# Change and Release Management
Reduce Failed Changes by up to 40 Percent

## ARE YOU?

» Pressured to cut change-related costs?

» Failing to deliver service in a timely fashion?

» Struggling to control the way changes are made in your organization?

» Wasting staff time by performing configuration changes manually?

» Facing delays and risk associated with ad-hoc application release processes?

» Spending too much time deploying changes in a virtualized environment?

## WITH BMC, YOU WILL:

» Cut costs per change event by up to 55 percent

» Accelerate the deployment of critical business services by up to 50 percent

» Reduce audit cycle times by up to 90 percent with real-time audit compliance

» Reduce the effort related to configuration changes by up to 90 percent

» Improve release management efficiency by up to 35 percent

» Reduce the time needed to perform virtualization tasks from days to minutes

## REAL-WORLD RESULTS

» Chicago Mercantile Exchange increased the number of application changes it manages by 800 percent and tripled its administrators' productivity

» CMC Markets reduced cycle time from 180 minutes to 40 minutes per month

» Motorola reduced unplanned downtime by 60 percent and saved $11 million in change management alone

» Vodafone Egypt improved service level responses from 30 hours to two minutes and saved $808,000 annually by process optimization and improved customer support

## EXECUTIVE SUMMARY

What does "downtime" mean to you?  Is it a loss of revenue?  An increase in costs?  A drop in customer satisfaction?  Regardless of which definition resonates most strongly in your organization, the reality is that "downtime" is never a good thing.

One key way to minimize downtime is to automate and control your change and release processes.  On average, 40 percent of unplanned mission-critical application downtime is caused by application failures and another 40 percent is caused by operator errors.  All of these failures could have been prevented if the proper processes had been in place — or enforced. As per Gartner, Inc., "To address the 80% of unplanned downtime caused by 'people failures', enterprises should invest in improving their IT operations processes, such as change and problem management (to reduce the downtime caused by application failures) and in automation tools, such as RBA [run book automation]."[1]

Manual and disconnected processes add to the risk of errors, non-compliance, and delays – activities that drain both staff and budget resources. To minimize these risks, you need automated solutions that integrate across organizational silos, processes, and tools to manage the entire change and release process — from initiation to validation.

BMC delivers change and release management solutions that control who can make change, how it is approved, when it is deployed, and whether it was successful – all according to policy.  Our solutions automate change controls, process orchestration, and change execution, including handoffs across silos, with a level of integration unmatched in the industry. These solutions work together to:

» Automate processes to eliminate the manual steps that increase errors and cause production delays

» Consistently execute auditable best-practice frameworks built on the IT Infrastructure  Library® (ITIL®) and COBIT

» Track IT change execution in real-time and proactively guide improvement in response to business demands/priorities

## THE BMC DIFFERENCE

» Closed-loop process for change approval and execution through seamless integration between change management, configuration automation (servers, networks, clients/desktops), performance monitoring, and event management solutions

» Unified and uniform approach that automates best practices for asset change management with enterprise-side change control processes

» Unmatched combination of role-based access controls, automated configuration item (CI) collision detection, and job sequencing that work together to enable effective resource utilization

» Multi-tenancy support and separation of data to improve change documentation

» Unique integrated platform, including the market-leading BMC Atrium CMDB, for planning, executing, verifying, and documenting change and release based on ITIL and COBIT frameworks

» Out-of-the box ITIL best-practice processes certified by Pink Elephant PinkVerify™

» Proven service offerings — Hundreds of successful implementations ensure proven, successful, 'best practices" approach

» Interactive BMC Service Management Process Model that accelerates implementations by up to 50 percent and provides contextual help with a visual, step-by-step guide to implementing and performing ITIL service support best practices

» Provide unprecedented transparency into the change process to improve change accuracy and execution rates

» Perform change impact analysis, apply policy-based controls, and ensure repeatable processes

Throughout the entire lifecycle of an IT consolidation project — from planning to delivery, operation and governance — BMC products and services focus on each of the critical steps of the consolidation process and integrate around a Business Service Management (BSM) architecture that not only will deliver, but also sustain operating efficiencies into the future.

## THE BUSINESS CHALLENGE

IT feels the acute pain of service disruptions resulting from problematic changes, and constantly worries about the accuracy and impact of changes — not knowing whether a change will disrupt service or result in non-compliance or side effect. Keeping pace with changes as they come in, the pain of manual processes, and a lack of confidence in up-to-date documentation are all concerns both to IT and the Business.

## HOW BMC CAN HELP

BMC improves your ability to implement IT changes quickly, enforce policies to minimize business risk, and automate your change and release management processes so you can:

### CUT COSTS PER CHANGE EVENT BY UP TO 55 PERCENT

» Centralize change-related information from all identified stakeholders into a unified change management database (enabling planning of changes based on priority, impact, or urgency), while still allowing flexibility to meet local/departmental processes

» Delegate tasks to less expensive junior staff using templates, rules, and pre-populated content — relieving senior staff to work on business improvement initiatives

» Manage change task sequencing within workflows to maximize efficiency and minimize risk

» Identify the impact of proposed changes on business services to ensure resources are neither scarce nor wasted

### ACCELERATE THE DEPLOYMENT OF CRITICAL BUSINESS SERVICES BY UP TO 50 PERCENT

» Expedite change requests, while minimizing the impact to business service delivery

» Provide support for back-out procedures if incidents arise as a result of an implemented change

» Establish a classification system for accepting, logging, and storing change requests

» Expedite change execution with pre-approved authorization for standard changes

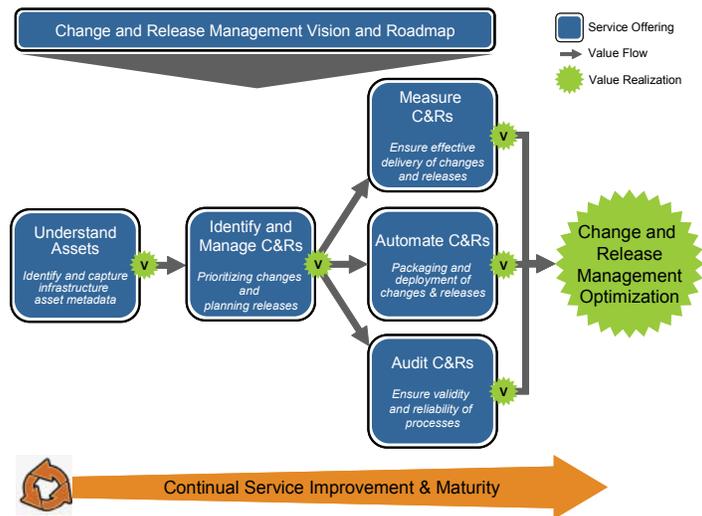### REDUCE AUDIT CYCLE TIMES BY UP TO 90 PERCENT WITH REAL-TIME AUDIT COMPLIANCE

» Automate processes for defining and enforcing compliance

» Improve efficiency with policy-based management and role-based access controls

» Integrate compliance processes with enterprisewide change management systems

» Make fact-based decisions by tracking IT compliance in real-time

» Regain confidence in compliance data with a single source of truth across assets and enterprise-wide management systems

## REDUCE THE EFFORT RELATED TO CONFIGURATION CHANGES BY UP TO 90 PERCENT

» Automate manual configuration tasks across silos

» Maintain IT configuration and relationship information to help identify risks to change requests and provide a single source of truth

» Instantly know the "who, what, when, and where" of configuration change

» Improve mean time to repair with proactive, change impact awareness and one-click, back-out procedures

» Manage and track changes from the moment they are proposed, through implementation in the live environment, to the evaluation of the end result

» Determine business and technical impact, including the impact on other services, the effect of not implementing the change, and the resources required

## IMPROVE RELEASE MANAGEMENT EFFICIENCY BY UP TO 35 PERCENT

» Automate packaging and parameterization tasks

» Maintain and update trusted configurations to ensure a smooth release process

» Deliver a rapid and reliable testing mechanism across all environments

» Ensure role-based access control that improves staff and operational efficiency

» Proactively guide improvements based on compliance priorities

## REDUCE THE TIME NEEDED TO PERFORM VIRTUALIZATION TASKS FROM DAYS TO MINUTES

» Automatically obtain notifications of virtual moves and trigger automated actions, such as change tracking and CMDB updates

» Simplify the creation, tracking, and management of virtual change tasks and dependencies based on ITIL and industry best practices



By combining our market leading solutions with BMC Global Services, organizations can accelerate ROI and realize value more quickly.

## A FIRST STEP TOWARD BUSINESS SERVICE MANAGEMENT

BMC provides an evolutionary approach to IT service management, where process definition, standards, orchestration, and IT automation combine to help you achieve an enforceable, auditable, standards-driven approach to change and release management. What's more, you can extend the value of your BMC solutions beyond change and release management to other critical areas of focus for your IT organization.

In fact, by working to close the loop on your change and configuration management processes, you are taking a critical first step toward Business Service Management (BSM).

BSM from BMC is a comprehensive approach and unified platform for running IT that reduces cost and maximizes business impact. BSM is built on a simple but powerful concept: Since business runs on IT, then IT should be run based on business priorities. With BSM from BMC Software, technologies and processes are executed efficiently and managed based on business needs — including change and release processes — so you can deliver new services that create more business value, while also supporting existing services at lower cost.

Because our BSM solutions are both comprehensive and modular, you can deploy them in steps, adding capabilities that work together as you go. With our solutions, your management processes and information will work together with a shared view of business priorities.

With BSM from BMC Software, you will deliver measurable results for your business:

» Deliver services up to 30 percent more efficiently

» Deliver new services up to 50 percent faster

» Reduce downtime by 75 percent

» Reduce the cost of compliance by 30 percent

» Gain 100 percent visibility into your IT spend

## LEARN MORE

BMC can help you address both your immediate and long term Change and Release IT management goals. To learn more, please visit www.bmc.com.

End Notes:

1. Gartner, Inc., *The Realities of Using Workflow Products to Achieve IT Operations Automation* by Kris Brittain and David Williams, June 2008.

## METRICS THAT MATTER

**Cost of unplanned business interruptions due to change**

» Change-to-incident ratio

» Reduction in Severity 1 and 2 issues

» Time and cost to audit and remediate (audit cycle time)

» Mean time to repair (MTTR)

**Time to plan/approve a change**

» Backlog of changes

» Percent of changes completed within scheduled change windows

» Percent of changes automated vs. manual

» Number of change collisions

» Number of undocumented changes

» Number of unauthorized changes/access

» Number of emergency changes

**Labor as a percentage of overall IT budget**

» IT support labor cost reduction as a percentage of IT budget/ m

» Cost of service delivery (per service)

» Service rollout cycle time (MTTF)

» Mean time to deploy (MTTD)

## 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 both mainframe and distributed 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, 2009, BMC revenue was approximately $1.87 billion. Visit www.bmc.com for more information.

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