

# MERCURY CHANGE CONTROL MANAGEMENT

Mercury Change Control Management™ is the industry's first automated, end-to-end change management offering built specifically to make CABs more effective at mitigating the business risk of change.

**“Over 80 percent of business-critical service disruptions can be attributed to poor change control processes, including flawed change impact assessment.”**

**– Stephen Elliot, Research Manager IDC, March 2006**

Increasing change is a fact of life in business today. To achieve the flexibility they need to adapt and compete, companies are constantly changing the applications and IT systems that drive business success. But change is potentially disruptive, and poorly managed change poses a serious risk to critical business services. And large organizations are struggling to find a more proactive way to mitigate risk.

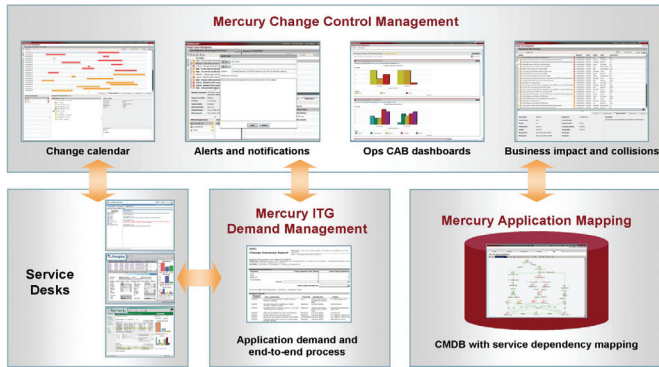
Change Advisory Boards (CABs, sometimes called Change Control Boards, or CCBs) are made up of members from various operations and applications teams. These boards typically meet weekly and serve as the last line of defense before changes are rolled out into production. The CABs try to review change requests, evaluate risks, identify impacts, accept or reject changes, and prioritize and schedule the ones they accept. Unfortunately, these boards are ineffective for a variety of reasons:

- CABs have limited visibility into the impact of changes on business services, so their decisions are usually based on experience and gut instinct.

- CABs can't accurately identify “change collisions” that occur when two simultaneous changes impact the same resource or application.
- Requestors often abuse the process in attempts to get their changes past the CAB by ranking them at a lower severity level than they actually warrant.
- Large companies have multiple CABs with little or no collaboration or coordination between them.
- Since there are usually more changes than the CABs can review, their control over the overall volume of change is incomplete.

All these factors can lead to exactly the kind of difficulties CABs are supposed to prevent—production problems, outages, long resolution spans—and lost revenue and customer loyalty. CABs need help, and Mercury can offer it. Mercury Change Control Management™ is the industry's first automated, end-to-end change management offering built specifically to make CABs more effective at mitigating the business risk of change.

Mercury Change Control Management enables CABs and change managers to quickly and efficiently make informed decisions about how and when to deploy changes such as application enhancements and infrastructure modifications. By providing CABs with a proactive, business-focused view into the upcoming changes, Mercury Change Control Management greatly reduces the likelihood of service disruptions.



Mercury Change Control Management aggregates change requests from multiple service desks and reveals business impacts and potential change collisions. When integrated with Mercury IT Governance Center, it combines application changes with service desk requests for a complete picture of all change demand.

### AUTOMATICALLY ANALYZE THE IMPACT OF EVERY REQUESTED CHANGE

Mercury Change Control Management automatically and continually performs impact analysis on requested changes and determines which configuration items (CIs), (applications and business services), each change will affect. This gives CABs a sound basis for assessing the business risk associated with changes.

### AUTOMATICALLY DETECT POTENTIAL COLLISIONS

Mercury Change Control Management also compares every change with all others within the same time frame, identifying common CIs and revealing potential change collisions. This is a major factor in reducing the risk of production outages. CABs can then alert the change requestors of the potential collision, and changes can then be rescheduled to avoid the conflict.

### CONSOLIDATE DEMAND ACROSS MULTIPLE HELP DESKS

Mercury Change Control Management also consolidates and normalizes demand, bringing changes from all systems into a unified, ITIL-compliant view and allowing CABs to review, prioritize, and re-schedule all changes. Businesses can replace multiple CABs, operating in silos, with a single board that views all changes in a consistent format, greatly improving the quality of approval and priority decisions. And because the solution accommodates existing change processes, businesses can continue to use existing service desk solutions without making additional investments in customization or retraining.

### DISPLAY A VISUAL FORWARD SCHEDULE OF CHANGE

Another unique feature of Mercury Change Control Management is the ability to provide a visual forward schedule that enables users to view changes, their business impacts, and their release times all at once. This calendar capability further refines the process of identifying and avoiding change collisions.

### AUTOMATICALLY NOTIFY STAKEHOLDERS

Mercury Change Control Management enables collaboration between multiple application and operations teams by automatically notifying them of all changes that affect their respective systems, regardless of where the change was initiated. This provides an understanding of all possible changes that may impact an application, supplies visibility into potential conflicts at every level, and greatly reduces the likelihood of service outages.

### HOW IT WORKS

Mercury Change Control Management is a business application built on top of Mercury Application Mapping™ and Mercury's Universal CMDB. Mercury Application Mapping utilizes service-dependency mapping, which allows it to automatically and continually identify the relationships between business services and the infrastructure components and the applications that make them up. This constantly updated picture of the IT environment is Mercury Change Control Management's source for the change impact and change collision information it provides to CABs, application owners, and IT teams.

### MANAGING THE CHANGE LIFECYCLE

Mercury Change Control Management can be deployed as part of Mercury's complete solution for Change, Configuration, and Release Management—Mercury Application Change Lifecycle, which addresses the critical requirement for standard, enforceable, end-to-end processes. This lifecycle solution is made up of tightly integrated products—including Mercury Change Control Management—that map closely to ITIL processes. It is supported by dashboards, a comprehensive configuration management database, and a workflow engine for integration and process automation.

### FEATURES AND BENEFITS

- **Change impact analysis:** reduces business risk by enabling CABs to accurately assess the effect changes will have on business services
- **Change collision prevention:** minimizes the risk of production outages by identifying potential change collisions and alerting system and application owners before changes are deployed
- **Consolidated service desks:** provides a single view and a consistent format for change requests across the organization so a central CAB can make informed decisions
- **Effective, efficient scheduling:** gives users a consolidated real-time view of change release schedules
- **Timely communication:** automatically notifies key stakeholders of potential impacts

**MERCURY**

Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT.  
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