

Change Management Activities Out-Of-The-Box

- **Change logging and filtering / acceptance**
 - o Does the RFC (request for change) have enough, quality, information
 - o Unique identification number
 - o Filter out impractical RFCs and provide feedback to issuer
- **Managing Changes and the Change process**
 - o Prioritise RFCs (based on risk assessment)
 - o Categorise RFCs (e.g. minor, significant or major impact)
- **Chairing the CAB (Change Advisory Board) and the CAB/Emergency Committee**
 - o Assess all RFCs (but not all during the meeting! CAB is a consulting body)
 - o Impact and resource assessment
 - o Approval based on financial, business and technical criteria
 - o Forward Schedule of Changes (FSC)
- **Coordinate the Change**
 - o Supported by release Management, change management coordinates the building, testing and implementation of the change
- **Reviewing and closing RFCs**
- **Management reporting.**

InfraTech develops and sells enterprise software that enables customers worldwide to consolidate their business and manage their IT infrastructure. InfraTech solutions are based on industry best practices including IT infrastructure library (ITIL). InfraTech consolidation model enables IT organization to move from reactive to proactive operating practices, thus maximizing the strategic value of IT. InfraTech is headquartered in Istanbul, Turkey.

Key benefits:

- Better alignment of IT services to business requirements
- Increased visibility and communication of Changes to both business and service-support staff
- Improved risk assessment
- A reduced adverse impact of Changes on the quality of services and on SLAs
- Better assessment of the cost of proposed Changes before they are incurred
- Fewer Changes that have to be backed-out, along with an increased ability to do this more easily when necessary
- Improved Problem and Availability Management through the use of valuable management information relating to changes accumulated through the Change Management process
- Increased productivity of Users - through less disruption and, higher-quality services
- Increased productivity of key personnel through less need for diversion from planned duties to implement urgent Changes or back-out erroneous Changes
- Greater ability to absorb a large volume of Changes
- An enhanced business perception of IT through an improved quality of service and a professional approach.

ITIL COMPATIBLE

**Service Delivery
Service Support**

