ITIL 2011 Refresh: Has "Change" Changed?

This session examines the ITILv3 refresh 2011 Change Process and some notable updates from the 2007 books.

Learning Nuggets:

- Review the overall Change Process
- Discuss Change Type
- Discuss the Normal Change Model
- Discuss the Authorization Step

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Agenda

- Review the Overall Change Process

- Service Change Types

- Compare Normal Change Models

- Compare Change Authorization

- Wrap up

Change Management Review

- Service Change:
  - The addition, modification or removal of a Configuration Item (CI)

- Configuration Item (CI):
  - An authorized, planned or supported IT *Service* or its hardware and software *Components* along with associated *Documentation*

- Scope:
  - Start small and increase scope over time
  - Enterprise wide

Change Management Review

Purpose

- Make beneficial changes with minimal disruption to the business
  - Therefore, by its nature, it falls under Risk Management

- Well structured and planned changes will result in cost and time savings
  - Therefore, allowing for higher volumes of changes

Some Key Considerations

- No Change is without risk, making remediation and backout plans mandatory for all changes

- Assess for Impact, Urgency, Risk, Benefits, and Costs

- Multiple authorization points

- Change models

- Change Schedule

- Agreed Change and Release windows

Basic Service Change Types

Major Changes
- Significant Impact (business and financial)

Normal Changes
- Centralized Assessment and Control

Emergency Changes
- Rapid Centralized Assessment and Control

Standard Changes
- Pre Approved and Delegated

Change Proposal

- High level details of Proposed Major Change
- Normally created within the Service Portfolio Management process

Request For Change (RFC)

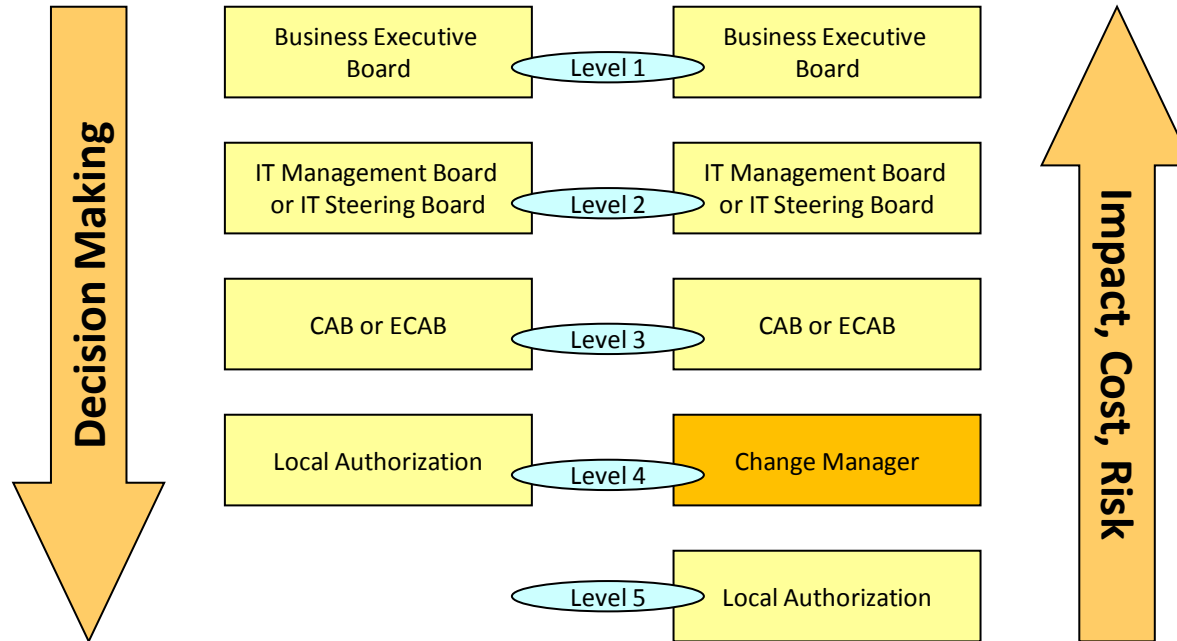- Details of Proposed Change
- Normally created by the Change Initiator

Change Record

- Contains all information about the change, including information from the RFC

ITIL Change 2007 vs 2011

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Decision Making

Impact, Cost, Risk

Business Executive Board	Level 1	Business Executive Board
IT Management Board or IT Steering Board	Level 2	IT Management Board or IT Steering Board
CAB or ECAB	Level 3	CAB or ECAB
Local Authorization	Level 4	Change Manager
	Level 5	Local Authorization
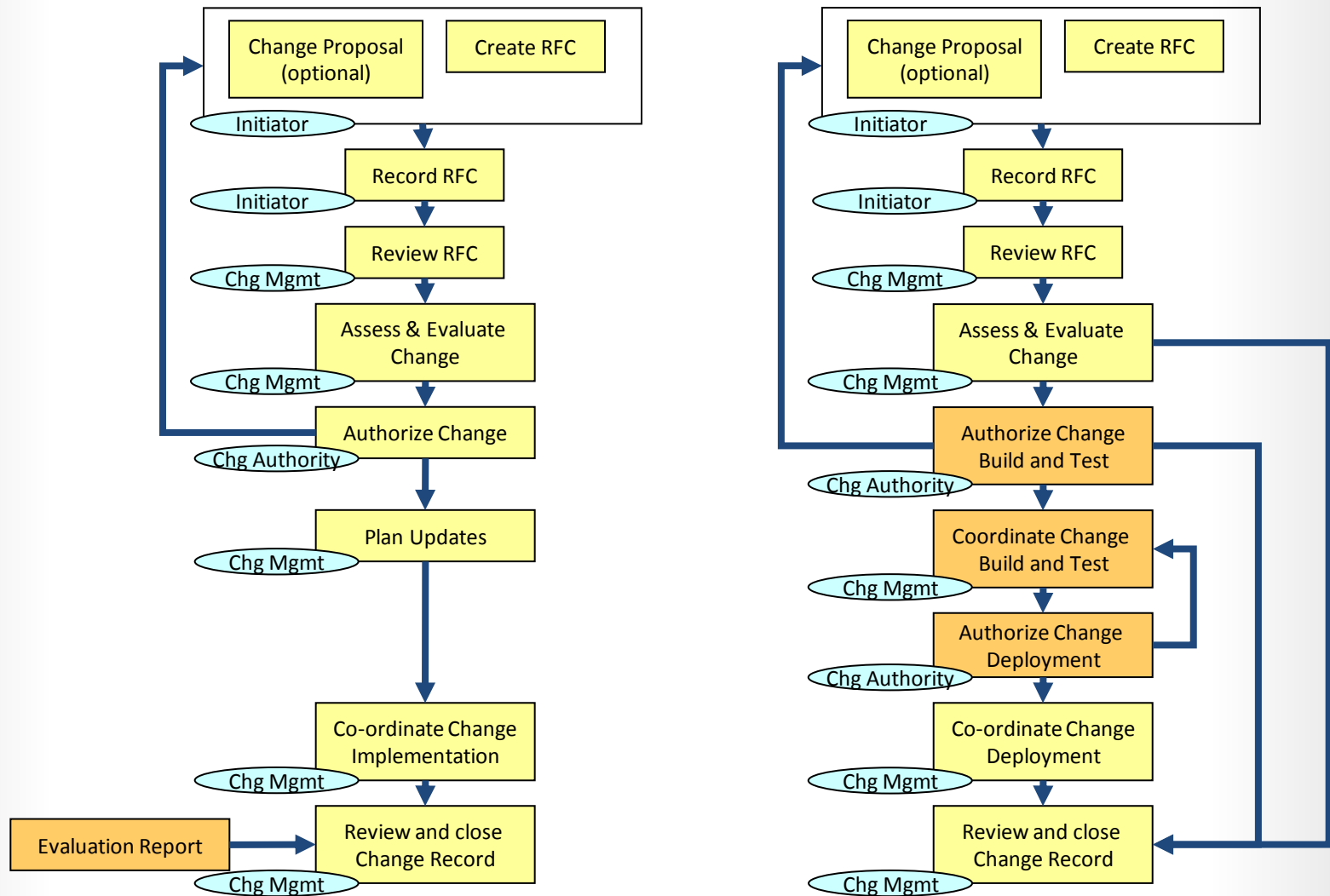
Conclusion

- Change has been clarified, but in essence remains the same

- Not all Changes are equal, identified by the change type and assessment

- The bigger the change, the slower it moves and more check and balances it endures

Continued Reading...

Thank You For Attending The Webcast!

Please take a moment to answer the quick survey after you exit the webcast. Your feedback is extremely valuable to us.

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We'd Love To Hear From You!

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