# 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).

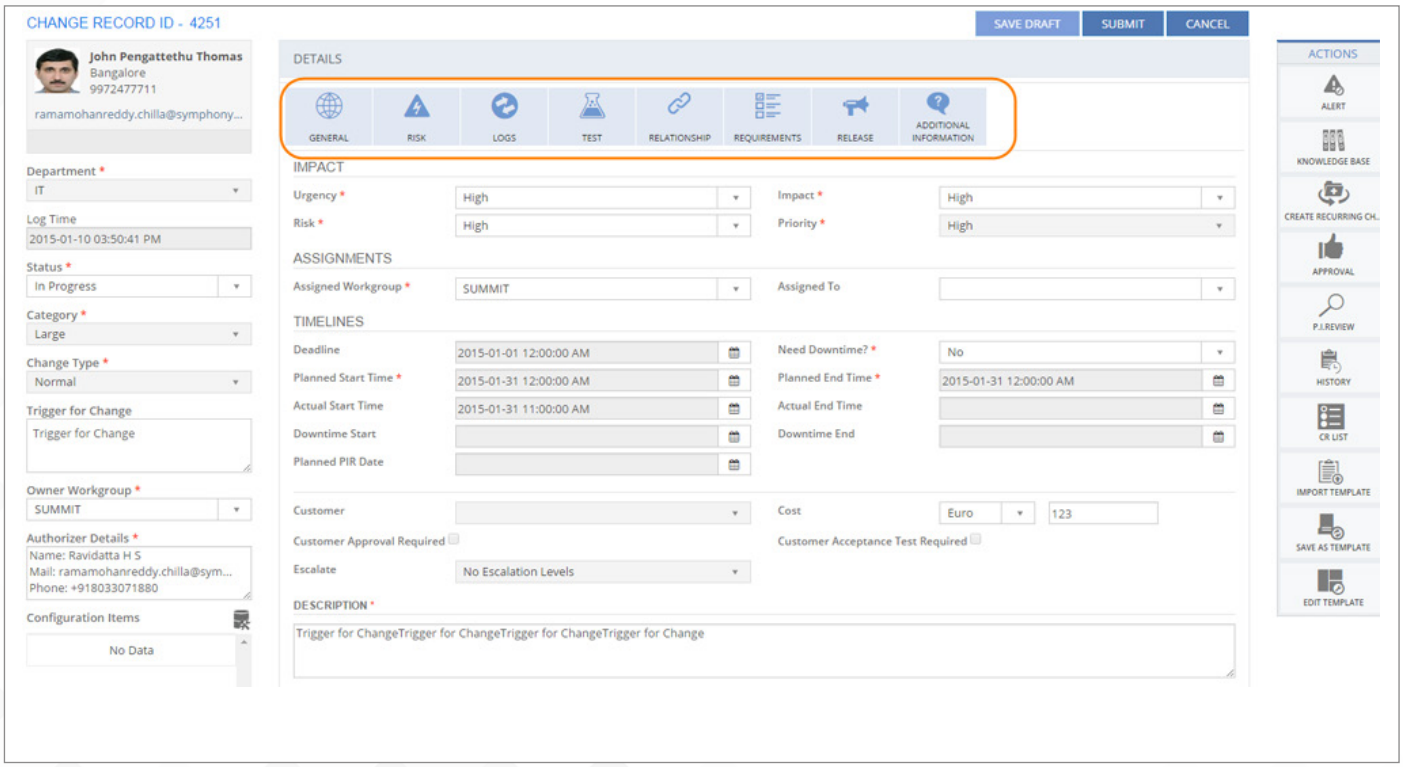
SUMMIT Change Management, an ITIL 2011 certified module, helps in planning changes with minimum business risk and disruption. It allows the IT team to define workflows and enforces standardized change processes within the organization through the entire life cycle of a Change Request. It ensures that 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.

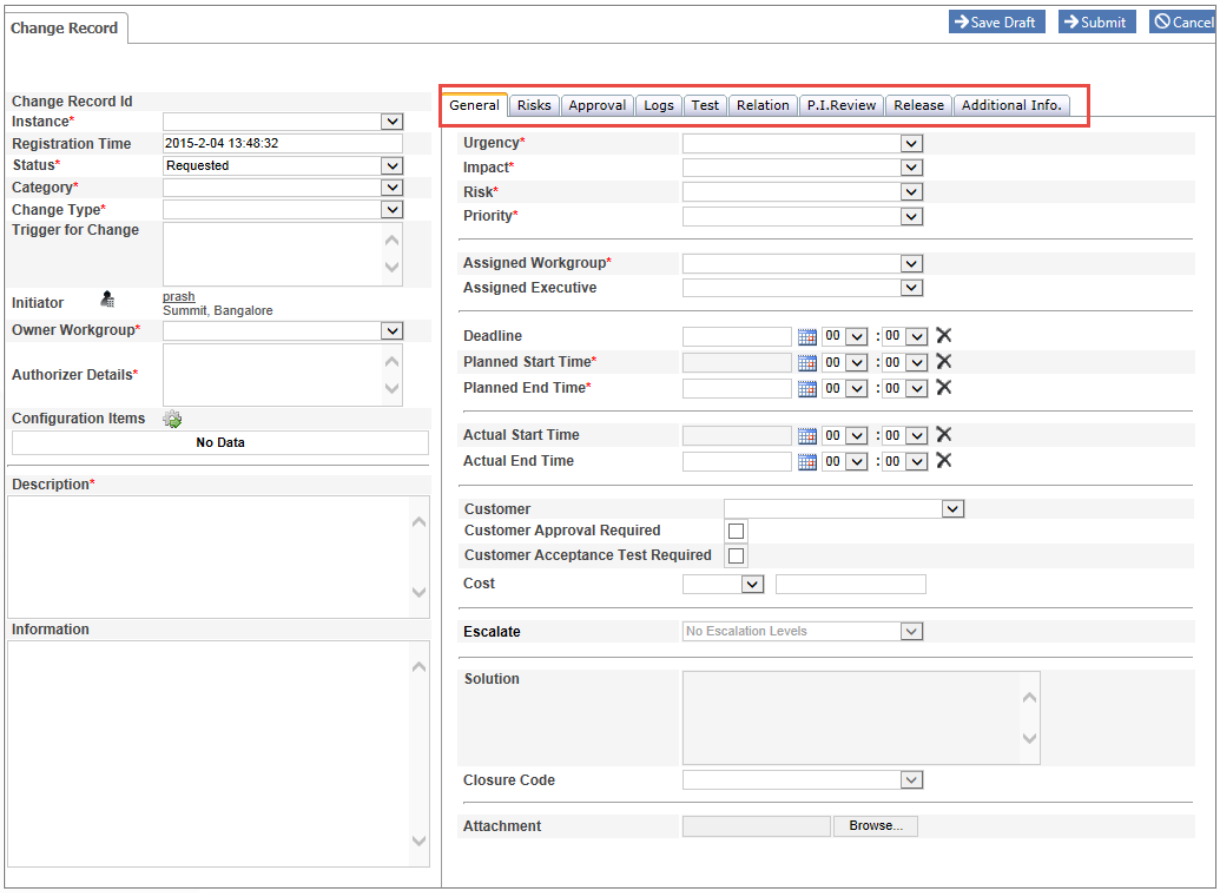
## Key Features

- 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



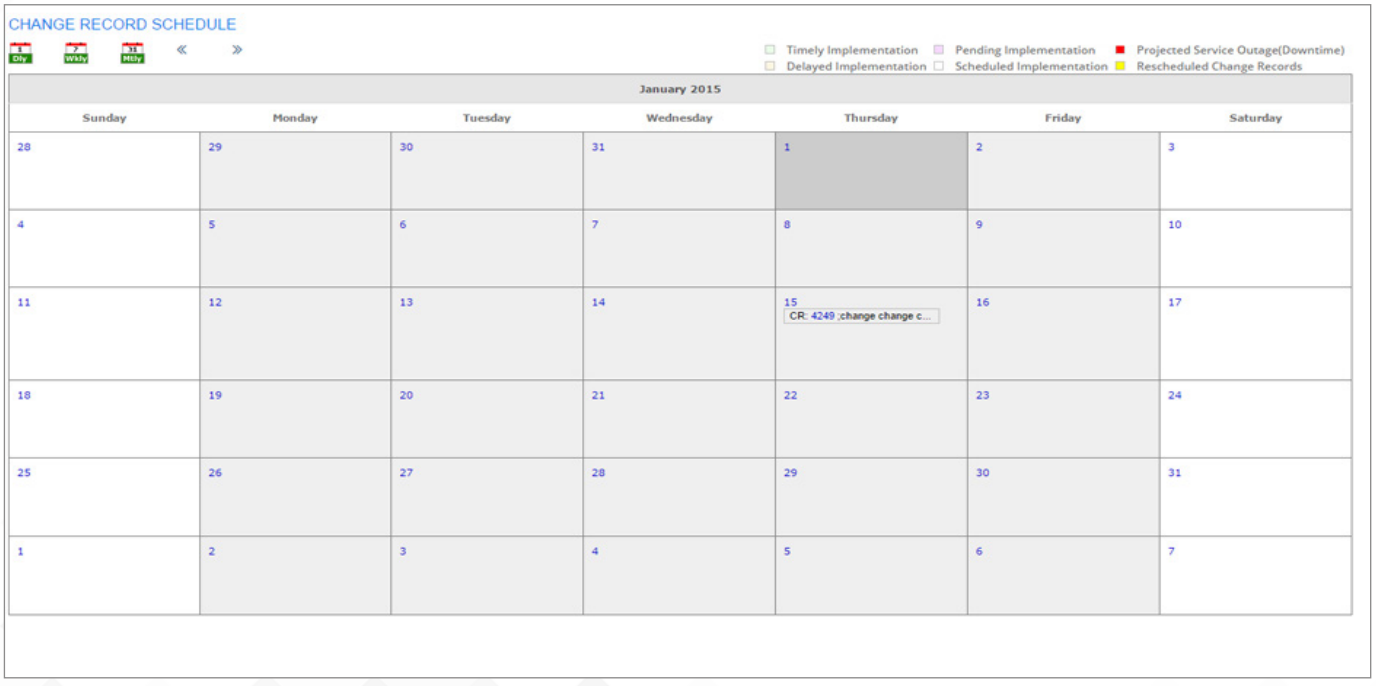
## Logging Change Requests (CRs)

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.




## Change Request Schedule

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

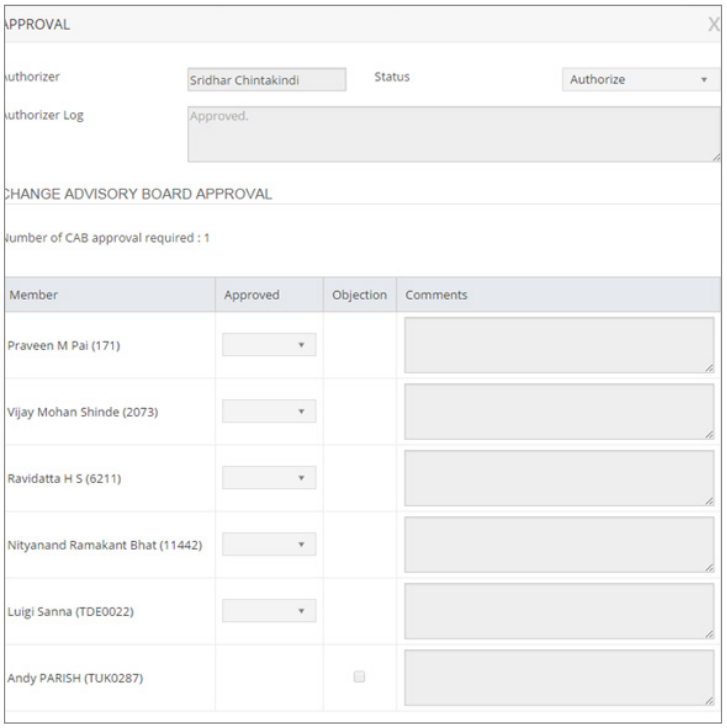


## Workflow Management

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).




## 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.

## 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.

## Recurring Change Request

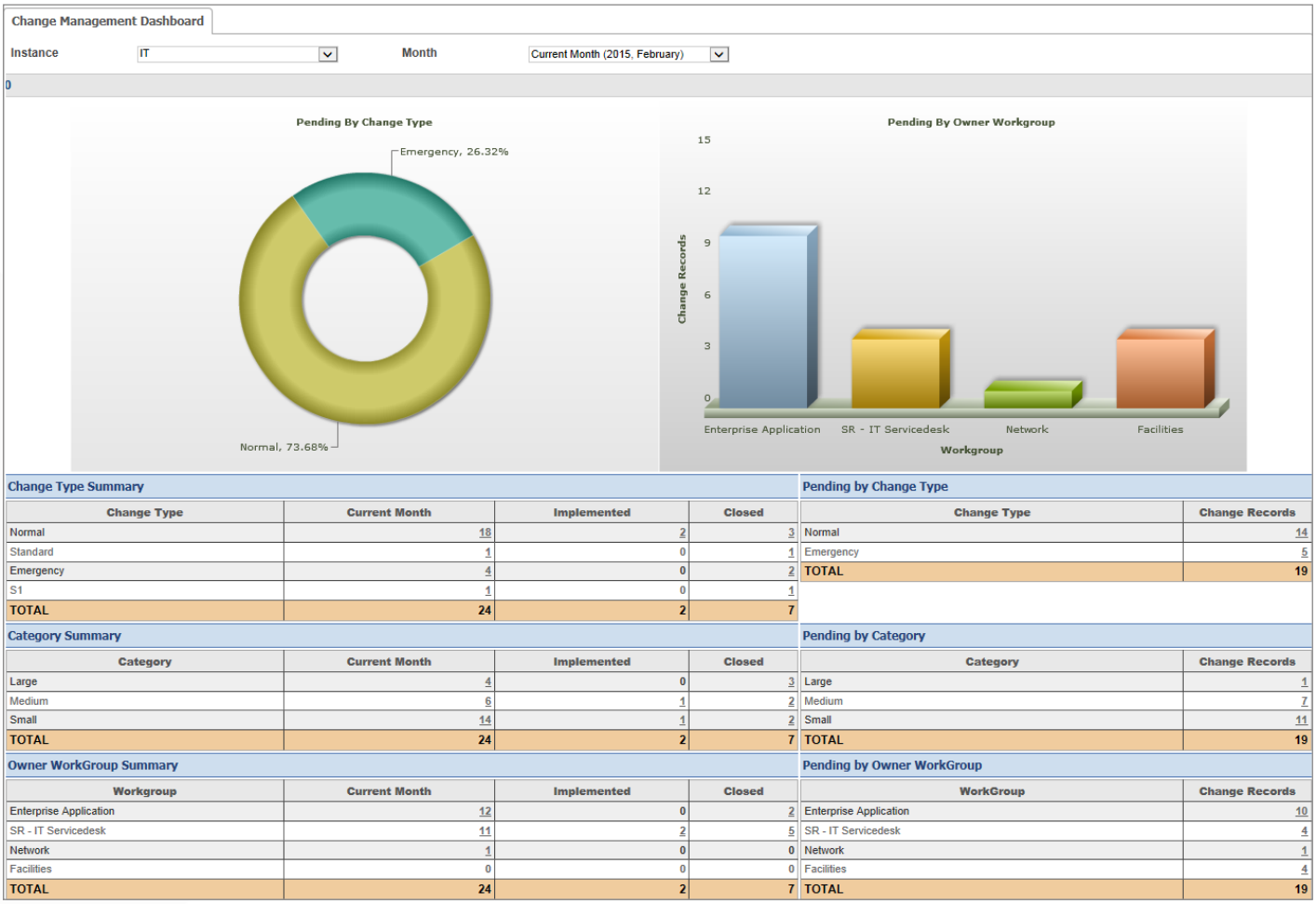
Recurring Change Requests can be configured for common maintenance tasks, such as applying service patches to the Operating System or re-configuration of VLANs when users move.

## 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.




**Change Type Summary**

| Change Type | Current Month | Implemented | Closed |
|---|---|---|---|
| Normal | 18 | 2 | 3 |
| Standard | 1 | 0 | 1 |
| Emergency | 4 | 0 | 2 |
| S1 | 1 | 0 | 1 |
| TOTAL | 24 | 2 | 7 |

**Pending by Change Type**

| Change Type | Change Records |
|---|---|
| Normal | 14 |
| Emergency | 5 |
| TOTAL | 19 |

**Category Summary**

| Category | Current Month | Implemented | Closed |
|---|---|---|---|
| Large | 4 | 0 | 3 |
| Medium | 6 | 1 | 2 |
| Small | 14 | 1 | 2 |
| TOTAL | 24 | 2 | 7 |

**Pending by Category**

| Category | Change Records |
|---|---|
| Large | 1 |
| Medium | 7 |
| Small | 11 |
| TOTAL | 19 |

**Owner WorkGroup Summary**

| Workgroup | Current Month | Implemented | Closed |
|---|---|---|---|
| Enterprise Application | 12 | 0 | 2 |
| SR - IT Servicedesk | 11 | 2 | 5 |
| Network | 1 | 0 | 0 |
| Facilities | 0 | 0 | 0 |
| TOTAL | 24 | 2 | 7 |

**Pending by Owner WorkGroup**

| WorkGroup | Change Records |
|---|---|
| Enterprise Application | 10 |
| SR - IT Servicedesk | 4 |
| Network | 1 |
| Facilities | 4 |
| TOTAL | 19 |

## 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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