



## Change Management – Assessment

Change Management is one of the fundamental disciplines within ITIL for Service Management, alongside Incident and Problem. As organisations compete for market position and share, the requirement for IT to be flexible and adaptive regarding the services it offers is essential with IT departments consistently required to deliver changes effectively and efficiently without any detrimental impact to the organisation.



### CIHS Approach

The Information Technology Infrastructure Library (ITIL) discipline of Change Management protects the services to the business or customer, aiming to minimise the risks of exposure, impact and disruption to the service, primarily implementing changes successfully first time and thus saving time and money. The importance and value of an effective and efficient ITIL Change Management process to both IT and the business cannot be overstated.

The CIHS consultant aims to deliver the benefits of Change Management such as:

- **Improved alignment of IT services to the Organisation requirements**
- **Increased visibility and communication of Changes to both business and service-support staff**
- **Improved risk assessment and management**
- **Reduced adverse impact of Changes on the quality of services and Service Level Agreements (SLAs)**
- **Improved assessment of the cost of proposed Changes before they are incurred**
- **A reduced number of urgent Changes and the back-out of erroneous Changes**

### Assessment Format

CIHS consultants run ‘facilitated’ workshops together with one-on-one and small group sessions to ensure that the organisational aims are understood and met and that Change Management operates within the context of a unified Service Management delivery.

If Configuration Management is part of the service management scope then the synchronisation between Change and the associated Configuration Items will also be considered.

The elements that make up the Change process and procedures, once agreed in the workshop, allow the detailed design phase to be fully defined. The way in which the workshop and analysis is delivered is designed to be flexible so it can be tailored to a business’s individual needs.

### Deliverables

This initial workshop & analysis phase will take 10 days and will provide a full report, covering the elements listed that will be the starting point for the detailed design.



## Assessment

### Analysis of the Current Situation

- Review current change management (if any)
- Review current authorisation matrix
- Review current KPIs
- What teams/departments does Change cover

### What is Change Management

- Scope of Change Management
- Impact of Change Management across teams
- Change types and categories
- Change Authorisers and Change Advisory Boards
- KPIs for Change
- Impact assessments and how they work
- Successful Change measurable criteria
- Change and the configuration management database
- Change and Release Management
- Change and its relationship to Project Management (where appropriate)
- How does the Forward Schedule of Change work?

### Benefits of Change Management

- Value to organisation
- Value to IT teams and individuals
- Reduction in incidents and problems
- Improved control over live infrastructure
- Accurate management of the configuration management database
- Increased number of changes completed successfully

### Define Success Criteria

- A senior manager - to provide guidance, identify resources and approve the approach, deliverables and timescales
- Access to the organisations expertise in establishing/developing the change process to ensure their 'buy-in' of following this process/procedures
- Time to be made available for staff to attending training and awareness sessions

### Training Analysis

- Skillset assessment
- Training gap analysis
- Business communication assessment

### Management Information

- Define the KPIs required
- Determine what outputs/reporting is required
- Distinguish changes and service requests in KPI's

