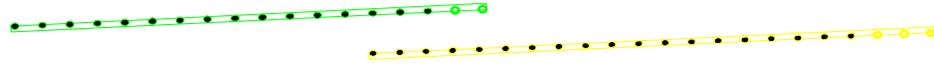


Create Value out of IT Change



Easily prove how effective you are at change.

see other side

"Change is the enemy of stability, but we need to be good at delivering both."

Enterprises that do not properly manage IT change have significantly lower levels of service quality. Undeniably, human change is the leading cause of system downtime. But poor and good effectiveness with change goes much, much further.

The negatives are obvious

We all have horror stories of the system change that went awry ó where, the next day óeveryone was downó. But what's harder to diagnose and react to, however is the change that happened a week ago that today is now causing problems. Sadly though, most enterprises cannot tie past changes to the systems that were affected by the change.

Poor change management is the source of lots of grief.

- Enterprises that do not have effective change management have from 25% to 35% more unplanned downtime
- Planned downtime suffers too ó without good change management, organizations experience up to 25% more planned changes.
- Customers get frustrated when changes happen without adequate notice or without following an agreed process

When there are problems in the enterprise, experienced technologists find out quick, ówho changed what lastó. Administrators and engineers know that an effective method to resolve problems includes a correlation of recent changes in relation to the current problem.

Likewise, seasoned IT managers know that to be effective in managing change, you need to have a process.

- Changes are restricted to planned windows.
- Changes are reviewed by a Change Board or Change Manager
- Changes have a minimum notice period
- Exceptions to the rules require a higher review authority
- Change effectiveness is measured and rated for successes and for areas for improvement



"I am 99.65% effective in the changes that I deliver, and with Samantha™, I can prove it!"

Be proud of the positives

While elimination of downtime and increases in service quality are a primary goal, be sure to highlight your successes with change. For instance,

- Who in the organization is best at implementing change? Is it the Web team, the network engineers, or one of your vendors?
- How many changes have been implemented to further the business strategies of your customer groups?
- Show metrics that your change effectiveness is improved, even though you are handling more changes than the last quarter.

Samantha™ helps manage change

Right out of the box, Samantha™ delivers Change workflow that's linked directly to the system asset repository. Use Samantha™ on-line, right in your change meetings, or allow engineers to view historical changes right from the data center floor.

Easy, simple button-clicks allow you to propose, schedule, complete, rate and review changes as they relate to your environment. Keep track of who is affected by change.

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Show off with Change Management

Because everyone knows of the few times where things go wrong, you have a vested interest in demonstrating the hundreds of times that things go right.

The System Asset Management System™ makes it easy to:

- Demonstrate how many changes were done successfully
- Quantify how effective individuals and vendors are at implementing change
- Identify who is affected by change
- Allow customers and managers to know what changes are planned.
- Identify who changed what, when
- List the back-out and implementation steps on enterprise changes
- Report on how many changes follow process, and which ones did not

Samantha™ streamlines the change process, without adding unwanted bureaucracy. Easily allow individuals to self-approve changes, or conversely, require changes to be approved by a Change Manager.

Samantha follows the ITIL® best-practices on how improved change management increases service quality. You may be surprised to see how improved documentation around change increases your ability to be effective with change.



All enterprise changes count

It is easy to see that change to servers can affect the applications on the server. Likewise, changes to the applications can affect people. In one way or another, changes to the IT infrastructure have the potential to affect other system assets, and ultimately people.

It only makes sense to track all of your enterprise changes in one common repository. Point solutions for application changes or for network changes won't give you the full story.

Having the right metrics increases your value as a manager or technology professional. With the right tool it is easy to demonstrate how effective you are with change.

Let us show you how.

"Samantha saved us heartache, grief and pain."



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