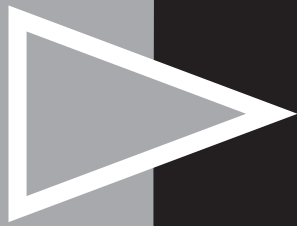




ACTIVATE BUSINESS WITH THE POWER OF I.T.™



BMC Change Management Express

Keeping up with Changing Environments

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Introduction

Managing change has never been easy. In today's dynamic business environment, businesses are faced with a number of factors that make effective change management more difficult than ever. First, speeding time to market continues to be a pressing concern for businesses in virtually every industry. Second, intense competition makes it essential to implement new technologies and continually upgrade existing systems to increase efficiency and responsiveness. Finally, mergers, acquisitions, and other organizational activities are making the IT environment increasingly more complex — placing even greater stress on IT and operations personnel who must deal with a growing number of diverse and incompatible systems.

As technology moves forward, managers in all corporate environments have become aware of the high and often hidden cost of change.

Change processes must be streamlined and able to support any new improvements to processes deployed instantly and systemwide, while time and cost budgets are monitored and adhered to.

Integrating change with the service desk is a comprehensive system in its own right, not a layer of "add-on" functionality. It should be a fully integrated component within the service desk to enable seamless coordination of the service desk with organizational change procedures.

To address this, change management must be designed to streamline workflow processes and integrate diverse interdependent activities for maximum efficiency. It must also provide the ideal medium to effectively implement an organization's quality procedure, as well as a highly accurate means of capturing all costs, staff times, and external expenses, giving managers clear, informed control.

"Managing and keeping up with change is the top requirement for senior IT managers."

Source: *InformationWeek* survey of 300 IT executives

BMC® Change Management Express (formerly Magic Change Management) can help address the need for constant and rapid change in the highly complex business

world. By leveraging both ISO and IT Infrastructure Library (ITIL®) standards with industry recognized Best Practices, and conforming to ITIL standards with industry recognized best practices, this adaptable application enables businesses to assess the impact, risk, and resource requirements associated with changes, and then use the assessment to create plans and automate approval functions to implement those changes. It not only handles scheduling and task assignments, but also provides tools for reviewing the performance of change plans and improving change processes.

Detailed Assessment Document

With BMC Change Management Express, businesses will reduce costs because they can create, track, and manage task dependencies for controlled, orderly deployment of IT changes. BMC Change Management Express manages and tracks individual tasks within a project for dependencies, due dates, time spent, risks, level of effort, and status. This level of detail gives management the information required to make contingency plans based on real-time project status. BMC Change Management Express removes the resource conflicts and redundancies that hamper IT staff productivity. Moreover, it eliminates unnecessary costs by synchronizing and automating change-related activities across the organization — increasing efficiency and cutting out wasted steps.

Bring All Stakeholders Into the Loop (Business Process)

Automated approval processing ensures that all stakeholders affected by a change can make the appropriate preparations. Business managers participate directly in IT change processes, so they can ensure that these processes align closely with business objectives. In addition, business managers can ensure that IT changes are prioritized based on business impact. This approach fosters teamwork and a sense of community, thereby increasing end-user satisfaction with the IT organization.

Reduce Risks Associated with Change

By providing an overall picture of the total impact of local changes, the BMC Change Management Express solution helps reduce risks and minimize downtime. It enhances the ability to predict people and asset resource usage while decreasing wasted or underutilized investments. This enables businesses to realize the optimal value of IT deployments. It also provides the ability to create a change management database to learn from past successes and mistakes.

Automated Approval Processing

Escalations, audit trails, and other automated approval process features keep the change approval process moving forward. Businesses can easily tailor processes to an organization's specific requirements — for example, accommodating hierarchical or peer approval chains. This flexibility results in greater support and acceptance of changes across the organization. It also strengthens confidence in resource availability.

Simplified Project Management

BMC Change Management Express simplifies and automates project management activities, resulting in a greater level of efficiency and higher quality of work. The task sequencing and task dependency enforcement functions, for example, generate automated alerts and notifications.

Value of Change Management

- > Lower risks associated with change
- > Provide a comprehensive picture of the global impact of changes to understand and reduce risk and minimize downtimes
- > Avoid/reduce business costs
- > Create, manage, and track projects for controlled, orderly changes
- > Manage/track the individual tasks within the project for dependencies, due dates, time spent, and status
- > Give management the ability to make contingency plans based on real-time project status
- > Eliminate resource conflicts and redundancies
- > Track all the costs associated with projects
- > Create a change management database to “learn” from the successes/mistakes of the past
- > Ensure everybody is in the loop
- > Automate approval processing ensuring all stakeholders of a change can make the appropriate preparations
- > Foster teamwork and increases end user satisfaction

Implementation Plan

The implementation plan details how best to implement the BMC Change Management Express software. The plan includes and prioritizes technology considerations, database conversions, training needs, and business process

recommendations. Also included in the plan will be the associated resource requirements, timeframes, and costs. Each customer will require a custom developed project plan. The foundation of the plan is outlined below.

Best Practices Gap Analysis

- > Review existing processes
- > Receive gap analysis and recommendations for change management process
- > Facilitate best practices workshop

Setup of BMC Change Management Express

- > Review existing BMC Service Desk Express Suite for readiness
- > Install BMC Change Management Express into Test and Production environments
- > Perform regression test plan

Initial Data Population

- > Create values for:
 - Approver
 - Impact
 - Urgency
 - Groups
 - Change Types
- > Implement Core Business Rules
- > Convert

Change Management Flow

- > Create an incident in BMC Service Desk Express Suite, link to problem module
- > Create a change request form
- > Notify resources impacted by change request

Modifications

- > Incorporate screen changes
- > Modify reports
- > Custom development
- > Interface to external applications

Market Offering

BMC Change Management Express module has been designed to manage internal and external changes within an organization regardless of the size. The module follows ITIL flow of "Incident to Problem to Change Request" as well as creating a change request directly.

Our best practices combine specific processes with ITIL flow for defining the change workflow within an organization. Changes can affect one to many people and one to many systems. The process of creating, managing, approving, and implementing change varies based on many factors:

1. The ability to assess the business impact of change
2. The process for approving change
3. The contingency plan in case of a change failure
4. The Total Contact Ownership of the change
5. The notifications and escalations business rules
6. The priority of the change
7. The urgency of the change
8. The categorization of the change
9. The plan of action for implementing the change
10. The management of work orders as sub-tasks to the change

Many organizations perform the planning of changes within specific departments and without a tool. Centralizing change management within the service desk is a holistic solution. The value of linking the service desk to change management includes:

- > Avoid disrupting the quality of service by ensuring Service Desk staff is aware of changes to the IT infrastructure
- > Ensure Service Desk staff is only working on approved change requests or with approved change task lists
- > Take advantage of retained Service Desk knowledge when planning changes
- > Provide insight to rollback costs associated with unintended changes
- > Delivers metrics on impact to Service Desk of planned or unplanned changes

The benefits are clear, based on analyst findings that 60 to 80 percent of all unplanned changes fail outright and over half of all IT changes are unplanned. The benefits are real when considering the challenges of aligning technology with business needs and managing costs.

For more information contact us at 800-966-2442, or visit www.bmc.com.



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About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. Known for enterprise solutions that enable IT to manage across the complexity of diverse systems and processes, BMC also delivers targeted solutions for the Small to Midsized business, addressing the challenges unique to this market — from Service Support to Identity Management to Application Monitoring. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information visit www.bmc.com.

