

## Change Manager

### BENEFITS

The Change Manager supports you in achieving efficient and cost-optimized implementation of changes to your IT infrastructure.

#### The Valuemation Change Manager allows you to

- Reduce change costs and their subsequent, downstream costs through the use of standardized, automated and ITIL®-compliant change processes
- Make on-the-fly changes during “live” operation so that they have the smallest possible impact on the quality and availability of your IT services
- Better assess and minimize the risks and costs due to changes since you know the dependencies between IT services and individual configuration items (CIs)
- Comply with legal rules and regulations and document all changes in a smooth, seamless and secure manner.

The Valuemation Change Manager supports you when making any kinds of changes to your IT infrastructure. Changes are planned, approved, checked and reviewed based on standardized, ITIL®-compliant processes. You’ll keep your service quality and availability at a consistently high level, while keeping outages and risks down to a minimum.

### The Challenges in Change Management

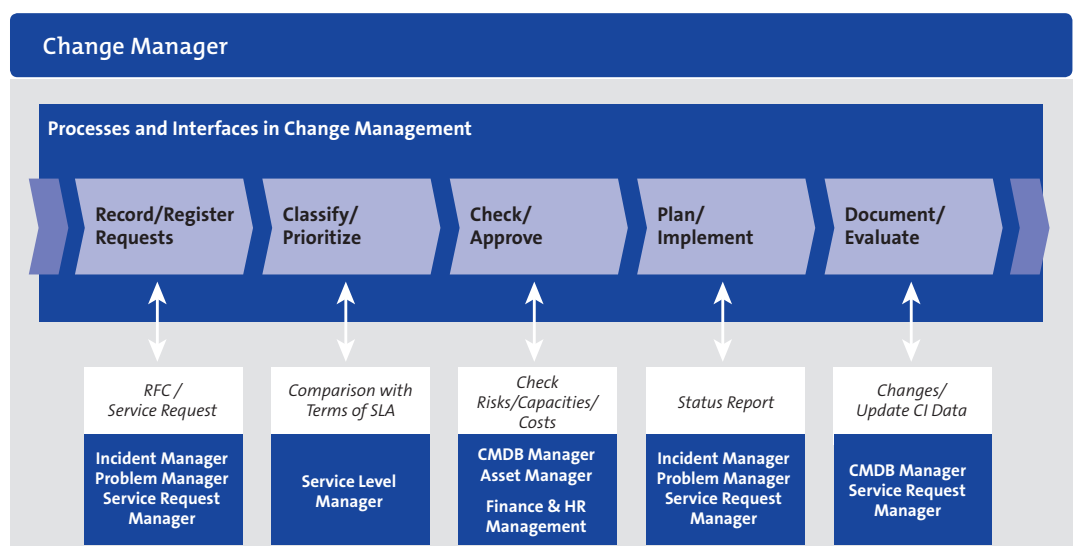
How do you make sure that any and all changes, whether planned or done on the fly, are implemented according to a standardized, reliable process? How do you recognize whether changes could involve risks or even have negative impacts on your service availability? How do you ensure that only authorized changes are made?

Efficient change management means being able to make changes in your IT infrastructure, even “hot ones” while the system is in operation, in a way that doesn’t negatively affect users and complies with the terms and conditions of

Service Level Agreements (SLAs). Clearly defined, standardized and highly integrated processes ensure that changes are made at the lowest possible cost and with minimal risks.

### Implementing Reliable Change Processes

The Valuemation Change Manager offers you a high degree of reliability and control over the entire change process. Its predefined processes and roles are closely tied in with ITIL®-compliant best practices. After being submitted, change requests are classified, forwarded in a rule-based manner, approved and then implemented in se-



quence or in parallel. Valuation distinguishes between the following change types and triggers:

**Request for Change (RFC):** Changes or new installations (e.g. replacement of a server) due to incidents or problems

**Service Request** Requests for IT services independent from a fault or malfunction (e.g. password reset or printer replacement)

The system's change calendar supports your change planning and depicts your planned changes. This takes the necessary IT resources, costs, personnel requirements, back-out planning and the like all into account, allowing you to assess and approve changes based on financial, technical and risk factors. The change requestor and the roles involved are automatically notified of the latest change status.

## Standardized Data and Integrated Processes

The optional Valuation CMDB Manager provides you with reliable, current data on the configuration items (CIs) in your IT infrastructure. Within the CMDB, all relevant changes are automatically and completely documented ensuring audit compliance. A graphical depiction of dependencies and interrelationships allows you to better assess the impact of changes and minimize associated risks. All completed changes are displayed for the respective CI or service module. This makes it much easier to diagnose incidents that might occur following changes and facilitates root-cause analysis in problem management.

## Clear Roles and Approval Processes

The Change Manager includes a selection of predefined change processes and approval paths of varying complexity:

- **Standard Changes:** Regular, periodic and preapproved changes.
- **Minor Changes:** Changes having minimal impact – to be authorized by the respective change manager.
- **Significant Changes:** Changes having considerable impact – to be discussed in and approved by the Change Advisory Board (CAB).
- **Major Changes:** Changes having serious impact and usually involving significant resources – to be approved by the CAB and then by top management.
- **Emergency Changes:** Severe faults/malfunctions requiring major changes that must be immediately implemented – to be approved by an Emergency Change Advisory Board (ECAB).

Additionally, you have the full flexibility to customize these processes, such as when it comes to individual approval steps, hierarchies, etc.

## Critical KPIs at a Glance

With the help of role-based reports and optional dashboards, you can easily analyze and interpret your critical Key Performance Indicators (KPIs), such as the number of successfully implemented changes, the incident frequency due to implemented changes, the share of high-priority RFCs in the queue and current trends, etc.

### KEY FACTS

The Valuation Change Manager is a module in the USU Valuation Suite.

**With the Change Manager, you can do the following:**

- *Establish well-proven IT service processes based on ITIL®-compliant best practices*
- *Support even complex process flows and authorization processes by using automated workflows*
- *Ensure that only authorized changes are carried out*
- *Anticipate, plan and coordinate changes actively and by using a change calendar.*

**Other relevant Valuation modules:**

- *CMDB Manager*
- *Asset Manager*
- *Problem Manager*
- *Incident Manager*
- *Service Request Manager*
- *Service Level Manager*
- *Dashboards*