



SUMMIT Change Management

DATA SHEET

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Change Management

In a growing enterprise, change is always ongoing! Change Management is an IT Service Management (ITSM) process that addresses the controlled implementation of changes to the IT infrastructure. The process determines the required changes and how they can be implemented successfully, with minimum impact on the IT services. It also ensures effective coordination with other IT processes, such as Release Management and Configuration Management Database (CMDB).

SUMMIT Change Management, an ITIL 2011 certified module, helps in planning changes with minimum business risk and disruption. It allows the IT team to define workflows and enforces standardized change processes within the organization through the entire life cycle of a Change Request. It ensures that the changes are made at the request of the customer organization, in consultation with the status monitoring activities of several other processes. Changes are implemented by following a specific path of definition, planning, building, testing, acceptance, implementation, and evaluation.

Change Management dashboards provide easy-to-interpret graphical reports to Change Managers and IT executives, so that they can maintain a complete picture of the health and status of their completed Change Requests. Aimed at striking a balance between flexibility

and stability, Change Management reports present an array of metrics related to changes, back-outs, incidents and more.

The performance indicators reflect the efficiency of Change Management in an organization by indicating numerous micro details like the number of changes completed by category, change implementation rate, rejected changes, and cost of implemented changes, among others.

Key Features

- Logging Change Requests (CRs)
- Change Request Schedule
- Workflow Management
- Change Advisory Board (CAB)
- Release Management
- Change Freeze Window
- Recurring Change Request
- Change History
- CR Correlation
- Graphical Dashboard

CHANGE RECORD ID - 4251 [SAVE DRAFT] [SUBMIT] [CANCEL]

John Pengattethu Thomas
Bangalore
9972477711
ramamohanreddy.chilla@symphony...

Department: IT
Log Time: 2015-01-10 03:50:41 PM
Status: In Progress
Category: Large
Change Type: Normal
Trigger for Change: Trigger for Change
Owner Workgroup: SUMMIT
Authorizer Details: Name: Ravidatta H S, Mail: ramamohanreddy.chilla@sym..., Phone: +918033071880
Configuration Items: No Data

DETAILS

GENERAL RISK LOGS TEST RELATIONSHIP REQUIREMENTS RELEASE ADDITIONAL INFORMATION

IMPACT
Urgency: High Impact: High
Risk: High Priority: High

ASSIGNMENTS
Assigned Workgroup: SUMMIT Assigned To:

TIMELINES
Deadline: 2015-01-01 12:00:00 AM Need Downtime?: No
Planned Start Time: 2015-01-31 12:00:00 AM Planned End Time: 2015-01-31 12:00:00 AM
Actual Start Time: 2015-01-31 11:00:00 AM Actual End Time:
Downtime Start: Downtime End:
Planned PIR Date:

Customer: Cost: Euro 123
Customer Approval Required: Customer Acceptance Test Required:
Escalate: No Escalation Levels

DESCRIPTION
Trigger for ChangeTrigger for ChangeTrigger for ChangeTrigger for Change

ACTIONS
ALERT
KNOWLEDGE BASE
CREATE RECURRING CH.
APPROVAL
P.L REVIEW
HISTORY
CR LIST
IMPORT TEMPLATE
SAVE AS TEMPLATE
EDIT TEMPLATE

Logging Change Requests (CRs)

Change Requests (CRs) can be logged using a user-friendly web interface. The Change Requests can also be created from Incidents, Problem Records, and Service Requests.

The screenshot shows a 'Change Record' form with the following sections:

- General Information:** Change Record Id Instance*, Registration Time (2015-2-04 13:48:32), Status* (Requested), Category*, Change Type*, Trigger for Change.
- Initiator and Workgroup:** Initiator (prash, Summit, Bangalore), Owner Workgroup*.
- Configuration Items:** No Data.
- Description:** A large text area for the change description.
- Information:** A large text area for additional information.
- Approval and Risk:** Urgency*, Impact*, Risk*, Priority* (all dropdown menus).
- Assigned Workgroup and Executive:** Assigned Workgroup*, Assigned Executive.
- Timeline:** Deadline, Planned Start Time*, Planned End Time*, Actual Start Time, Actual End Time (all with date and time pickers).
- Customer and Approval:** Customer (dropdown), Customer Approval Required (checkbox), Customer Acceptance Test Required (checkbox), Cost (dropdown).
- Escalate:** No Escalation Levels (dropdown).
- Solution:** A large text area for the proposed solution.
- Closure Code:** A dropdown menu.
- Attachment:** A field with a 'Browse...' button.

Change Request Schedule

The Change Request Schedule displays all the changes and change-related tasks in a week and a month.

CHANGE RECORD SCHEDULE

Legend: ■ Timely Implementation, ■ Pending Implementation, ■ Projected Service Outage(Downtime), ■ Delayed Implementation, ■ Scheduled Implementation, ■ Rescheduled Change Records

January 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15 CR: 4249: change change c...	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Workflow Management

Multi-level workflows can be managed as per the Change Request (CR) parameters. The CRs can be routed for evaluation, review, and approval. Process workflow templates can be created as per the CR type. Roles can be assigned to the appropriate personnel and stakeholders to ensure that the CR is managed and implemented with appropriate approvals.

Change Advisory Board (CAB)

The Change Advisory Board (CAB) can be configured based on the change type and change classification. CAB meetings can be also set for every Change Request (CR).

Member	Approved	Objection	Comments
Praveen M Pai (171)	<input type="checkbox"/>		
Vijay Mohan Shinde (2073)	<input type="checkbox"/>		
Ravidatta H S (6211)	<input type="checkbox"/>		
Nityanand Ramakant Bhat (11442)	<input type="checkbox"/>		
Luigi Sanna (TDE0022)	<input type="checkbox"/>		
Andy PARISH (TUK0287)	<input type="checkbox"/>	<input type="checkbox"/>	

Change Freeze Window

Change Freeze Windows can be defined to restrict changes during a certain period of time to minimize risks to a critical production environment.

Recurring Change Request

Recurring Change Requests can be configured for common maintenance tasks, such as applying service patches to the Operating System or re-configuration of VLANs when users move.

Change History

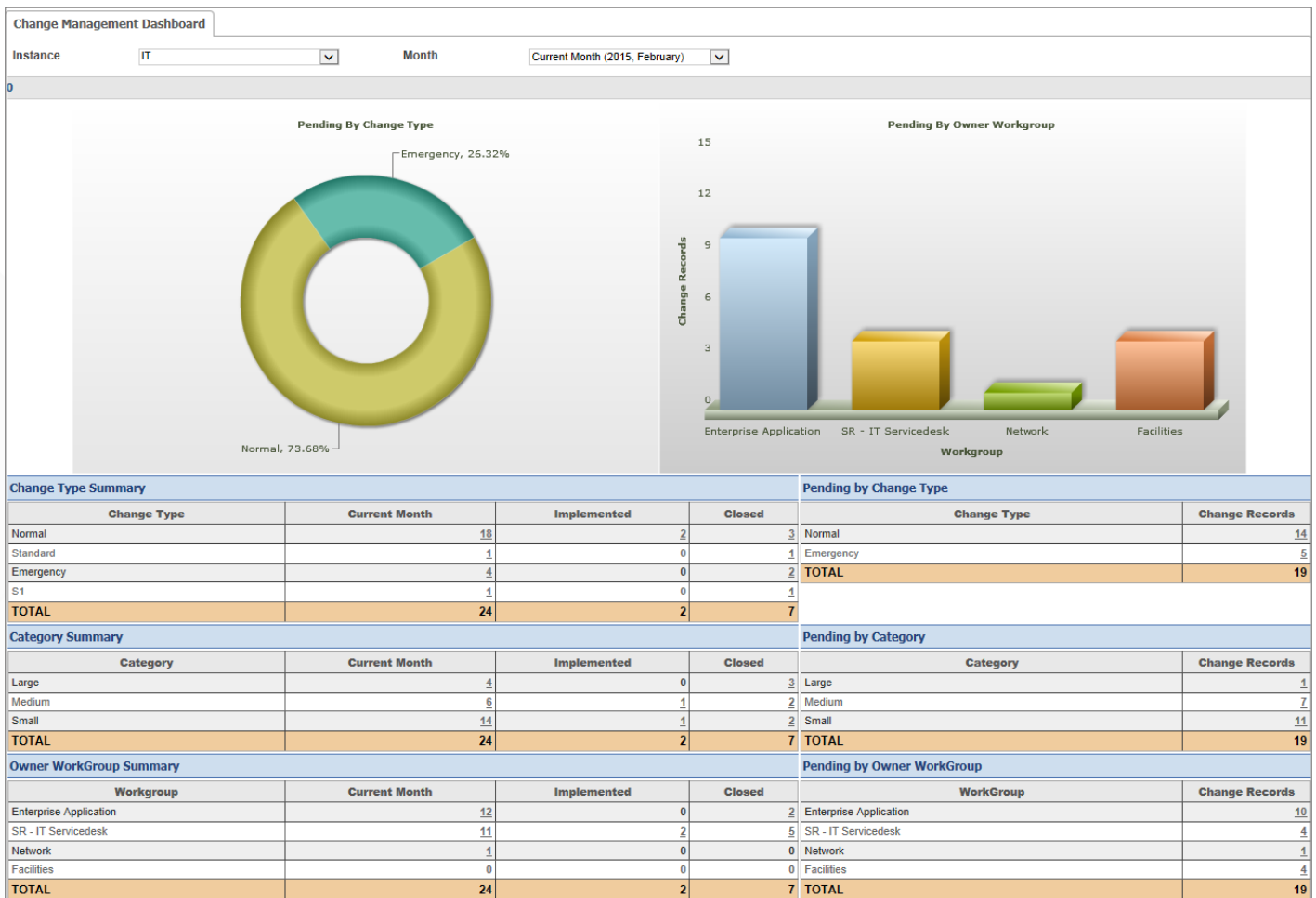
The Change History for each Change Request (CR) records all the modifications made to the CR. It displays audit trail information, such as changes made by the user, modification time, current value, and previous values.

CR Correlation

The Change Requests (CRs) can be linked to the related Incidents, Problem Records, Assets, CIs, and so on.

Graphical Dashboard

Graphical Dashboard reports can be generated for Change Requests (CRs) based on status, assigned workgroup, category, and owner.





Core Benefits

- Setting processes and workflows for Change Requests (CRs) to ensure smooth change implementation.
- Synchronization between the various IT processes, such as Change Management, Release Management, and Configuration Management Database (CMDB).
- Setting of appropriate authorization and approval processes based on the change types.
- Easy tracking of Change Requests.
- Generate various types of reports related to Change Requests.



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