

## Change Management

*The EcosystemManager® Change Management Application provides a scalable system for planning, documenting, and managing IT adjustments and modifications.*

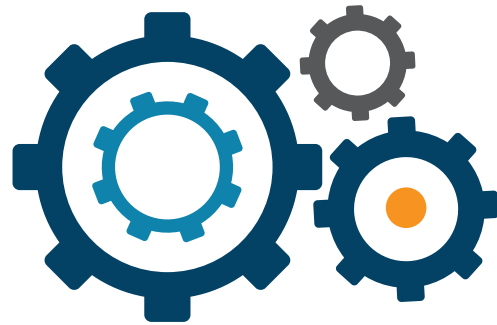
### Efficient Oversight of IT Infrastructure Changes

IT environments constantly change with evolving business requirements and customer circumstances. The EcosystemManager® Change Management Application ensures that IT infrastructure changes are efficiently managed using standardized methodologies and best practices and recorded in the Configuration Management System (CMS), critical when proactively seeking cost reduction or improved services and reactively resolving incidents. It also enables enterprises to gain considerable cost savings and efficiencies from well-planned, structured IT service changes and releases.

### Scalability Based on Enterprise Needs

EcosystemManager Change Management can be expanded or compressed based on:

- Different organizational types and sizes
- Impact level
- Required timeframe
- Delivery budget availability
- Scope of change required at each service lifecycle stage



### Optimize Change Management Scope and Service Design

EcosystemManager Change Management scope covers changes to all configuration items (CI) across the whole service lifecycle:

- Physical assets including servers and networks
- Virtual assets such as virtual servers and storage
- Other asset types such as agreements or contracts

It also covers changes to any of the five service design aspects:

- Solutions for new or changed services, including all necessary and agreed-upon functional requirements, resources and capabilities
- Management information systems and tools, especially the service portfolio, for management and control of services throughout their lifecycle
- Technology and management architectures required to provide services
- Processes needed to design, transition, operate and improve services
- Measurement systems, methods and metrics for services and their architectures, components and processes



## More Accurate Change Measurement

EcosystemManager Change Management supports Specific, Measurable, Achievable, Relevant and Time-bound (SMART) Key Performance Indicators, which allows executives and IT managers to:

- Evaluate change in relation to business goals, cost, service availability and reliability
- Examine underlying causes of changes and identify trends
- Measure change impact and demonstrate reduced disruption over time
- Gauge service provider response speed and effectiveness
- Predict change, its causes and its effects with greater accuracy and authority

## Change Management with More Extensive Impact

EcosystemManager Change Management provides an abundance of benefits, some more expected than others. Change Management allows IT to add to enterprise value by:

- Protecting the enterprise and its services while making required changes
- Providing auditable evidence of change management activity to meet governance, risk and compliance (GRC) requirements

- Minimizing failed changes and resulting service disruption, defects and re-work
- Reducing unauthorized changes, service disruption and time to resolve change-related incidents
- Tracking changes throughout the service lifecycle and to customer assets
- Contributing to better estimates of change quality, time and cost
- Assessing service transition risks, especially during introduction or discontinuation
- Maximizing service availability and staff productivity for unexpected incidents while minimizing disruptions through application of emergency change management procedures with defined authorization levels
- Reducing mean time to restore service (MTRS) via quicker, more successful corrective changes
- Identifying opportunities for enterprise and process improvement

## Product Highlights

- Maximize response to changing customer requirements while reducing incidents, disruption and re-work
- Improve service alignment with business and IT change requests
- Ensure authorized changes are prioritized, planned, tested, implemented, documented and reviewed in a controlled manner
- Optimize overall business risk through mitigation or, because of potential benefit, acceptance
- Reduce planned/unplanned work and time spent:
  - Assessing impact of business change on IT or vice versa
  - Notifying and communicating to affected parties
  - Creating and maintaining accurate change, configuration, release and deployment records
  - Managing and resolving incidents caused by change
  - Identifying continually reoccurring problems requiring more change than originally anticipated
  - Introducing new ideas and technology