

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



Graham Furnis
Senior Contributor
Thought Rock

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



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

Basic Change Information

Change Proposal



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

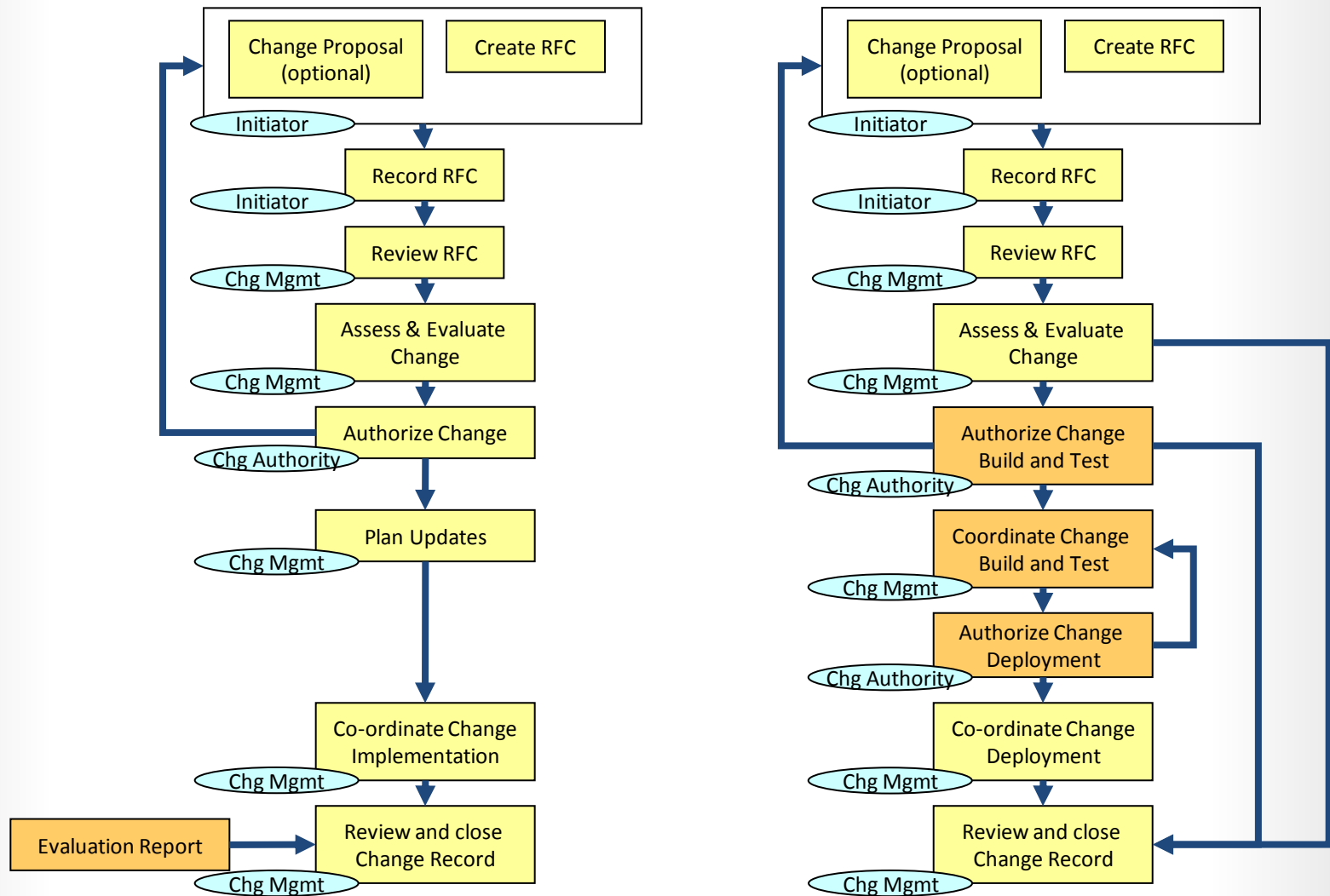
Request For Change (RFC)

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

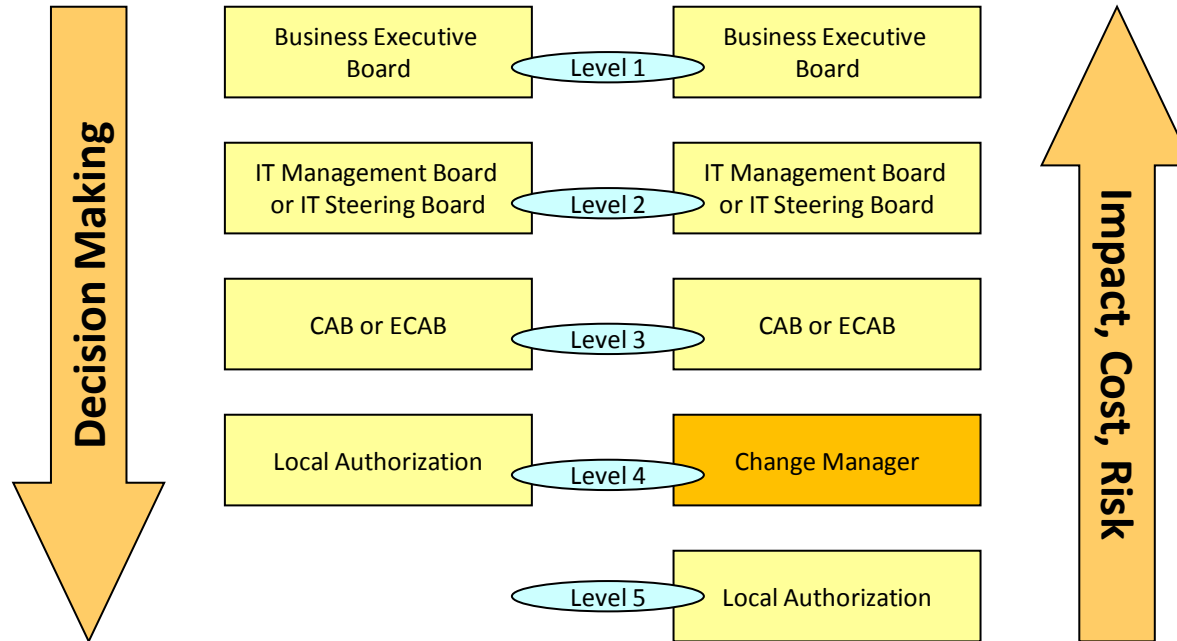
Change Record

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

ITIL Change 2007 vs 2011



ITIL Change Authorization Model 2007 vs 2011



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...




Blog

ITIL® v3 Foundation
Online Course and Exam
Only \$150 
[Learn more](#)

Recent blog posts

[Content](#) [Users](#)

Search:



[ITIL 2011 Refresh: Has "Change" Changed?](#)

... This session examines the ITILv3 refresh 2011 **Change** Process and some notable updates from the 2007 books. ... •
Review the overall **Change** Process • Discuss **Change** Type • Discuss the Normal **Change** Model • Discuss the ...

Lecture Hall Live Type - [admin](#) - 2011-12-13 13:02 - 0 comments - 0 attachments

[Webcast - ITIL 2011 Refresh: Has "Change" Changed?](#)

... B Wyze 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 ...

Thought Rock Event - [contentadmin](#) - 2011-12-09 16:24 - 0 comments

[Thought Rock Live Webcast - Nov 01 2011 "Should Change and Release Management be the Same Process?"](#)

... Thought Rock **Change** and Release Nov 1 2011.pdf ...

Document - [contentadmin](#) - 2011-11-03 09:44 - 0 comments - 0 attachments

[ITIL Intermediate Paths: Which One is for You?](#)

... Service Transition and Operation processes, including; **Change**, Release and Deployment, Service Validation and Testing,
Service Asset ...

Blog entry - [contentadmin](#) - 2011-12-22 12:48 - 0 comments - 0 attachments

[Webcast: Should Change and Release Management be the Same Process?](#)

... and the same questions always come up related to **Change** and Release Management: Where does the **Change**
Management process stop and the Release Management process take over? ...



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.

We'd Love To Hear From You!

Phone: 1.877.581.3942

Email: Info@ThoughtRock.net



Graham Furnis
Senior Consultant
Thought Rock