



Change Management Best Practices

Integrated Change Management solutions: Best practice meets automation

Integrated Change Management solutions combine clearly defined roles and processes with strategic automation. While the principles of Change Management remain the same across industries, different organizations may adopt strikingly different processes and policies, depending on their size, location, industry, and regulatory environment. Intact Technology has extensive experience working with corporate IT departments to develop highly customized Change Management programs. These programs are based on ITIL standards and use proven HP software to automate routine changes as well as change tracking and reporting.

The path to integrated Change Management

Intact Technology's systematic approach to implementing change management includes critical milestones that consist of:

Assessing process maturity. The first step in and Change Management development effort is to document existing change management processes, evaluate their effectiveness, and identify opportunities for improvement. This phase allows the Change Management project team to set appropriate goals and milestones.

Infrastructure and Systems Inventory . Another important step in designing an effective Change Management process is to assess an organization's IT and business environment. This involves identifying and documenting all key system components and their contributions to different IT services. It also requires mapping key business processes to system components. This discovery phase makes it possible to see how individual components can affect systems performance, and how systems issues can affect business processes. Understanding these interrelationships is critical to accurately assessing the risk of change and identifying areas where change may be most and least beneficial.

While taking such a comprehensive inventory can be time- and labor-intensive, discovery and dependency mapping software can automate this process and keep track of changes to your IT environment over time.



Estimating risks. Once discovery and dependency mapping is complete, the next step is using this information to calculate the risk of potential change-related events. For example, changes affecting components that support multiple systems and processes may be considered riskier than changes impacting components that support a single function. The purpose of these risk assessments is not, however, to discourage change. Instead, they provide important inputs to the change planning process (e.g., the riskier a proposed change, the more care that must be taken

Establishing a CAB. This step involves working closely with SMEs, IT departments and business units to recruit representatives to serve on the cab. Recruiting representatives from different business and IT functions to serve on the CAB is another key element of establishing structured Change Management. CAB committee members should represent a variety of organizational perspectives, to ensure that all potential impacts of proposed changes are considered.

Defining policies and processes. In conjunction with the establishment of a CAB, it is critical to define processes for proposing, evaluating, accepting or rejecting, and planning for change. Standardizing these processes across the IT organization allows you to prioritize changes and track them over time. Consistent policies and processes make change reporting faster and easier which, in turn, can improve regulatory compliance and reduce audit exposure.

Investing in automation. Automation is the future of Change Management, allowing efficiencies to self-propagate. It can dramatically reduce human error, improve reporting, and assure your path to control. The right software solutions can streamline the entire Change Management lifecycle. The following example shows how HP's integrated solutions (described in further detail on page X) work together to automate—and enhance—key aspects of Change Management:

- HP Discovery and Dependency Mapping discovers systems components, maps key technical and business relationships, and populates the data into the HP Universal Configuration Management Database (Universal CMDB).
- HP Service Manager captures Requests for Change (RFCs) and uses the Service Context held in the Universal CMDB to understand what services are implicated in the change.
- HP Release Control uses data from the Universal CMDB and from Service Manager to continuously assess the risk and timing of possible changes. This solution also tracks and manages the approval workflows for the CAB.
- HP Business Availability Center (BAC) provides performance data, so that change managers know whether a particular change was successful, or whether it has negatively affected performance.

