How **Help**LINE supports your ITSM – CHANGE MANAGEMENT

Why Change Management disciplines are needed

Businesses are always changing and business process and business models must adapt to that change to remain competitive. Change management for IT operations is critical to improving availability, performance and throughput. Strong IT change management enables an enterprise to change the business process and business model to meet current business needs.

Strong operational change management reduces errors, as well as planned and unplanned downtime

The goal of Change Management

The goal of the Change Management process is to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes. Change management provides a controlled way of managing changes in the IT infrastructure with minimal –or deliberately taken – risk to the service levels.

Key Change Management activities supported by HelpLINE

HelpLINE assists you to deliver effective and orderly Change Management in the following areas:

Key Activity types	Supported by HelpLINE
Change logging and filtering / acceptance	✔
Management of changes and the change process	✔
Coordination of changes	✔
Communicating changes efficiently	✔
Minimizing impact of change related incidents on service quality	✔
Improving daily operations of the organisation	✔

HelpLINE supports Change Management in the practice of ensuring all changes to Configuration Items are carried out in a planned and authorised manner. This is powerful as it ensures that there is a business reason behind each change, identifying the specific Configuration Items and IT Services affected by the change, planning the change, testing the change, and having a back out plan should the change result in an unexpected state of the Configuration Item.

Benefits achievable through HelpLINE functionality

The main benefits to be gained by implementing a Change Management process are:-

- Increased visibility and communication of changes to both business and service-support staff

- Better alignment of IT services to your business requirements

- Improved risk assessment

- Reduced adverse impact of changes on the quality of services and on SLA's

- Greater ability to absorb a larger volume of controlled changes

- Better assessment of the cost of proposed changes before they are incurred

- Increased productivity of users - through less disruption and, higher-quality services

- Improved perception of the IT function through improved service quality

- Fewer changes that have to be backed-out, along with an increased ability to do this more easily when necessary

- Increased productivity of key personnel through less need for diversion from planned duties to implement urgent changes or back-out of erroneous changes