

IT Service Management: Change Management

The need for comprehensive Change Management has never been greater. The demands placed on IT organizations to succinctly and efficiently manage changes are at an all time high. Business needs are constantly changing in response to new technologies, competitive pressures, business expansion, and ever increasing demands for service availability. To exert control over all of the requests for change typical in any modern IT organization, companies must adopt formal processes and take advantage of new technologies to manage change in the organization.

As part of the FrontRange IT Service Management suite of modules, Change Management is designed to help organizations manage, track and optimize changes to IT hardware, software, system components, documentation, and processes by minimizing the impact of change and ensuring that the business goals and IT services are in constant alignment.

The Change Management module is flexible enough to support your existing change processes, or help you establish new ones allowing you to optimize the business benefits from change to the IT organization while minimizing availability issues, costs, and risks to your production environment.

Best Practices Built-In

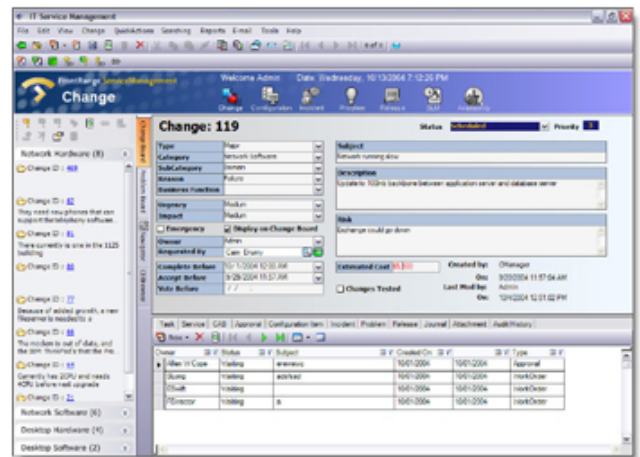
Whether your organization has adopted a change management methodology or is just considering one, the FrontRange's Change Management module can help you get up and running quickly and easily. Powerful configuration options allow you to tailor fit the solution to your existing methodology or build your processes around what is included with the product. Support of the ITIL Change Management framework is built in along with the real-world best practices shared by over 125,000 FrontRange customer organizations around the world.

Automated Workflow

Requests for Change can initiate from anywhere in the organization, so you need a tool that can serve as a flexible central repository to track and manage these change requests. Incoming changes can initiate from the HEAT® Call Logging application, IT Service Management Incident module, or can be automatically generated from user submitted emails. Change Requests can automatically be assigned a priority and category based on user defined rules and workflow. Support for automatic assignments and scheduling is included to ensure that requests are tracked and actionable.

A powerful workflow engine is provided with IT Service Management and can be extended through the included and easy to use Business Process Editor. Using simple drag and drop functionality, custom workflows and approvals can be created to gather the necessary information and route the requests to the appropriate groups.

Full integration with HEAT Call Logging and IT Service Management means that changes are automatically synchronized across the modules. Change information is automatically reflected in each linked incident, problem record, configuration item, and release package to streamline the entire process end to end and provide a comprehensive audit trail for reporting and tracking purposes.



New change requests can be automatically routed to the correct individual for review and approval

Dynamic Approvals

Changes can automatically be routed to the appropriate change managers or change advisory board (CAB) based on user definable business rules including, priority, monetary value and impact of the change. Approvals can be submitted through the Change Management module or via email to simplify the approval process for reviewers.

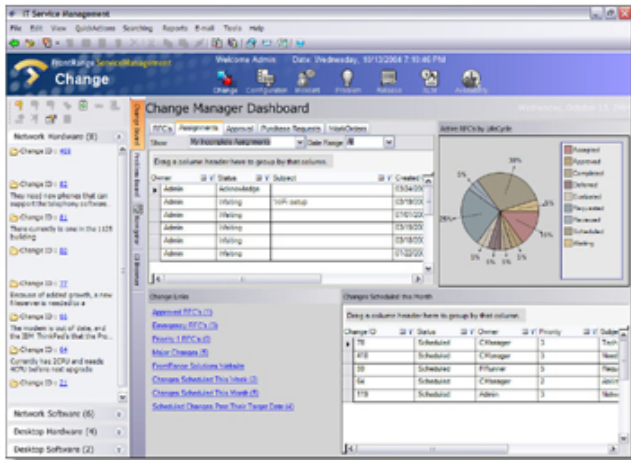
Through the intuitive Change Management user interface or through easy to configure dashboard components, the change manager can quickly see a consolidated view of all outstanding approvals and their status making follow up and tracking a breeze.

360 Degree View of Change Impact

Change Management provides a complete view of how each change will affect the organization. Intuitive change screens show reviewers and Change Managers exactly what IT components will be changed and what users will be affected. Details surrounding a change including cost, scope, impacts to other systems, and risks, are all documented for easy prioritization and approval.

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For example a proposed change to a router, would show all dependant services and users that would be affected in the change. Having this level of information automatically linked to the change request makes tracking responses easy and provides the appropriate audit trail for your post-change analysis or to support compliance efforts like Sarbanes Oxley and others.



Get a real-time view and details of all pending and planned changes

Attention HEAT Users

The Change Management module is designed to integrate with your existing HEAT® Service & Support solution. Requests for Change can be initiated from within the HEAT call logging application and HEAT users can see a list of proposed and pending changes from the HEAT Board.

Is it time for a Change?

If your organization is looking to establish or improve your change management capabilities, or if you are looking for more advanced ITIL support, Change Management was created specifically for you. Built in functionality and powerful configuration options ensure that the software will provide benefits quickly while affording you the ability to scale as your needs change. Because FrontRange IT Service Management shares a common architectural platform with the full suite of FrontRange business solutions, you have access to a range of capabilities that is unmatched in the industry.

FrontRange Solutions—a leading provider of service management and CRM applications with more than 7,500 customers and 125,000 implementations over the past 15 years—is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

Additional Change Management Features

- Capture and analyze associated financial information
- Create powerful Dashboard and reporting views
- At-a-glance view of all pending and scheduled changes
- Support for Post implementation reviews to determine whether the change has achieved the establish goals
- Full Integration with FrontRange Release Management
- ITIL Verified

Part of the FrontRange IT Service Management Solution

- Incident Management
- Problem Management
- Configuration Management
- Service Level Management
- Release Management
- Availability Management
- Self Service

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