The Intact Technology Change Management Framework

According to a study by IDC, 84 percent of 164 IT professionals surveyed view automation as a top investment priority for delivering on business outcomes. Achieving automated change, however, requires embarking on a carefully considered, systematic path that depends upon an organization's current maturity level.

Intact has developed a framework that focuses on helping organizations set and implement change process, make better business decisions, and reduce costs and resources. Intact has become the leader in the marketplace by providing a change management solution that helps the overall business function.

The Intact Technology Change Management Framework maps three distinct steps on the way to automated change management. These steps include:

- Change management
- Change control
- Change automation

Intact recommends that businesses transition systematically from one step to the next, rather than attempting a “big bang”-type implementation that could potentially disrupt the whole business processes.

Change management (Step 1)

The majority of IT organizations today are on step 1; according to an IDC study, “Most large organizations today use some form of IT change and incident tracking system.” At this level, organizations have formed a Change Advisory Board (CAB), and initiate and manage Request for Change (RFC) processes through their service desk. The board reviews and approves the change requests, and IT then implements the change.

Organizations at start of step l frequently experience failure during change; in fact, it is not uncommon to see a 60 percent change failure rate or higher during this phase. Implementing Level 1 processes does not guarantee a corresponding improvement in the change failure rate, especially if the CAB does not have comprehensive, up-to-date information to make more accurate decisions that avoid, for example, configuration item (CI) collisions. Change control endeavors to reduce the change failure rate by leveraging information from the configuration management database (CMDB) as the basis for the CAB to make appropriate decisions.

Most organizations notice shortly after organizing a CAB that vital information such as impact and risk analysis is not readily available in order to make a decision regarding the RFC.

Other critical elements include CI collision information, approval processes, collaboration, and general RFC workflow management. This is when organizations take the next step to change control, where IT departments focus on making better decisions around change.

Change control (Step 2)

Change Control, step 2, focuses on ensuring predictable results from changes that are being processed. This step focuses on the ability to control, predict, and proactively manage change through the digitization of the change management process. The goal is to eliminate unforeseen issues such as added cost. Change control enables the CAB to make better decisions that avoid change collisions and provide a way to identify the root cause of a failed change by isolating changes to a specific CI at a specific time.

To achieve this type of predictability, the system must be configured to gain greater understanding of the organization's business service. A discovery tool mapping the business services within the CMDB can accomplish the desired predictability. These maps should be configured with the impact analysis information that will be used to assess risk. Once an organization creates service maps and impact analyses for all of its business services, the CAB will then be in a position to:

- Make objective decisions on all proposed changes
- Objectively predict the impact of the change before the change is initiated
- Assign statistical risk to a change based on empirical information
- Understand CI dependencies sufficiently in order to ensure that the proper teams are consulted for RFC approval
- Identify potential change collisions
- Identify prior change issues
- Optimize RFC change windows to significantly minimize risk

Change automation (Step 3)

At step 3, change automation, most changes are automatically documented, audited, controlled, timed—and less costly. Service levels improve because it is easier to identify, address, and remediate service degradations that affect business continuity during IT change.

The appropriate software solutions can help organizations attain step 3 by eliminating many human touch points, and the need to manually document infrastructure changes and update numerous ad hoc systems. As an example, run book automation provides a way to automate routine, error-prone tasks.

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It can reduce the time to implement labor-intensive tasks from days to minutes. In simple terms, run book automation can automate virtualization management, performance monitoring, infrastructure and application changes, trouble ticketing, and other IT activities across application and platform silos.

A run book process may encompass multiple management disciplines and interact with all types of hardware and software. By spanning so many diverse systems and interacting with many types of infrastructure elements, run book automation can precisely control how and when a change will occur.

A total of 51 percent of those polled in a recent Unisphere Media L.L.C. survey of more than 660 IT managers cited a reduction in maintenance costs as the key reason to adopt a run book automation solution. Respondents also noted that run book automation tools can help manage increasing system complexity (38 percent) while reducing the amount of human error (34 percent) in their business application processing.

To further leverage the power of automation, such tasks as provisioning virtual machines, software releases, patch management, and service rollouts can be automated with server, network, and storage automation tools. The figure below illustrates the different types of automation and the effective time savings associated with each of them.

The sequential step approach to helping businesses achieve change automation Implementing change control and change automation can deliver compelling benefits, but organizations should deploy change management solutions in phases for best results. In many cases, implementing the recommended change management solutions with one group inside of an organization is an effective first step that can provide rapid cost savings and efficiencies.

Intact works with its clients to identify which opportunities and businesses in an organization will experience the most significant results in the least amount of time. Intact helps businesses prioritize their goals, choose the right solutions, and establish a multi-phased project schedule.

Change to Automate	Average Man-hours needed	After Automation	Potential Savings
Change / update passwords	30 hours	15 minutes	> 95 %
Change/ update community strings	30 hours	15 minutes	> 95 %
Patch operating systems	85 hours	90 minutes	> 95 %
Make network-wide policy changes	50 hours	150 minutes	> 90 %
Create new VLANs	50 hours	150 minutes	>90 %
Roll out new network services	30 hours	15 minutes	> 95 %
Inventory software, hardware, and configurations	100 hours	150 minutes	> 95 %
Audit devices against security policy	100 hours	10 minutes	> 95 %
Remediate devices that are not compliant	30 hours	60 minutes	> 95 %
Remove host definition	30 hours	15 minutes	> 95 %
Update ACLs	50 hours	150 minutes	> 90 %
Enable / disable port interfaces	30 hours	15 minutes	> 95 %

Table 2. Potential savings from change automation
*This chart shows actual implementation times; planning time is not included.

Why Intact?

- **Unique Discovery Technology:** reduces creation of new discovery patterns by 50%
- **Unique and Tested Source Discovery and Mapping Code**
- **Proven Process:** our rapid application mapping can quickly map over one hundred applications.
- **The Leader:** in integration solutions around creating Configuration Management System (CMSs) including the BMC Atrium and HP UCMDB integration
- **We Have Experience Meeting Aggressive Timelines:** Intact has a proven reputation of success in meeting aggressive deadlines within the public and private sector that will ensure the most efficient implementation.
- **Intact Meets All Your Needs:** We provide full-scale systems integration, which allows us to go well beyond what a single vendor can accomplish. Intact has the ability to integrate and customize a variety of products and tools within the Infrastructure Management (IM) industry.
- **The Intact Team:** We have the largest team of Sr. UCMDB, DDM, and Release Control delivery Professional Services Consultants. Our Key Personnel are the best and brightest HP software consultants in the world.
- **Intact Helps Obtain Faster Time-to-Value:** Intact will deliver faster time to ITIL best practice process implementation, while also reducing system design timelines.
- **Experience:** We provide and deliver successful end-to-end Business technology optimization (BTO) solutions.
- **Proven integrations:** integrated demo labs with the capabilities to test and develop solutions for seamless integrations between HP BTO products and third party legacy CMDBs

Benefits

- **Reduce Business risk and Cost-** Continually analyze change impact and automates deployment of business services
- **Improves Organizational Communication-** Provide a single source of truth for all change and configuration information to improve partnership among IT and business teams

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- **Better Change Decision Making-** Provide a global view of changes for complete visibility —both planned and unplanned
- **Save Time and Cost–** Leverage existing data sources since valuable data resides in disparate repositories
- **Prevent Failure-** Identify change collisions and identifying past change patterns
- **Gaining control overtime-** Manage change across the widest breadth and largest volume of devices throughout the lifecycle.
- **Reduce the risk of service downtime-** identifying collisions during CAB review and during execution
- **Reduce Resources-** Notify key stakeholders, assign and track action items, and capture voting information to increase the efficiency of Virtual CAB

For more information on Intact Technology, visit www.intact-tech.com

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