

Common Change

Fluorine+

The **Common Change** document is an XML schema that contains default fields for mapping change request form values from one system to another. The common change format mirrors what one would see in an ITIL view of the Change Request form with related lists expressed in embedded XML form.

A sample **Common Change** looks like this:

```
<common_change>
  <affected_cis>
    <affected_ci>
      <ci_class />
      <ci_name />
      <ci_id />
    </affected_ci>
  </affected_cis>
  <approval />
  <approvers>
    <approver>
      <created />
      <approver_name />
      <assignment_group_name />
      <approver />
      <state />
      <comments />
      <approver_email />
      <assignment_group />
    </approver>
  </approvers>
  <assigned_to />
  <assignment_group />
  <attachments>
    <attachment>
      <data />
      <size_bytes />
      <file_name />
      <sys_id />
      <content_type />
    </attachment>
  </attachments>
  <backout_plan />
  <category />
  <change_tasks>
    <change_task>
      <assignment_group />
      <short_description />
      <correlation_id />
      <number />
      <work_notes />
      <comments />
      <correlation_display />
      <change_task_type />
      <assigned_to />
      <state />
      <description />
      <cmdb_ci />
    </change_task>
  </change_tasks>
  <close_code />
  <close_notes />
  <cmdb_ci />
  <comments />
  <correlation_display />
</common_change>
```

```
<correlation_id />
<description />
<end_date />
<impact />
<impacted_services>
  <impacted_service>
    <operational_status />
    <type />
    <location_name />
    <id />
    <manually_added />
    <name />
  </impacted_service>
</impacted_services>
<implementation_plan />
<incidents_caused>
  <incident>
    <number />
    <opened_at />
    <category />
    <caller_id_name />
    <assigned_to_name />
    <short_description />
    <priority />
    <id />
    <state />
    <assignment_group_name />
  </incident>
</incidents_caused>
<incidents_fixed>
  <incident>
    <number />
    <opened_at />
    <category />
    <caller_id_name />
    <assigned_to_name />
    <short_description />
    <priority />
    <id />
    <state />
    <assignment_group_name />
  </incident>
</incidents_fixed>
<justification />
<number />
<priority />
<problems>
  <problem>
    <short_description />
    <assignment_group_name />
    <id />
    <assigned_to_name />
    <state />
    <number />
  </problem>
</problems>
<provider />
<psp_action />
<requested_by />
<requested_by_date />
<risk />
<short_description />
<start_date />
<state />
<test_plan />
<type />
<work_notes />
</common_change>
```

Embedded records

Embedded records are fields in the Common Change document that cannot be mapped by singular values. Instead, they are entirely different records included inside the Common Change document to be created on the subscribing system.

The following are examples of the embedded records in Common Change:

Configuration Item's Affected Embedded Record

The **CI affected** field in the Common Change is an embedded record that, when populated, will create a new CI affected on the system receiving the Common Change.

Table Map Source Field	Definition
ci_class	Class name of the configuration item
ci_name	Name of the configuration item
ci_id	Unique record identifier of the configuration item

Approver Embedded Record

The **approver** field in the Common Change is an embedded record that, when populated, will create a new approver on the system receiving the Common Change.

Table Map Source Field	Definition
created	Date the record was created on
approver_name	Name of the approver
assignment_group_name	Name of the assignment group
approver	Unique record identifier of the approver record
comments	Comments of the approver
approver_email	Email of the approver
assignment_group	Unique record identifier of the assignment group record

Attachment Embedded Record

The **attachment** field in the Common Change is an embedded record that, when populated, will create a new attachment on the system receiving the Common Change.

Table Map Source Field	Definition
data	Attachment data in an encoded string format
size_bytes	Measurement of how much the attachment data contains
file_name	Name of the attached file
sys_id	Unique record identifier of the attachment
content_type	Attachments content type (i.e jpeg, png, txt, etc.)

Change Task Embedded Record

The **change task** field in the Common Change is an embedded record that, when populated, will create a new change task on the system receiving the Common Change.

Table Map Source Field	Definition
assignment_group	Unique record identifier of the assignment group record

short_description	Short description of the change task
correlation_id	Unique record identifier of the correlating change task
number	Record number of change task
work_notes	Work notes for the change task
comments	Comments for the change task
correlation_display	Unique record display of the correlating change task
change_task_type	Change task category
assigned_to	User the change task is assigned to
state	State of the change task
description	Description of the change task
cmbd_ci	Unique record identifier of the parent record

Impacted Service Embedded Record

The **impacted service** field in the Common Change is an embedded record that, when populated, will create a new impacted service on the system receiving the Common Change.

Table Map Source Field	Definition
operational_status	Status of the impacted service
type	Class type of the impacted service
location_name	Location of the impacted service
id	Unique record identifier of the impacted service
manually_added	Represents if the impacted service is added manually
name	Name of the impacted service

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