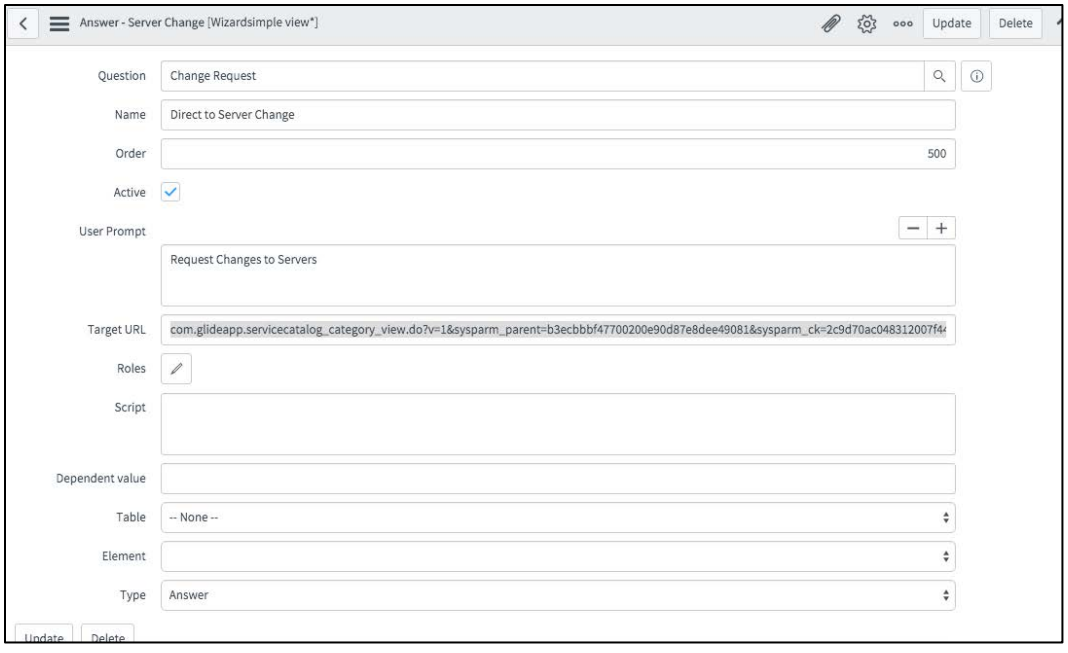
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Add New Item to the Change Interceptor

1. Navigate to **Change > Create New**. You are faced with an interceptor.
2. At the top-right, click **Edit Interceptor**.



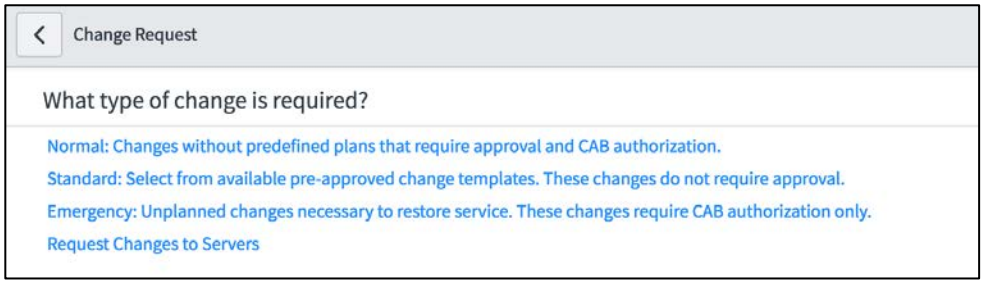
3. This shows all the options for the Change Interceptor.
4. Click **New** to create a new Question for the Change Interceptor and select **simple question to redirect the URL**.
5. Add Server Change options to this. In the **Name** field put **Server Change Requests**. Set **order** to **500** (so it appears at the bottom of the list).
6. Open a duplicate browser tab. Navigate to **Change > Create New**. You are then faced with the interceptor. Select **Standard**. Hover over the **Server Standard Changes**, right-click, and select **Copy Address link**. Go back to the original tab and paste this into **Target URL**.
7. Add user prompt: **Request Changes to Servers**. Click **Submit**.



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Lab Success Verification

1. Navigate to **Change > Create New**. You are then faced with an interceptor with the new option!



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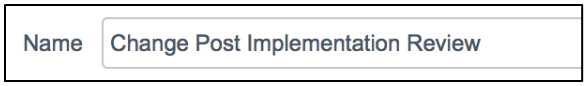
Lab Goal

After the changes are completed, review the level of success. Sending out a survey is a great way to accomplish this. The platform ensures that it gets sent at the end of a Change Request.

Lab 5.0
Run Post Implementation Reviews

Create a Survey

1. Go to **Survey > Survey Designer**.
2. Change New Survey to **Change Post Implementation Review**.



3. Drag the Numeric Scale onto the content dropzone.



4. Hover over the question, then click the **gear** icon to edit the question.



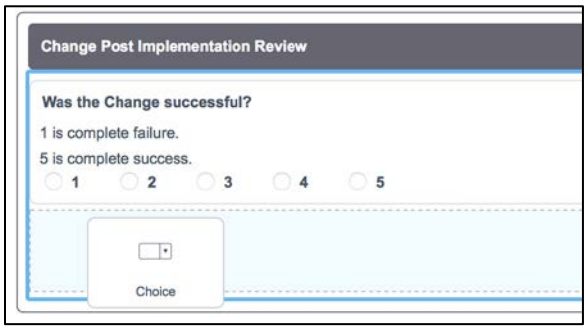
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5. Set the following information:

   Name: **Successful**
   Question: **Was the Change successful?**
   Min: **1**, Max: **5**
   Positive indicator: **High value**
   Details:
   1 is complete failure.
   5 is complete success.



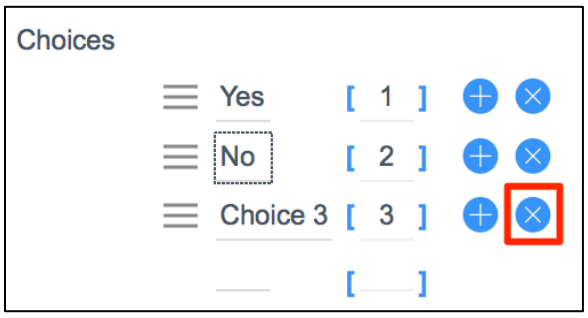
6. Drag **Choice** onto the content dropzone.



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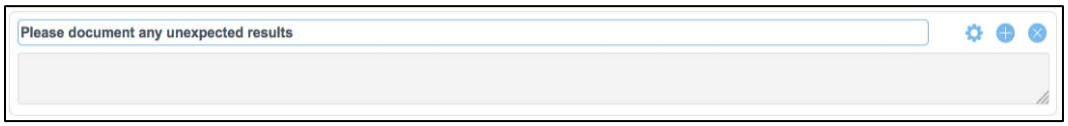
7. Hover over the question, and then click the **gear** icon to edit the question. Set:

   Name: **Backout plan used**
   Question: **Was the backout plan used?**
   Positive indicator: **High values**
   Rename Choice 1 to **Yes**
   Rename Choice 2 to **No**
   Remove Choice 3



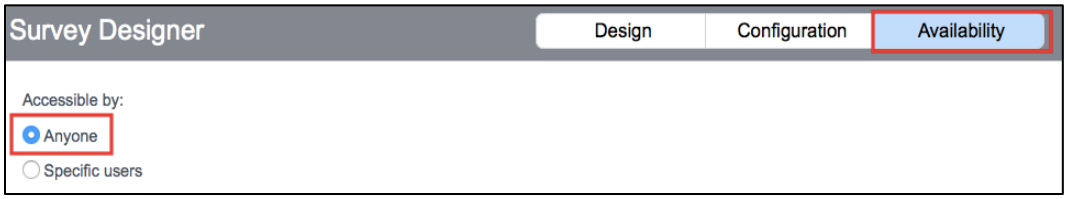
8. Drag String onto the content dropzone. Hover over the question, and then click the **gear** icon to edit the question. Set:

   Name: **Unexpected results**
   Question: **Please document any unexpected results**
   String option: **Multiline**



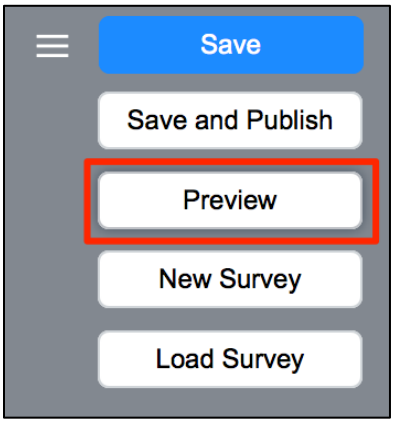
9. Click the **Availability** tab. Set the following information:

   Survey user access: **Anyone**



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10. Hover over **Save** and click **Preview**.



11. Once satisfied, close, hover over **Save**, and choose **Save and Publish.** Close the window/tab.

12. Navigate to **Survey > Administration > Trigger conditions**.

13. Click **New**, and fill out the following information:

    Assessment**: Change Post Implementation Review**
    Table**: Change Request [change_request]**
    User field**: Requested by**
    Repeat Internal**: Days 1 Hours 00:00:00**
    Condition**: State - is - Complete**
    Probability: **100%**

14. **SUBMIT**

Lab Success Verification

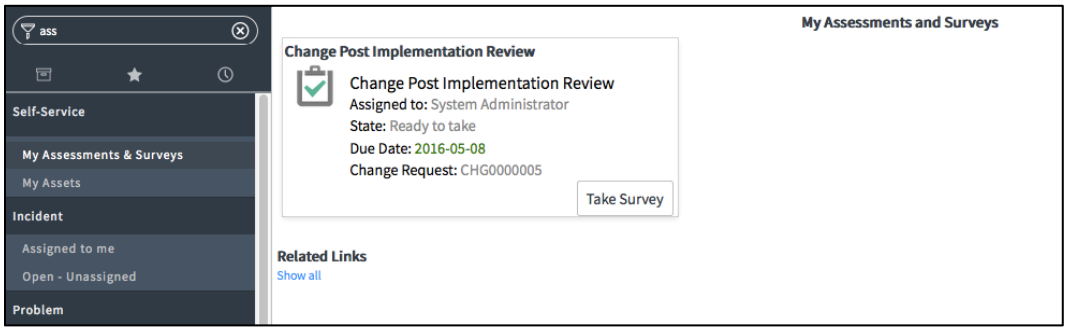
1. Go to **Change > Open** and find the following change created in **Lab 3**, **Create a Risk Assessment Survey**:

   Short description: **Emergency Application Upgrade**
   Affected CI: **SAP Payroll**

2. Progress the change to the **Closed** status.

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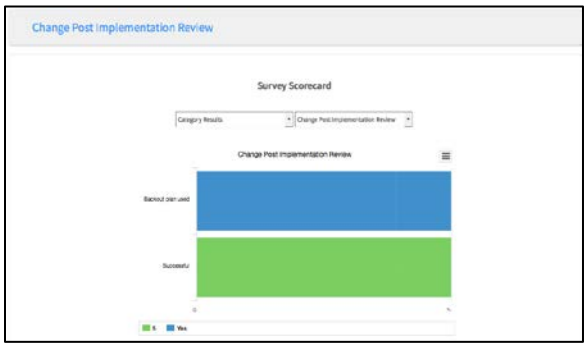
3. Navigate to **Self-Service > My Assessments & Surveys**. Click **Take Survey**.



4. Fill out the survey as desired. Click **Submit** at the end.

5. Navigate to **Survey > View Surveys**. Click **Change Post Implementation Review**.

6. Click **View Scorecard**. You may want to run the verification steps several times to build up more data for the scorecard.



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Appendix

Script from Lab 4.2

```
var ChangeRequestStateHandler = Class.create();

// All references to statehandler constants should be through this class ChangeRequestStateHandler
ChangeRequestStateHandler.DRAFT = ChangeRequestStateHandlerSNC.DRAFT;
ChangeRequestStateHandler.ASSESS = ChangeRequestStateHandlerSNC.ASSESS;
ChangeRequestStateHandler.AUTHORIZE = ChangeRequestStateHandlerSNC.AUTHORIZE;
ChangeRequestStateHandler.SCHEDULED = ChangeRequestStateHandlerSNC.SCHEDULED;
ChangeRequestStateHandler.IMPLEMENT = ChangeRequestStateHandlerSNC.IMPLEMENT;
ChangeRequestStateHandler.COMPLETE = "complete";
ChangeRequestStateHandler.REVIEW = ChangeRequestStateHandlerSNC.REVIEW;
ChangeRequestStateHandler.CLOSED = ChangeRequestStateHandlerSNC.CLOSED;
ChangeRequestStateHandler.CANCELED = ChangeRequestStateHandlerSNC.CANCELED;

ChangeRequestStateHandler.prototype = Object.extendsObject(ChangeRequestStateHandlerSNC, {
   initialize: function(changeRequestGr) {
      ChangeRequestStateHandlerSNC.prototype.initialize.call(this, changeRequestGr);
                this.STATE_NAMES["-6"] = ChangeRequestStateHandler.COMPLETE;
   },

   type: "ChangeRequestStateHandler"


});
```

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Script from Lab 4.3

```
var ChangeRequestStateModel_normal = Class.create();
ChangeRequestStateModel_normal.prototype = Object.extendsObject(ChangeRequestStateModelSNC_normal, {
   draft: {
      nextState: [ "assess" ],

      assess: {
         moving: function() {
            return this.toAssess_moving();
         },

         canMove: function() {
            return this.toAssess_canMove();
         }
      },

      canceled: {
         moving: function() {
            return this.toCanceled_moving();
         },

         canMove: function() {
            return this.toCanceled_canMove();
         }
      }
   },

   assess: {
      nextState: [ "authorize" ],

      draft: {
```

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```
    moving: function() {
        return this.toDraft_moving();
    },

    canMove: function() {
        return this.toDraft_canMove();
    }
},

authorize: {
    moving: function() {
        return this.toAuthorize_moving();
    },

    canMove: function() {
        return this.toAuthorize_canMove();
    }
},

scheduled: {
    moving: function() {
        return this.toScheduled_moving();
    },

    canMove: function() {
        return this.toScheduled_canMove();
    }
},

canceled: {
    moving: function() {
        return this.toCanceled_moving();
    },
```

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```
      canMove: function() {
         return this.toCanceled_canMove();
      }
   }
},

authorize: {
   nextState: [ "scheduled" ],

   draft: {
      moving: function() {
         return this.toDraft_moving();
      },

      canMove: function() {
         return this.toDraft_canMove();
      }
   },

   scheduled: {
      moving: function() {
         return this.toScheduled_moving();
      },

      canMove: function() {
         return this.toScheduled_canMove();
      }
   },

   canceled: {
      moving: function() {
         return this.toCanceled_moving();
```

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```
      },

      canMove: function() {
         return this.toCanceled_canMove();
      }
   }
},

scheduled: {
   nextState: [ "implement" ],

   implement: {
      moving: function() {
         return this.toImplement_moving();
      },
      canMove: function() {
         return this.toImplement_canMove();
      }
   },

   canceled: {
      moving: function() {
         return this.toCanceled_moving();
      },

      canMove: function() {
         return this.toCanceled_canMove();
      }
   }
},

implement: {
   nextState: [ "complete" ],
```

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```
    complete: {
      moving: function() {
                                    return true;
      },

      canMove: function() {
                                     return true;
      }
    },

    canceled: {
      moving: function() {
        return this.toCanceled_moving();
      },

      canMove: function() {
        return this.toCanceled_canMove();
      }
    }
  },

    complete: {
                        nextState: [ "review" ],
                        review: {
                                moving: function() {
                                        return true;
                                },

                                canMove: function() {
                                        return true;
                                }
                        },
```

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```
                canceled: {
                        moving: function() {
                                return this.toCanceled_moving();
                        },
                        canMove: function() {
                                return this.toCanceled_canMove();
                        }
                }
        },

review: {
    nextState: [ "closed" ],

    closed: {
        moving: function() {
            return this.toClosed_moving();
        },

        canMove: function() {
            return this.toClosed_canMove();
        }
    },

    canceled: {
        moving: function() {
            return this.toCanceled_moving();
        },

        canMove: function() {
            return this.toCanceled_canMove();
        }
    }
```

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```
  },

  closed: {},

  canceled: {},

  type: "ChangeRequestStateModel_normal"
});
```

Script from Lab 4.4

```
function moveToComplete(){
        var ga = new GlideAjax("ChangeRequestStateHandlerAjax");
        ga.addParam("sysparm_name", "getStateValue");
        ga.addParam("sysparm_state_name", "complete");
        ga.getXMLAnswer(function(stateValue) {
                g_form.setValue("state", stateValue);
                gsftSubmit(null, g_form.getFormElement(), "state_model_move_to_complete");
        });
}

if (typeof window == 'undefined')
  setRedirect();

function setRedirect() {
   current.update();
   action.setRedirectURL(current);
}
```

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