

What's the process to review and address skipped changes?

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Why do I need to review skipped changes after an upgrade?

A [skipped change](#) is a record that gets created when you have made a change (i.e., a configuration or [customization](#)) to your Now Platform® instance and ServiceNow® updates the same records as part of a new release (e.g., from Orlando to Paris). ServiceNow upgrades will not overwrite changes you have made, so you will need to review your skipped changes and determine whether to [revert to base](#), merge, or keep your changes. Review [release notes](#) prior to upgrading to identify enhancements that may generate skipped changes in your instance(s).

What causes a skipped change?

It's important to understand the type of changes that you can make, which mainly fall into the following categories:

- **Record Inserts** – New records you have created such as [ACLs](#), [business rules](#), and [fields](#)
- **Record Updates** – Changes to the out-of-the-box (OOTB) records ServiceNow provides
- **Deletes** – Deleting OOTB records ServiceNow provides

During the upgrade process, ServiceNow will evaluate each record in an instance and **evaluate for changes since the last upgrade** to determine if a skipped change record is needed.

Skipped changes include changes such as the hard-coded records `sys_ui_form_section`, `sys_ui_related_list`, and `sys_choice_set`; and changes to tables that have at least one field of type HTML, XML, script, or script_plain.

Note: User data records (i.e., `sys_user`) will not trigger a skipped change.

Evaluation	Skipped change generated?
No changes	No
You made changes only	Yes – No review needed*
ServiceNow made changes only	No
You have a made a change, and ServiceNow subsequently made a change to that record	Yes – Requires your review

*If the upgrade version doesn't have any ServiceNow changes to the records you have changed in the instance, then a skipped change is generated in the [customizations unchanged related list](#). You are not required to review these skipped changes.

What's the process to review and address skipped changes? (Cont.)

What's the process to review and address skipped changes?

- 1 Review the [Upgrade Summary Report](#)** from the [Upgrade Monitor](#) after upgrading the first non-production instance. The report summarizes the number of skipped changes produced by the upgrade. These records were changed by *both you and* the new ServiceNow release.
- 2 Select Review Skipped Updates** in the upper right of the Upgrade Monitor after the upgrade completes **or** navigate to **System Diagnostics > Upgrade History** and locate and open the record related to your recent upgrade from the list.
- 3 Scroll to the tabs showing the related lists at the bottom of the form.**
- 4 Locate the list [Skipped Changes to Review](#).**
- 5 Filter out low-risk changes** – Right-click on the record in the cell for the priority value with a **Priority 5** (and other lower priorities based on your needs) and select **Filter Out**. Filtering out low-risk changes (e.g., field labels or form layouts) eliminates the need for review—**no action means your changes will be retained**. Also, your list of skipped changes will be much smaller and more manageable.
Note: Focus first on Priority 1 and 2 skipped changes to reduce the highest risk items.

- 6 Review record** – Select the first record to review, then identify the record difference between existing changes and the new ServiceNow release.
- 7 Add comments** – Provide additional information regarding the action taken on the skipped record to assist future reviewers.
- 8 Determine the resolution** – Decide whether to revert to base, merge, or retain the change to resolve the conflict. Consider the following to help you decide:
 - **When would you revert to base?** If it is a low-priority change that you don't use anymore or the business value of that particular change is smaller than the cost of maintaining it, this is a good time to review your changes and weigh business value against cost.
 - **When would you merge?** Merge the change to incorporate new release updates into your instance while keeping your customization (i.e., enhance the customization). You can use the [Resolve Conflicts form](#) to compare the base system version with the customized version of a record and reconcile the differences before merging.
 - **When would you retain?** Retain the change when the value it brings is greater or equal to the cost of maintaining it and forgoing any new features and fixes/updates that the upgrade may bring with it. This is a business value versus cost decision. If you need the changes you made to your instance for business reasons, you would retain them.



Continue to repeat steps 6 through 8 to process the skipped records by reviewing each one until the list is complete.

What's the process to review and address skipped changes? (Cont.)

What influences the quantity of skipped changes and the time to review?

Developing customizations and modifying OOTB configuration records will drive a higher number of skipped changes. Managing these changes will help you be more prepared for the upgrade—review the Success Playbook on [avoiding customization pitfalls so you can innovate and meet demand at scale](#) to learn more. The time to review skipped changes can greatly vary and depends on how many changes you made to the system. It could take minutes or possibly days. The process to review skipped changes may take longer if:

You are upgrading from any version older than the latest version

Upgrading from more than one version back could increase the time to review skip changes.

Your changes aren't well documented

Documentation makes it easier to identify high-priority skipped changes.

You have many ServiceNow products deployed

The number of products you have may influence the number of changes made to the Now Platform, which may result in more skipped changes.

As mentioned on slide 2, you can deprioritize lower-priority skipped changes (e.g., 3 to 5). To manage the risk with those lower priority skipped changes, run regression testing with [Automated Testing Framework \(ATF\)](#) and your [full testing suite](#) to ensure existing processes still work as expected following an upgrade.

What happens if I ignore skipped changes?

If skipped changes are ignored for an upgrade, **your changes will be retained**. The same ignored skipped changes for the current upgrade will only appear as skipped changes for a future release if ServiceNow modifies those records again in a future release.

Related resources

- [Now Learning – Upgrade Skipped Records](#)
- [Now Learning – ATF Fundamentals](#)
- [Success Playbook – Perform ServiceNow upgrades quicker and more effectively](#)
- [Success Checklist – Plan for upgrades at least once a year](#)
- [Success Quick Answer – How do I perform ServiceNow upgrades?](#)
- [Success Quick Answer – How do I use Test Management 2.0 for manual testing?](#)
- [Success Quick Answer – What best practices should I consider when creating ATF tests?](#)
- [Product Docs – Upgrade planning checklist](#)
- [YouTube – Upgrading to a new release](#)
- [Developer Portal – Upgrade Tools – Smarter, Better, Faster](#)

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please [contact us](#).