Cherwell ITSM Solution: Change Managment

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Challenge

In many ways, change management is about risk management. Infrastructure failures can cost large enterprises $100,000 per hour of downtime, with critical application failures costing between $500,000 and $1,000,000 per hour, according to IDC. We also know that 80% of these disruptions are caused by process failures, many of which stem from unsuccessful changes. Are you equipped to manage the risks associated with IT changes? If you aren't, how can you innovate for—or even keep pace with—rapidly changing business requirements?

Solution

Cherwell provides change managers with an end-to-end view of the IT change lifecycle, robust tools to control the change process, and thorough support for impact analysis that lowers the risk of change collisions and service disruptions. With Cherwell change management capabilities, you can make beneficial changes and rapidly align IT with the strategic goals of your business. Fully integrated with Cherwell's no-code automation platform and the Cherwell IT Service Management (ITSM) solution, change management helps you:

- Make better decisions with single-source visibility and control of infrastructure relationships and inter-dependencies

- Improve change outcomes with unified, reliable configuration information

- Minimize risk of IT infrastructure disruptions with powerful impact analysis tools

- Increase speed of change implementations with automated, step-by-step change workflows

- Control the movement of releases from development to build, test, and go live

- Rapidly align IT to changing business requirements

At a Glance

Cherwell change management automates and streamlines complex change workflows. Full-strength change management tools provide the visibility and control you need to achieve better change outcomes—so your IT services are highly available and predictable, making it possible to implement new services that benefit the business.

Advantages

- Improve time to value with operational efficiency

- Better visibility and control

- Minimize risk and financial exposure

- Rapidly offer new services and innovations for growth

"Cherwell Service Management offers ease of use, configurability, flexibility, and scalability—and it's so intuitive. We cut over to Cherwell Service Management and, in two weeks, we were creating new functionality. After the first 72 hours, people were asking, "Can I do this in Cherwell Service Management?"

-Rick Miller, Director of Information Systems, Parkview Health

## Make Better Decisions With Unified Change Management Tools

The countless data points in your dynamically changing IT world generate extensive amounts of information, all of which become important when implementing change. For change managers, the full strength of Cherwell's ITSM solution is brought into play, with all of its components working in unison to offer a holistic business solution. Information is automatically captured and evaluated from all parts of solution—asset, configuration, incident, problem, and knowledge management, as well as application dependency mapping—and entered into Cherwell's Configuration Management Database (CMDB).

The CMDB records, monitors, and evaluates every configuration item (CI)—and all its associated CIs—for change impact, so you can understand critical relationships and inter-dependencies. By unifying the data, the CMDB resolves CI duplication and other human errors. And all of this is done in real-time, so information is always accurate, up-to-date, and reliable. With this single, trusted data source, you have the visibility and control you need to achieve better change outcomes. With your existing services now highly available and predictable, you can shift focus to implementation of new services and other innovations that benefit your business.

Automate With Step-by-Step Change Workflows

Cherwell change management meets 100% of 11 PinkVerify ITIL processes, allowing organizations to start automating right out-of-the-box. Our dashboards offer unique, end-to-end views of the IT change lifecycle and pre-built reports help you evaluate performance for everything from average time to implement a change to implementation improvements, customer satisfaction, visibility into change costs, and more.

But not all changes are created equal: some are quite simple, others require rigorous evaluation and planning, and some are urgent fire drills. That's why Cherwell provides three out-of-the-box change workflows that automate and simplify implementation and accelerate time-to-value for each type of change. These workflows include pre-determined steps—easily customized to your own business environment—that guide you through the change process. Change forms prompt for required information and a visualization manager helps you know in advance what the impact of changes will be. The approval process is made easy, too. Pre-configured approval workflows automatically move requests through authorization stages and include Change Approval Boards of role-based approvers who are proactively notified.
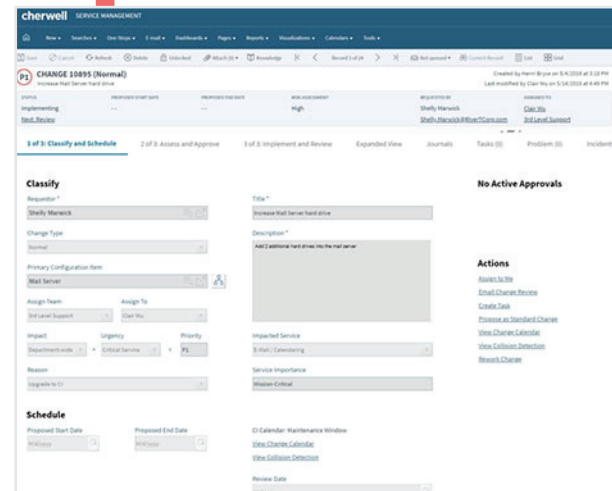
Control Change Releases and Deployments

While change management drives the change workflow, Cherwell release and deployment management coordinates the plans and schedules, controlling the movement of releases from development to build, test, and live environments. These two processes are so tightly integrated that they look like a single process. Together, they help remove process silos so changes are released without service disruptions that cause unplanned downtime. Flexible change scheduling, such as bundled change releases and forward schedules of recurring change events, improve staff productivity.

Ready to learn more? Take a look at our Essential Guide to ITIL Change Management or review the documentation to find out more.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software, and is the service management platform of choice for over 100 MSPs. The Colorado-based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at Cherwell.com.