



# BMC Change Management

## Part of the BMC Remedy IT Service Management Suite

IT is under increasing pressure to become a financially responsible business partner. As such, business is looking at IT to provide a better set of processes, procedures, and technologies to avoid costs and unexpected service outages. Understanding the risk of IT changes can provide the visibility needed to avoid revenue-impacting events and drive cost reduction.

### Key Features

- » Dedicated and integrated release management
- » Service impact analysis, simulation, and collision detection
- » Embedded and actionable best-practice process flows
- » Virtual inventory and provisioning
- » Automated request / approval / fulfillment processes
- » Mobile applications with instant alerts

### Key Metrics

- » Reduce failed changes by 40 percent through controlled release management process
- » Improve standardization of release management process efficiencies by 35 percent by adhering to ITIL out of the box
- » Lower change-to-incident ratio by 10 percent as a result of reducing of failed changes
- » Speed virtual server deployment from days to minutes by automating change approval process and automation of changes
- » Cut cost per change event as much as 55 percent using better planning, impact analyses, and reduced testing time through release management

### Business Challenge

The risks associated with poorly managed changes range from minor inconveniences to disasters that cost millions of dollars and directly affect short-term profitability. In recent years, several high-profile system implementation/upgrade failures have made headlines around the globe. All of these failures could have been prevented if the proper processes had been in place — and enforced.

### The BMC Solution

BMC Change Management delivers comprehensive policy, process management, and planning capabilities that help you increase the speed and consistency with which you implement changes, while also minimizing business risk and disruption. As part of the BMC Remedy IT Service Management Suite, it allows you to define and enforce standardized processes — from submission through planning, deployment, and finally, verification. It also ensures that the appropriate steps are taken, the right business owners are consulted for approvals, and fail-safe procedures are put in place, all of which results in an increase in productivity and a decrease in risk and change-related outages.

### Ensure Complete Tracking and Management

With BMC Change Management, you can create, track, and manage task dependencies for controlled, orderly implementation of changes. You can also manage and track individual tasks within a project for dependencies, due dates, time spent, and status. Task sequencing and task dependency enforcement functions generate automated alerts and notifications, ensuring that all related tasks are completed in the right order.

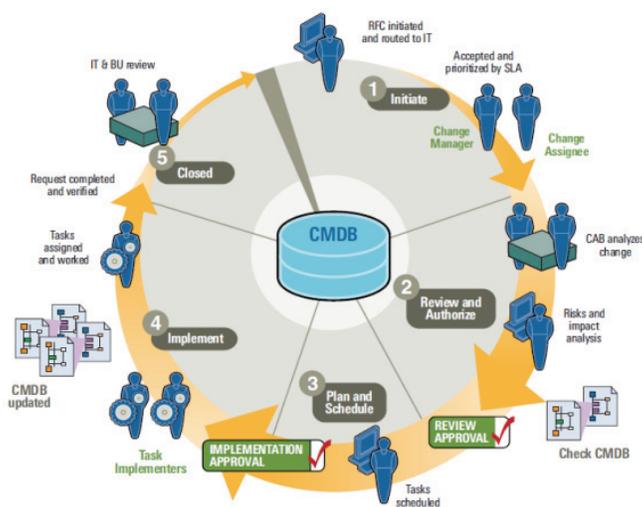


Figure 1: Change lifecycle.

In addition to providing ITIL®-based, best-practice views that place relevant change content on one screen for users, BMC Change Management automatically tailors views to each specific user, enhancing usability and productivity. By defining a unique, multistage approval process, you can ensure that everyone affected by a change is informed in advance and can make the necessary preparations to minimize risk. Notifications, escalations, audit trails, and other automated features keep the change approval process moving forward on a fast track.

## Business Demands Flexibility

New change requests can be created as follows:

- » Problem managers can create a change request from a known error — from their desk or from their mobile device
- » A user can submit a self-service change request — anywhere, anytime.
- » BMC Service Request Management workflows can automatically generate change requests.
- » The discovery process can automatically generate a change request if it detects that a server does not have the latest patches loaded.
- » BMC Asset Management can automatically generate a change request from a purchase requisition (or as part of asset maintenance processes) and automatically generate de-provisioning processes for virtual machines.

### BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended March 31, 2011, BMC revenue was approximately \$2.1 billion.

## Promote Service Stability

BMC Change Management drives and controls the change management process and helps you plan, schedule, and control the movement of releases to test and production environments. You readily see which IT components or business services are impacted by the planned changes, and determine the availability of the required people to implement those changes. By identifying, in advance, the impact of change on the IT infrastructure, staff, and business services, you and your business managers can work together to maintain a smooth change process that ensures efficient utilization of IT resources, while also minimizing disruption to the business. This carries through right into the implementation phase.

Unique functionality guides your users through key steps, including:

- » Defining business justification of the change and release
- » Assessing and analyzing the risk of the change
- » Obtaining input and reviews from both business and IT approvers
- » Ensuring that required approvals are obtained before any work items are performed
- » Scheduling change dates through a graphical calendaring tool to reduce conflicts
- » Creating a fail-safe plan through proactive "what if" CI and service impact analysis

## Drive Process Adoption with Embedded Best Practices

Compliant with both ITIL V2 and ITIL V3 guidelines, BMC Change Management brings ITIL theory to real IT practice for a comprehensive approach to approving and monitoring change requests, while also accurately assessing the priority, impact, risk, and resource requirements associated with those changes. The product includes the BMC Service Management Process Model, which provides a four-layer structure (model, process, procedure, and work instructions) that delivers fast access to detailed work instructions that support ITIL.

## Gain Advantage with Mobile Applications

BMC offers a full suite of mobile IT service management applications to help you cut IT costs, improve service performance, and reduce business risk. With BMC Mobility solutions, you can manage incidents, approve change requests, and update asset information from smartphones and tablets. In addition, the mobile self-service portal lets users submit, update, and track IT and business requests, effectively reducing help desk call volume. BMC Mobility for IT Service Management is available on the major operating systems, including iOS, Android, BlackBerry, and Windows Mobile. And, because no two IT organizations are exactly the same, BMC Mobility for IT Service Management can be utilized in traditional on-premise installations, through a Software as a Service (SaaS) model, or even through an outsourced or managed service provider.

## Choose Your Delivery Model — On-Premise or SaaS

With IT Service Management solutions from BMC, you will optimize your service desk processes, gain control over assets and software, manage the complete change and release lifecycle, gain advantage with mobile applications, and realize cost reductions through self service.

BMC offers the most comprehensive selection of service management solutions available today.

- » **The BMC Remedy IT Service Management Suite** reduces complexity and makes customer support, change, asset, and request management a seamless integrated process.
- » **BMC Remedy OnDemand** provides all of the benefits of our industry-leading software — while eliminating the cost of maintenance, administration, and infrastructure through a SaaS (Software as a Service) delivery model.
- » **BMC Service Desk Express Suite** provides easily deployed, ITIL-compatible IT service management for the mid-market with easy to use and configure, low cost, rapidly deployed technology.
- » **BMC Remedyforce Service Desk** delivers cloud-enabled service desk, self-service, and inventory management capabilities hosted on the number one SaaS platform from Salesforce.com.

For more information on BMC solutions for IT Service Management, including BMC Change Management, go to [www.bmc.com/itsm](http://www.bmc.com/itsm).