

# SymphonyAI Summit Change Management

## 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).

SymphonyAI 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.

### 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

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.

**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 CR | APPROVAL | P.I 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 web form titled "Change Record" with a navigation bar at the top containing "Save Draft", "Submit", and "Cancel" buttons. The form is divided into several sections:

- Left Panel:** Contains fields for "Change Record Id Instance\*", "Registration Time" (2015-2-04 13:48:32), "Status\*" (Requested), "Category\*", "Change Type\*", "Trigger for Change", "Initiator" (prash, Summit, Bangalore), "Owner Workgroup\*", "Authorizer Details\*", "Configuration Items" (No Data), "Description\*", and "Information".
- Top Tabs:** A row of tabs including "General", "Risks", "Approval", "Logs", "Test", "Relation", "P.I.Review", "Release", and "Additional Info.". The "General" tab is currently selected.
- Main Form Fields:**
  - Urgency\*, Impact\*, Risk\*, Priority\* (all dropdown menus)
  - Assigned Workgroup\*, Assigned Executive\* (dropdown menus)
  - Deadline, Planned Start Time\*, Planned End Time\*, Actual Start Time, Actual End Time (time pickers with "X" icons)
  - Customer (dropdown), Customer Approval Required (checkbox), Customer Acceptance Test Required (checkbox), Cost (input field)
  - Escalate (dropdown menu)
  - Solution (text area)
  - Closure Code (dropdown menu)
  - Attachment (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

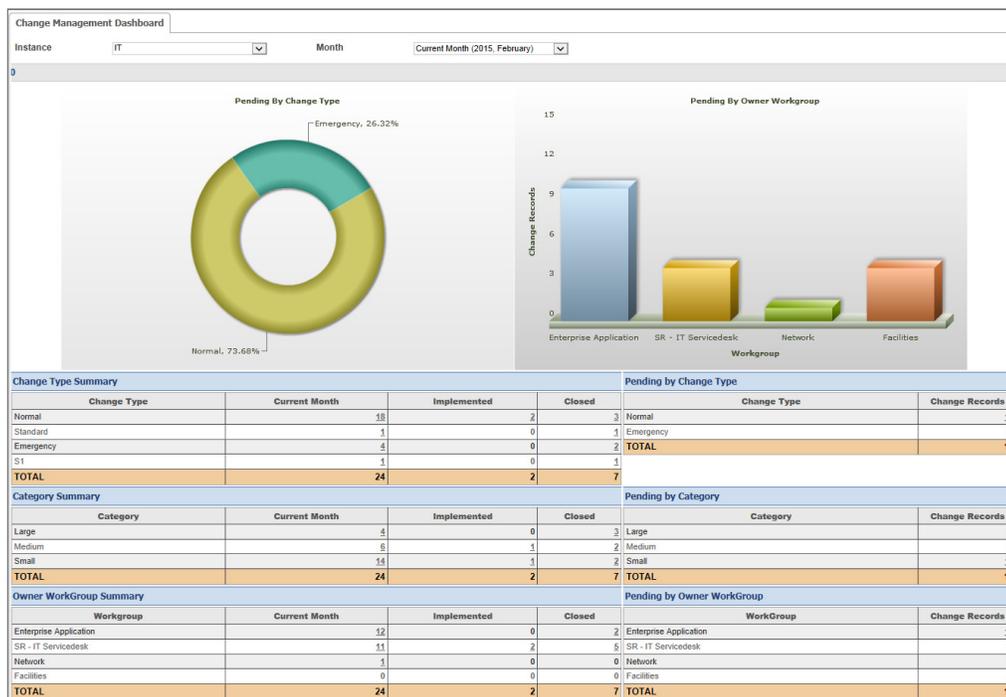
The Change History for each Change Request (CR) records all the modifications made to the CR. It displays audit trail information, such as changes made by the user, modification time, current value, and previous values.

## 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.

## About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

**Request a demo or contact us for more information:**  
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