

>> BENEFITS

- > **FULL SUPPORT OF ITIL PROCESSES**
Thanks to a balanced proportion of standard processes compliant with ITIL and an open architecture, Valuation Change Manager can be flexibly adapted to your operational requirements.
- > **HIGHLY EFFICIENT CHANGE MANAGEMENT**
The receipt of, decisions on, documentation of and implementation of RFCs and changes is significantly easy. This guarantees a quick and reliable execution of change processes.
- > **IMPROVED IT SERVICE QUALITY**
Varied requests and tasks are concisely documented and distributed. This allows you to pass on information about their current status, at any time, to IT service staff as well as to users. Disruption of normal operation is kept to a minimum when conducting changes, thus increasing customer satisfaction.

Change Manager

Valuation Change Manager efficiently supports you during any changes in your IT infrastructure and during the entire change process: from recording to planning and implementation. Employees of IT service organizations benefit from explicit instructions and procedures. Customers and users experience improved processing of their change requests and a simultaneous increase in service quality.

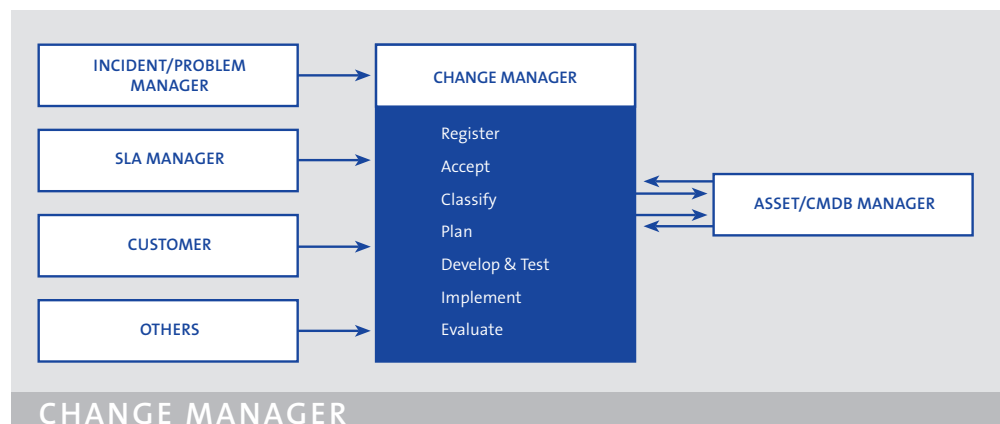
> The Challenges of Change Management

Do you have a central system that records requests for changes (RFC) at the service desk and then forwards them to change management for processing? Are changes made to your IT infrastructure automatically documented in the configuration management database (CMDB)? How do you ensure that only those requests are implemented

that will bring about benefits? IT organizations and their infrastructures are subject to constant change and requests. This may be caused by new legal regulations, the installation of new software, or the implementation of process changes. Therefore, IT organizations must ensure constant service quality and maintain the agreed service levels at all times. While changes are being made to the IT infrastructure, users' normal workflow should only be affected minimally – if at all.

> Change Management with Valuation

Standardized ITIL best practices support the entire change process in Valuation Change Manager. RFCs can be identified and forwarded in Valuation Incident/Problem Manager, or entered directly in Valuation Change Manager. In the second step, the RFC is registered.



>> WHY USU

- > *Valuation is an indispensable key to managing the entire lifecycle of your IT assets and services.*
- > *The modular software architecture allows a step-by-step integration of further modules thus securing your previous IT investment.*
- > *USU solutions are quickly to customize and integrate easily into heterogeneous IT environments of all sizes.*
- > *Our more than 350 customers have achieved cost savings of up to 20% and more, significant service improvements and recognized increases in efficiency.*

>> RELATED PRODUCTS

Valuation

- *Asset/CMDB Manager*
- *Incident/Problem Manager*
- *Service Request Manager*
- *SLA Manager*
- *Monitoring Manager*
- *Contract Manager*

USU KnowledgeCenter

Then, the processor in charge decides if the RFC is accepted or rejected. Automated notification mechanisms inform the requestor of the request's approval or rejection, including a reason.

After RFCs are classified according to their urgency and the change effects on IT services, they are scheduled in a change schedule. This scheduling includes the required IT resources, costs, personnel capacity, contingency plans, etc. Based on this information, changes can be approved according to financial, technical or economic aspects. The development, inspection and implementation of changes can now start. Afterwards, changes are evaluated from the following points of view: Did the change meet the intended goal? Are the users satisfied with the result? Were the estimated costs, the planned expenses and schedule maintained? Changes made are automatically documented in the CMDB.

> Summary

Valuation Change Manager ensures that the entire change management process is organized in one central position. Thus, the process can be viewed and therefore understood at any time by the persons involved. Any changes made are automatically entered into the CMDB, by this means saving double work. An efficiently executed change process increases your service quality and reduces your IT operating costs significantly.