FLYER

VALUEMATION CHANGE MANAGER

IT incidents are often attributable to poorly coordinated or inadequately controlled changes in the IT infrastructure. Impairments to the availability or even outages of services may entail enormous costs, in particular in IT-aided business processes. The persons responsible for IT change management must therefore ensure that all adaptations to the IT infrastructure are carried out in a controlled Zand efficient manner with minimal restrictions to ongoing operation of business and IT services. Changes – whether planned or ad-hoc – may only be conducted with authorization and in accordance with a standardized, secure process.

Objectives

—— With the Valuemation Change Manager you ensure that all changes in the IT service landscape and IT infrastructure are applied for, planned, approved and subsequently carried out in a controlled way on the basis of standardized processes – with minimal restrictions to service availability in ongoing operations. Before changes are implemented, the need for and benefits from them are examined, as are their potential risks and negative impacts, with the result that disruptions and the costs of them are minimized.
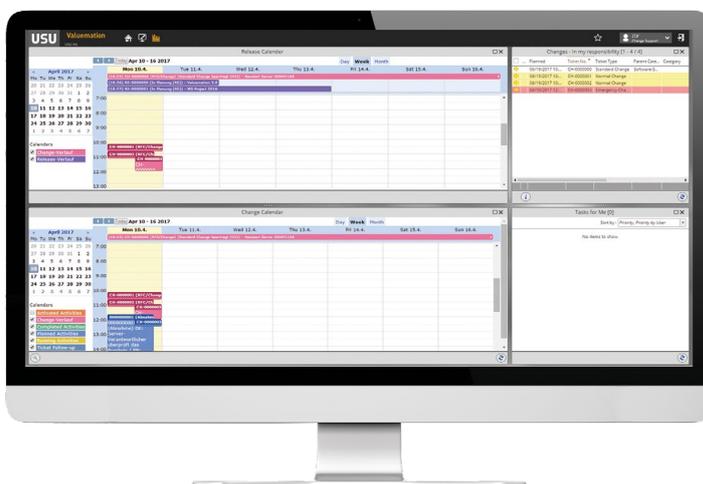
BENEFITS

Valuemation enables you to

minimize the subsequent costs of service outages and SLA violations thanks to controlled and planned changes

reduce the risks to IT service availability with a high degree of transparency on dependencies in the service landscape

speed up diagnosis of errors as a result of changes by means of CI adaptations that are documented fully and in an audit-compliant way

plan and control changes extremely efficiently using predefined processes and approval steps

cut the costs of making changes thanks to standardized, automated change processes

Support in change management with the change and release calendar

Plan and Make Changes Efficiently and Securely

—— With the Valuemation Change Manager you control change processes securely using predefined roles and ITIL®-compliant workflows. Changes – whether planned or ad-hoc – are only conducted with authorization and in a standardized way. Potential risks to service availability must be ruled out as far as possible, which means information on affected configuration items (CIs) and a high degree of transparency on dependencies and interconnections with business/IT services are vital. You can use the integrated Valuemation CMDB Manager (optional) to document and graphically visualize these relations. That lets you see immediately which services are affected and assess the impacts, costs, advantages and risks of changes. The change calendar and the integrated Valuemation Resource Manager (optional) enable you to plan changes, automatically taking into account the required IT resources, costs, personnel capacities, skills, etc.

Predefined Roles and Change Approval Processes

—— A distinction is made between two basic initiators of changes: A request for change (RfC) is created as part of incident/problem handling, while a service request is a request to IT that is not based on an incident and is initiated from the IT product/service catalog. After being registered, the change requests are classified, forwarded, planned and approved on the basis of rules and then accomplished sequentially or in parallel. The change requestor and the roles involved are automatically notified of the latest RfC/change status. With the Valuemation Change Manager you use predefined change processes and authorization steps for standard changes (regular/recurrent and already approved changes, e.g. for service requests), minor normal changes (changes with slight impacts and authorized directly by the responsible Change Manager), medium normal changes (changes with a considerable impact, if applicable after discussion on the Change Advisory Board (CAB) with subsequent approval), major normal changes (changes with serious impacts and significant resource requirements are dealt with by the CAB and are approved by management) and emergency changes (changes in response to acute disruptions that must be carried out immediately are dealt with by an Emergency Change Advisory Board). You can tailor these processes flexibly on your own using the Valuemation Business Process Manager.

Audit-compliant Documentation of All Changes

—— Within the integrated CMDB, all relevant changes are automatically and completely documented, thus ensuring audit compliance. Changes are displayed directly for the respective CI or service module, which significantly speeds up diagnosis of incidents that occur following changes and root-cause analysis in problem management. Integrated IT analytics functions (optional) provide you with additional insightful reports and dashboards with ITIL®-based change KPIs and options for ad-hoc analyses, enabling you to keep on improving change processes in a pinpointed manner.