



Business Challenge

In our technology driven age, often changes occur so rapidly that it becomes difficult to Manage. Proper tools and best practices are necessary for managing change. SMART Suite Change Management module assists IT Organizations to deploy changes in a controlled way.

Change Management

SMART Suite Change Management (CM) will achieve the following :

- Provides a repeatable standardized methods and procedures for making changes.
- Helps in making Changes quickly and accurately as per the business needs.
- Protect Services while making changes - minimize the business risk.

SMART Change Management Supports following activities for managing a successful change :

- Create Request for Change (RFC)
- Assess and evaluate change
- Get Authorizations
- Record Change Advisory Board (CAB) Notes
- Schedule Changes
- Co-ordinate and Implement changes

SOLUTION DATA SHEET CHANGE & RELEASE MANAGEMENT

Release Management

The goal of Release Management is to ensure that integrity of the live environment is protected and that correct Hardware or Software components are released.

SMART Release Management will provide following benefits :

- Achieve a higher success rate of releases.
- Reduced service interruptions by avoiding non-compatible components.
- Ensure that Live Software is of high quality.
- Minimize use of illegal software.

Business Benefits

SMART Suite Change Management will offer you the following benefits :

- Build your own approval process for managing change requests, using SMART workflow tools.
- Access impact of changes, before approving the change.
- Develop controlled change mechanism and improve accuracy of changes.
- Stop un-authorized changes to your IT Infra-structure.
- Enhance visibility of changes to both IT and the business.
- Reduce cycle time to implement change.
- Increase confidence of business in IT Systems.
- Increase overall customer satisfaction.

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