



# BMC Remedy Change Management

Up to 80% of IT system failures are related to poorly managed change brought on by ongoing technology innovations and continual shifts in business strategy — including upgrades, patches, new systems, and new technologies affecting both desktop systems and data centers. BMC Remedy Change Management delivers comprehensive policy, process management, and planning capabilities that help you increase the speed and consistency in which you implement changes, while also minimizing business risk and disruption.

## KEY BENEFITS

- » Reduce risks associated with implementing changes
- » Cut cost of delivering services
- » Improve release quality through controlled planning
- » Roll out services faster
- » Align IT and the business on all changes
- » Lower audit cost and improved audit pass rate

<sup>1</sup> Gartner Infrastructure Operations and Management Summit, The Realities of Using Workflow Products to Achieve IT Operations Automation by Kris Brittain and David Williams, June 2008

## BUSINESS CHALLENGE

The risks of 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 made headlines around the globe. 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."<sup>1</sup>

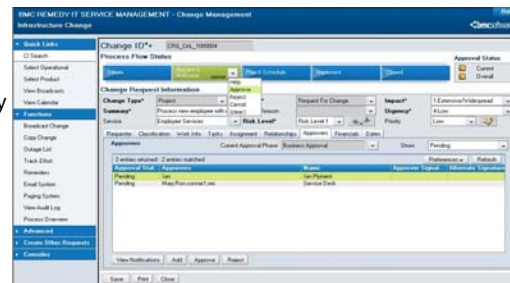
## THE BMC SOLUTION

BMC Remedy Change Management delivers comprehensive policy, process management, and planning capabilities that help you increase the speed and consistency in which you implement changes, while also minimizing business risk and disruption. It allows you to define and enforce standardized change processes: from submission through release, implementation, and finally, verification. It ensures that the appropriate steps are taken, the right business owners are consulted for approvals, and fail-safe procedures are put in place.

### BMC Complete Tracking and Management

With BMC Remedy 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.

What's more, BMC Remedy Change Management automatically tailors views to the 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. Escalations, audit trails, and other automated features keep the change approval process moving forward on a fast track.



BMC Remedy Change Management process flow supports ITIL.

### Release Management Process Drives Controlled Change

Release 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, IT and business managers can work together to maintain a smooth change process that ensures efficient utilization of IT resources while minimizing disruption to the business. This carries through right into the implementation phase.

### UNIQUE FUNCTIONALITY GUIDES USERS THROUGH KEY STEPS, INCLUDING:

- » Defining business justification of the change and release
- » Assessing and analyzing the risk of the change

## IMPROVE KEY CHANGE AND RELEASE METRICS

- » Reduce failed changes by 40% through controlled Release Management process
- » Improve standardization of release management process efficiencies by 35% by adhering to ITIL OOTB
- » Lower change to incident ratio by 10% 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% using better planning, impact analyses and reduced testing time through release management

## 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 distributed and mainframe 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 September 30, 2008, BMC revenue was approximately \$1.83 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

- » Creating a fail-safe plan through proactive "what if" CI and service impact analysis
- » 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

Changes and Activities					Show Milestone
Collision	Milestone	Request Type	Request ID	Request Summary	Status
None Found	Initial	Infrastructure Change	CRQ000000000012	CI with CI - Comm	Draft
Detected	Deployment	Infrastructure Change	CRQ000000000057	Sample 111	Draft
N/A	Deployment	Activity	AAS000000000021	Training	Draft

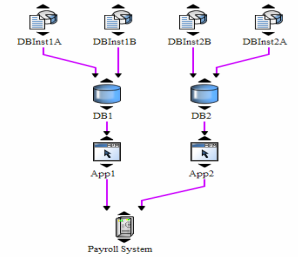
Collision detection in Release Manifest coordinates changes to reduce down time

## ALIGNMENT WITH BEST PRACTICES

BMC Remedy Change Management is compliant with IT Infrastructure Library V2/V3 (ITIL) guidelines for a comprehensive approach to approving and monitoring change requests while accurately assessing the priority, impact, risk, and resource requirements associated with those changes. Fast-track your ITIL initiatives up to 50 percent with a visual, step-by-step guide to implementing and performing ITIL service support best practices.

## FEATURES AND CAPABILITIES

- » Release process flow drives controlled change management
- » "What-if" CI and Service Impact Analysis shows impact to services
- » Collision detection identifies conflicts & improves efficiencies
- » Segregated roles for compliance
- » Two-way integration with configuration management



Graphical CI viewer shows impact to services

## PART OF A COMPREHENSIVE SOLUTION

Built on BMC Remedy Action Request System (AR System), BMC Remedy Change Management benefits from best-of breed scalability, security, reliability, and compatibility, as well as reduced overall cost of ownership. With its request-centric, workflow-based architecture, BMC Remedy AR System provides a critical component to the Business Service Management technology platform. It also enables IT administrators to quickly customize and extend out-of-the-box application functionality without programming knowledge. BMC Remedy AR System additionally acts as a single point of integration, including support for popular API types (such as Java and C), Web Services, ODBC, and utilities (such as the BMC Atrium Integration Engine). As part of BMC Atrium, this proven technology platform has automated thousands of business processes and has been deployed to millions of end users.

For more information, go to [www.bmc.com/changemanagement](http://www.bmc.com/changemanagement).