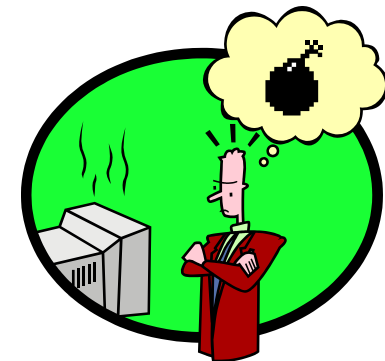


# Change Management

## Minimising business interruptions

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- c.70% of IT budget spent on keeping lights on
  - Uncontrolled patching/upgrading
  - Need for roll-backs
  - Resolving issues one at a time, time after time
  - Multiple instances of same enterprise application
  - Lack of end-user training on new applications
  - Lack of awareness of changes at the help desk
  - Sheer Luddite factor of end users
- But change management is a big issue
  - Compliance needs
  - Business continuity



- Asset discovery
  - If you don't know what you have, you can't control it
  - Hardware
    - To a granular level: cpu, memory, HD size and type, optical drives, sound/video capabilities
    - Ancillary devices
    - Device drivers
    - Operating system
  - Software
    - Type, version, patch level
    - Licenses



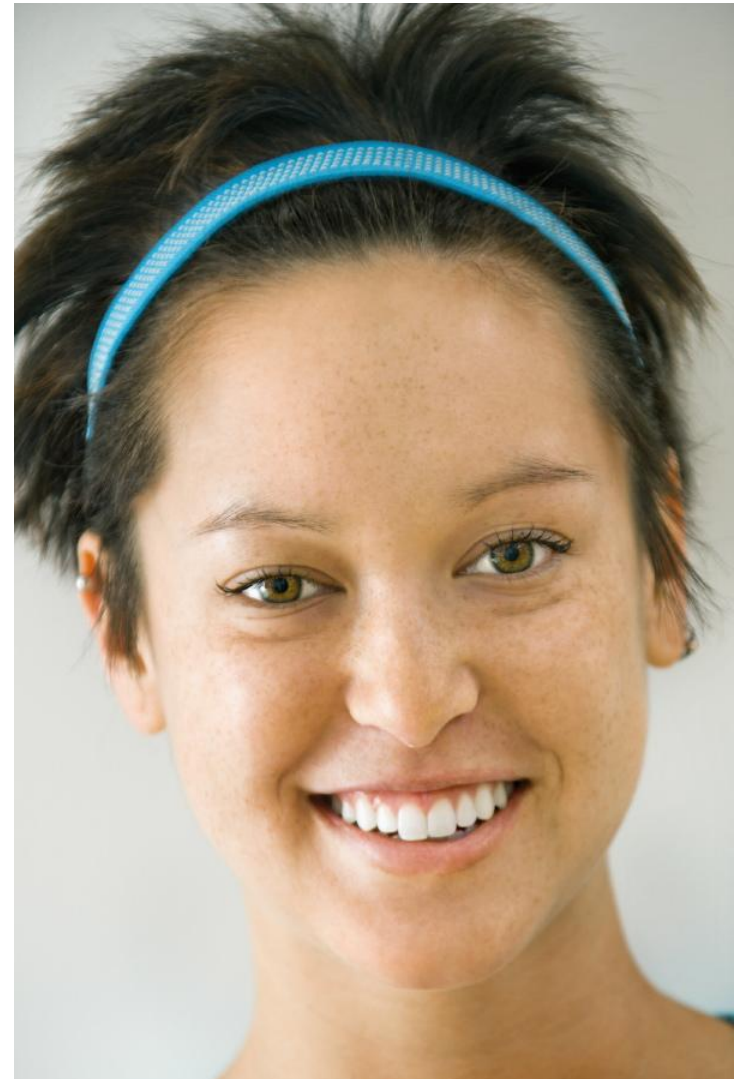
- A CMDB gives a centralised control space
  - The “one true view”
  - All changes reflected here
- Look for dependencies
  - If this changes, does it impact anything else?
- Such mapping can identify bottleneck devices and software versions
- Upgrade what needs to be upgraded





- Silicon-based entities make few mistakes: Carbon-based entities make lots
- Ensure that as many processes as possible are automated
  - Don't just automate bad processes
  - Sit down and figure out the best processes first

- Don't just change for the sake of change
- Is it necessary?
- Are the users aware?
- Have the users been trained ready for the change?
- Has the help desk been fully trained?
- Any changes downstream identified and allowed for?



- If it all goes wrong:
  - How to roll back
  - How to ensure the users know and accept the roll back
  - How to deal with data created between change and the roll back
  - What is Plan B?



- Change management cannot be left to chance
  - The impact of uncontrolled change on a business is far too high
  - The need for higher levels of audit require a fully tracked set of change processes
- Automation is the key to the overlying processes
  - However, the human aspects are of massive importance
  - Ensure that users, help desk and any downstream impacted users are kept fully informed
- Use any large project as a basis for a larger review and for an enterprise-wide change management strategy definition