

CHANGE MANAGEMENT

Change Management

Process of controlling changes to the infrastructure or any aspect of services, in a controlled manner, enabling approved changes with minimum disruption

Change Task

The addition, modification or removal of approved, supported or baselined hardware, network, software, application, environment, system, desktop build or associated documentation.






Business Process Templates

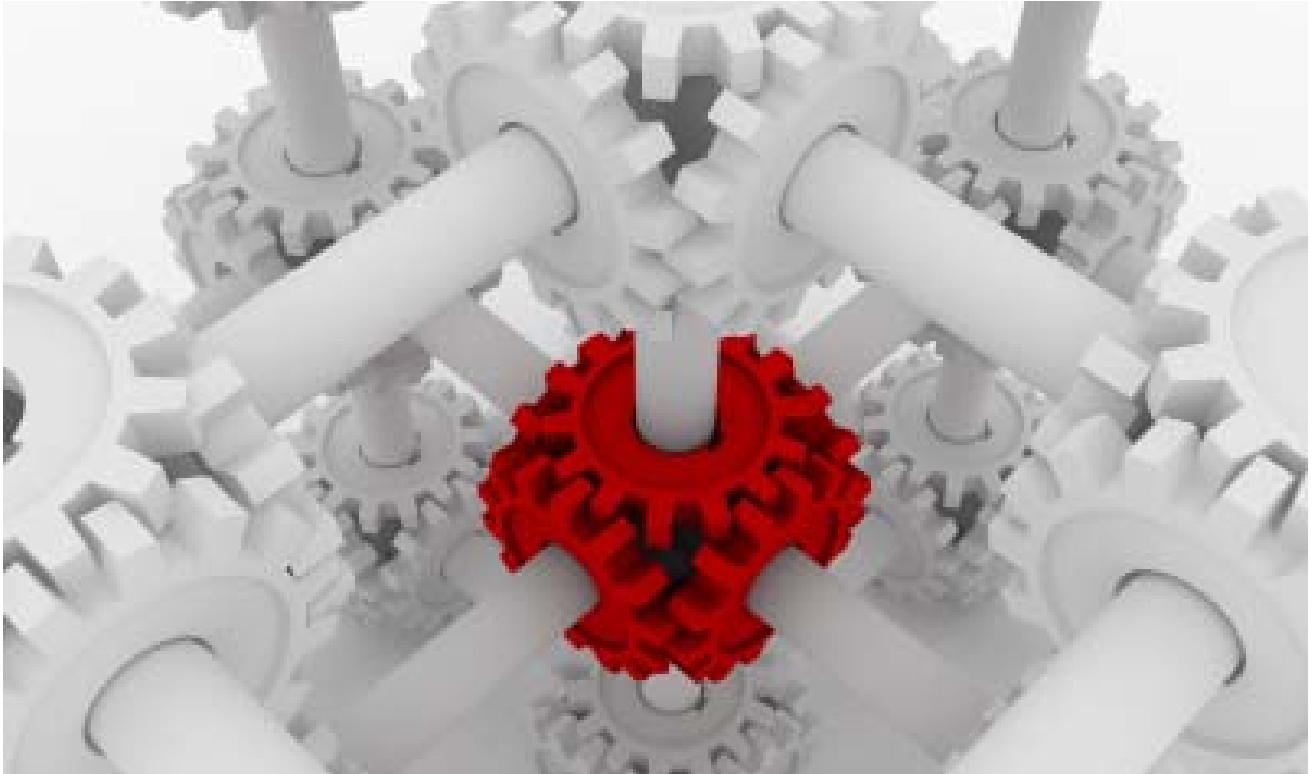
Business process templates in ESS provide the ability to create templates of common processes consisting of a parent ticket, with predefined child task tickets and approvals required that will be automatically created when the parent ticket is created.

This functionality is most often used to pre-define **change** and requisition processes, but it can be used for any ticket type.

CHANGE MANAGEMENT

Mission Statement		
Coordinate and control all changes to IT services to minimize adverse impacts of those changes to business operations and the users of IT services.		
Process Goals	Success Factor	Performance
 Standardized methods for efficient handling of changes Dedicated Change Manager Change Advisory Board	 Controlling Changes Making Quick And Accurate Changes (Based On Business Priorities) Protecting Services When Making Changes	 Number of RFCs - processed - rejected unauthorized changes detected RFCs implemented on schedule

How to Define Business Process Templates



Business Process Template

definitions are created from the **Configure...**

Process Templates menu and consist of entries in the Task Template and Approval Template forms linked to entries in the Ticket Item form.

For each CTI record in the Ticket Item form you **can define multiple child ticket** records that will be created automatically when the parent ticket is created. The definitions of the child tickets to be created are stored in the Task Template form and contain the CTI of the parent ticket, and the CTI of the child ticket to create.

Note: by default, when you open the form to configure business processes, you are displayed with a list of ticket CTIs relating to RFC tickets. If you wish to set up a template for another ticket type, use the field above the table field to change to another ticket type.

Note: by default, when you add a child task record to a template, a list of available CTIs for Change Tasks is displayed. If you wish to define a different ticket type as a child task, use the Application field to change the list to display CTIs from another ticket type,

For example, an RFC process might include a requisition for new equipment as well as other child change tasks.

Status of Child Tickets to be Created

The Status value of the child ticket to be created can be specified in the Task Template record, **so that you can specify to create a child task with a status of Draft or Planned, rather than New**. In this way the child tasks might not be available to be worked on until the parent ticket has been approved.

You can create as many child tasks linked to the parent ticket CTI as you wish and order them using the Order field. **Child tasks can be of a variety of ticket types (requisition, change task, etc.) and each may have its initial Status set individually.**

Adding Risk Assessment to a Process Template



Adding Approvals to a Process Template

A second table field on the configuration form allows you to add and display approval process records linked to a parent CTI. These approvals will automatically be created when the parent ticket is created (or when it is moved from a Draft to an active Status).

When you add an approval process to a Business Process Template, you are able to choose from any available Approval Process template and set an appropriate process name. You are also able to specify the name of an Approval Group or individual that the approval will be assigned to (overriding the values defined in the approval process template).

Branching Process Templates

Functionality exists in the Business Rules section to allow events on a parent ticket to trigger the creation of a linked child task with any associated defined process. Thus you could define a sub-process to be created if a parent ticket is put in a Cancelled status, and a different sub-process if the ticket is placed in a Completed status.

SOFTWARE FOR BETTER BUSINESS

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