

Product Information



ITIL Change Management

LEARN

Complicated 55 page document broken down into a easy to learn, easy to follow process

CUSTOMIZE

Edit these templates suite your organizations needs. Link resources to your business documents. Connect contact information to roles.

SHARE

Publish the maps to the intranet and allow everyone in the organization to use and follow these best practices.

Pre-defined templates ready for you to customize



- Pre-made best practice templates based on Microsoft Operation Framework ITIL documents
- All tasks involved in Change Management clearly defined including roles, guidelines, and resources
- Task data is linked to the bookmarks within the source document for easy access

All of the ITIL process maps created in this set are based on Microsoft ITIL extension documents provided from the Microsoft Operations Foundation and the ITIL standards 2.0 and 3.0 documents. These documents are long and can be difficult to understand. Our goal in creating the process maps for the ITIL documents was to develop a systematic approach to implementing ITIL best practices. By instigating these effective and repeatable best practices, we can monitor and improve upon quality, training and technology transfer, compliance and efficiency.

Visit us on the Web at:
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Change Management Overview



Harvard Computing Group created the ITIL Change Management TaskMap by mapping each of the six key processes defined on page 12 of the *Change Management Service Management Function* document. These are further decomposed into detailed TaskMaps comprising seven main processes with one split across 3 pages. We also added bookmarks to topics of interest in the document and created hyperlinks to those topics from the TaskMap.

The ITIL Change Management TaskMap was derived from the Microsoft *Change Management Service Management Function (SMF)* document, which is available from Microsoft and included with the sample TaskMap. This Change Management SMF is one of 20 that comprise the Microsoft Operations Framework (MOF); more specifically, the Change Management SMF are in the Supporting Quadrant of the Microsoft Operations Framework.

Details of the Microsoft Operations Framework and the Change Management SMF are available at the following locations:

For more information on the Microsoft Operations Framework, refer to <http://www.microsoft.com/mof>

For an overview of the Supporting Quadrant, refer to <http://www.microsoft.com/technet/solutionaccelerators/cits/mo/mof/mofsupport.mspx>

Everyone understands a TaskMap

"The goal for those documenting processes, is to present a clear and easy-to-understand picture of what is happening in the organization. **TaskMap is ideally suited to quickly and easily documenting business processes in a clear and comprehensive way.**"

We have been using TaskMap very successfully in a large Russian Steel Plant to document some of the business processes.

TaskMap was much more suitable than some of the more complex tools available for documenting processes. TaskMap inherently imposes its own discipline and methodology, helping to clarify and simply explain the business processes being documented."

Andie Stephens

Bronner Metals/
AspenTech

Sub-processes included within Change Management:

- Change Management Dashboard
- RFC Development
- RFC Screening
- Change Manager Review
- Minor Change
- CAB Review (1 of 3)
- CAB Review (2 of 3)
- CAB Review (3 of 3)
- CAB-EC Approval Review
- Schedule the Change
- Reviewing and Optimizing Monitoring and Reporting

Organizations using TaskMap include:

ABB, Aligent, American Electric Power, Bank of America, Beckman Coulter, Blue Cross of America, Broadwing, Cardinal Health, City of Stamford, Earthlink, Erie Insurance, Fannie Mae, Feld Entertainment, Fidelity Investments, State of Georgia, Harvard University, Hoffman LaRoche, HP

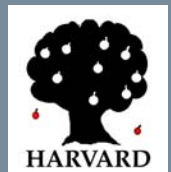
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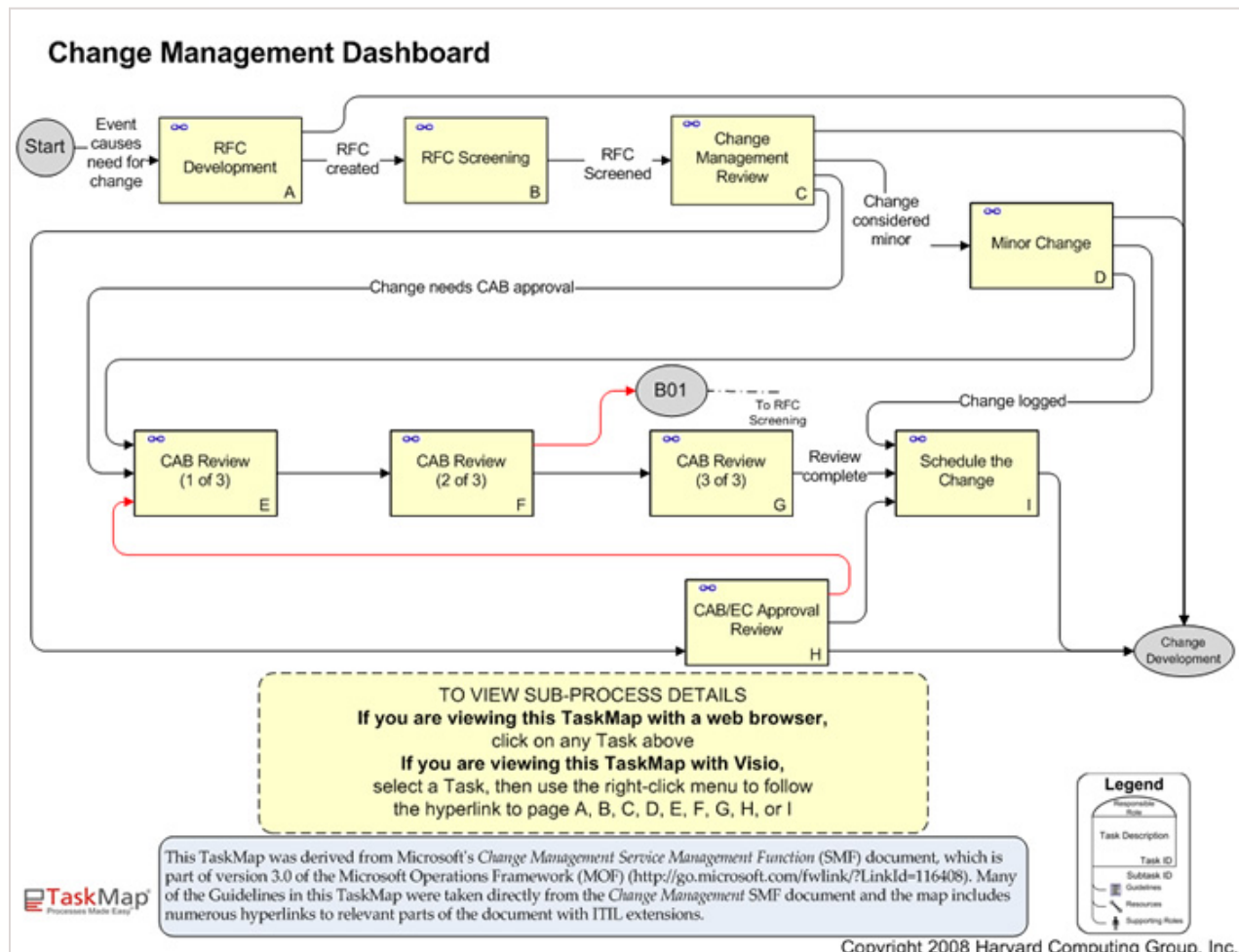
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Change Management



ITIL Change Management Dashboard

Organizations using TaskMap include:

IBM, International Monetary Fund, Johnson Space Center, Lockheed Martin, Mayo Clinic, Northrop Grumman, OneCall Medical, Pennsylvania Insurance Dept, Progress Energy, State of Florida, State of Texas, Symantec, Synagro, Takeda Pharmaceuticals, Toshiba, Verizon, Well Fargo Bank.....

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