Service Transition ITMM574:Change Management

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Abstract

This paper present a conceptual understanding of service transition - its objective , scope and the need of the phase in over all TIL architecture. Upon discussing the outline of the service transition value , this paper steers into the importance of Change management – a vital core value of service transition . Change management ,as the name implies is the process of targeting the recent changes that are made in the organization in line with the operational and organizational needs . The typical change management in IT services and operations achieve optimized solutions with risk encounters in the previous plans/methods , deploying cost effective trends and technologies applicable to the business needs and mapping the recent changes with business needs ,most importantly without disrupting the vision of the organization .As one could say , any method or standardized approach comes with its perks and pricks. Hence as an ideal analysis this paper refers to the few published articles that discusses on solutions to improve decision making with respect to change management , lessons learn from the loosely designed IT change management plans , a look into a new automated approach to improve ones insight on change management and its importance in devising a change in the business . Thus at the end of this paper , the reader will get an lucid understanding of service transition , its values and the roles and responsibilities carried by the change management there by accomplishing the purpose of the paper .

Keywords: Change Management , Service Transitions,

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In the broad spectrum of ITIL architecture , service transition exclusively concentrates on the service level changes that the organization under go and how well these changes contribute to the business needs as well as by devising optimal solutions for the problems encountered along the way .Service transition hence discusses the current methods availed by the organization , its pros, cons and rise for the need of the transition inside the business model with justifying business case factors . The value of the service transition lies in its subset of phases that independently deals with the various transition factors such as knowledge management , deploy management change management ,service application development etc ,each carrying out its purpose where all in line with the service transition objectives set by the organization .

Objective :

The goal of the service transition is to carry out the new change along with   the business objectives satisfying the mission and vision of the organization .Identifying the business assets, its value and ways to maintain its integrity while devising the ST plan is the part of the phase . This aims at careful planning and forecasting ,by detailing the new change, steps to adopt such changes, risk factors involved and ways to counteract in such predictable and unpredictable scenarios occurring while carrying out the transition functions in the company .

Service transition ideally should meet the following aspects :

1.Through proper organizing knowledge transfer about the transition is accomplished and stages involved to all levels of the management and organization.

2. Devising a concrete fail proof plan of the new changes ,its structures and mechanisms thoroughly discussed, analyzed thus having a clear knowledge of how to do and what to expect out of the transition

3. All the changes made are in compliance with the service design process such as service catalogue , pipe line and methods

4. ensuring customer satisfaction with respect to the new changes

5. Enhanced and effective management of resources to ensure quality of service with optimal cost , minimum time and resources used .

Like any phase , the service transition also has its own value an scope that helps the organization achieve its framework oriented it enabled services

Value Pointers :

Clarity – To ensure that all the parties involved know exactly the big picture of the new changes, what to expect from them and the benefits to be reflected from the changes

Mapping – To ensure that the transitional changes are well co ordinated with the business goals, without interrupting the ongoing process and business practices.

Cost effective - To ensure that the transition reduces the financial strains that are previously experienced by the business , and reduced complexity .

Risk analysis – To ensure minimal exposure to risk factors ,and to be prepared to unpredictable scenarios that might arise with respect to the new transitions in the business environment .

Process :

Below are the process of service transition phase :

1.Knowledge Management

2.Change management

3.Release and deploy Management

4.IT Service and Asset Configuration Management

5.Service validation and testing

Figure1 : Service Transition Process
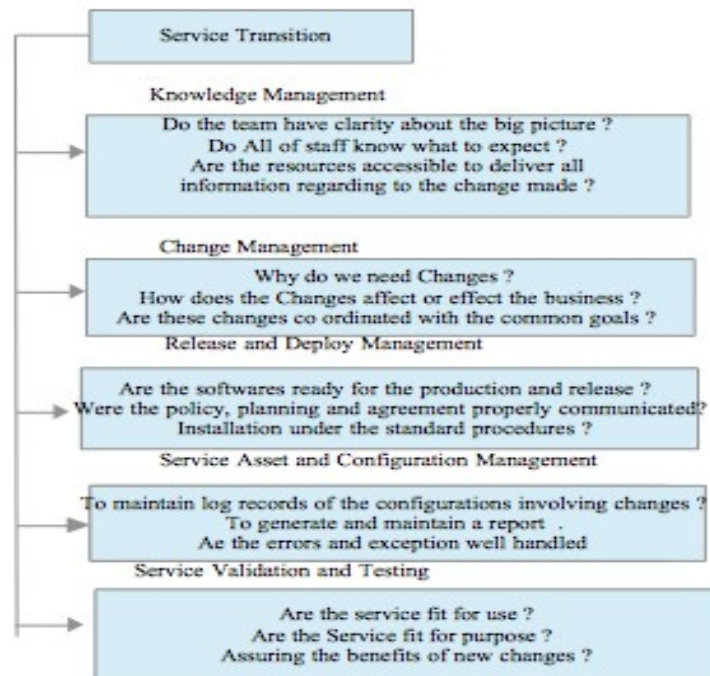
Above diagram explains the key roles played by the process of service transition

Change Management :

Objective :

The main objective of the change management is to evaluate and examine the changes required in the business environment and to implement it successfully without obstructing the current trends and business practices . The goal of it extends to incorporating the current changes into the business case smoothly such that the benefits of new changes are well channelized, communicated to all part of the organization which improves the overall quality of the service provided .

Need :

Change is constant and is the ultimate necessity of successful survival . Technology is not an exception to such change and due to demanding trends everyday , almost all companies go

through big transitions in order to sustain their business depending upon their needs. Often these needs arises due to :

1.   Competitive Factors . Increasing competition due to emerging technologies often pose high demands of expanding or changing business plans .

Example : Management team of an online super market system have decided to expand its business horizon to an integrated web and IT enabled mobile app where customers can shop the store using the app in a click . Now the company has to change its business plan accordingly to accommodate its current business needs based on the trends without obsturcting the common goal of the company .

2.   Corporate Factors : Adapting to the new business standards is one of the reasons for the transitions in the organization .

Example : Client company migrating its ledgers to SAP compliance records .

3.   Financial Factors : A change of plans in the financial allocations . Companies that cease their current services due to demands and trends.

Example : Post Office of Govt of India have recently stopped offering Telegram services as it is no longer needed and hence the funds previously allocated for the telegram services must now be appropriately accustomed to other involved departments

Values :

1.Addressing the customer /client needs,clarifying the change requests in terms of business goals

2.Delivering the results within the estimated time frame without disturbing the work flow .

3.Achieving cost effective , low risk changes with improved quality of service .

4.Examination and evaluation of risk that are associated with the new changes .

5.Ensuring that the current changes have been successfully incorporated throughout the business level and the benefits are readily accessible by the staff .

6.   Tracking , analyzing ,reporting changes in the business environment .

7.   Dropping the failed attempts of changes , there by improving the success factor .

8.   Successfully implementing the changes in all documentation including service level agreements ,Statements Work Orders etc ensuring proper communication and establishing good clarity about the business changes in the company .

Outcome :

The change management expects the following output :

1. To successfully map the changes with the business needs without disturbing the current business practices at optimal cost improving the quality of the service offered .

2. To properly communicate, execute the transitional changes across the business and carefully assess and minimize the risks involved .

Activities :

Log Change and Filtering – Every change assessed are carefully stored, numbered such as provided with an unique number for future reference maintaining   log for the user request changes and removing the addressed issues later .

Managing the process changes – Grouping the Request for Changes depending upon their weight in terms of risk factors and prioritizing the Requests as per the risk as minor , major and significant .

Establishing the advisory board: To carefully examine all the requests, and evaluate them . Creating boards like Change advisory board and emergency change advisory boards to completely analyze the situation .

To coordinate, review and report the changes .

Problems :

Despite careful planning and crucial assessment , change management execution tends to fail in most cases. The common reasons to such problems are listed below :

Lack of focus on the big picture : Too much importance given to the specificity leaving out the big data , causing serious problems .

Too much complex changes : Changes that ultimately disrupt the business goals because of its complexity .

Corporate factors

Poor communication : Failure to communiacte the current business needs, trends, and standardized procedures to all the staff who tend to be misguided with work goals that often fails the change plan .

Miscalculated vision; Aiming for short term goals and settling in without looking forward to risks developed around it .
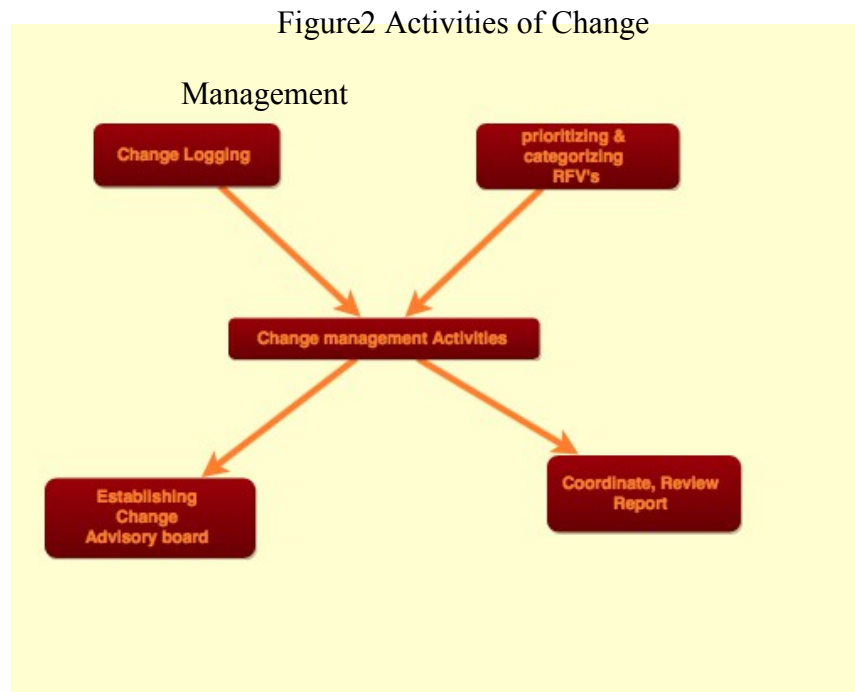
Half done solutions

Lack of Awareness : Unable to judge or predict the consequences of implicating the changes in the current business model and failure to analyse the risk factors associated with them .

Incomplete mapping of business trends to the business plans.

Process :

Refer the below diagram :

Figure2 Activities of Change Management

Several tools and approaches are available in the market depending upon their business needs.one such need of tool and its careful implementation is discussed thoroughly in the paper 'Business driven automated approach' (2012) where the author suggests to incorporate the standardized business architecture procedures within the lifecycle to successfully implement the changes . Before implementing any such modern approaches it is always a good practice to evaluate the root causes for the failure of change management which are extensively discussed by the author in 'Solution for idnetifying the root cause for IT change management' (2008).

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