

IT Service Transition

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ABSTRACT

The service transition deals with redefining the services for operation. The most important action which is taken during this stage is Transition Planning and Support. This forms the integral part of the activities required to new service into execution which may include developing various RFC's i.e., Request for change which performs and implements every single change dealing with change management and deployment.

KEYWORDS

Change Management Process, Forward Schedule of Change, Request for Change, Change advisory board.

1. INTRODUCTION

Change management is an important aspect of IT service transition which makes sure that industry techniques and strategies are utilized effectively while controlling IT foundation with focus on meeting the desired goal. The main aim is to limit and control the effect of any occurrence upon benefit. IT system may experience changes based upon issues and remotely constrained requirements [1], e.g. administrative/service changes, empowering business activities or actively looking for upgraded proficiency. It also assures industrialized methods, procedures and strategies which help in progression, upkeeping of services encountering changes and keeping correct balance between requirement and potential impeding effect of changes [3].

2. CHANGE MANAGEMENT PROCESS FLOW

ITIL gives a framework that is flexible to meet individual association's service delivery and upgrade necessities. Defining a change management process managed by a management team helps in developing the changes rapidly, fiscally and effectively which can then be automated by the service management process

[2]. Change control is also an important component of the general change management process which defines the changes to be controlled, recorded, analyzed and corrected.



Fig. 1 Change Management Process [4]

2.1 Create Request for Change

An individual, process or a team requesting for a change. Depending upon the type of advancement, an RFC will be issued containing contrasting information essential to meet the decisions for endorsement and use of the change, including, recognizing information, a depiction, design realizing the change, a reason behind the change, requestor's contact information, kind of advancement, day and age, costs, haul out game plan and business legitimization.

2.2 Verify Request for Change (RFC)

Each Request for Change should be investigated and composed for all business by their respective change specialist. These requests can be rejected or could be asked for re submission to the organization as notice or sought after of more detail.

2.3 Analyzing the Change

Assessing the changes for effective evaluation related to hazard and provide maximum benefit to IT by meeting end goal by keeping away superfluous interruption to business. For example: A formal change assessment is conducted as a part of change evaluation process and then is drafted in change management report. Its effects on business, framework, client and administration is then evaluated by Impact assessment team for both IT and non-IT department in terms of using of service asset and updating the changes in change log which is then assessed by change advisory board which comprises of service owners, faculty members and monetary work force for helping them to analyze the changes required.

2.4 Approval for Change

Any change requires regular and timely approval by the specialist level contingent for the changes to be executed (Key, strategic or operational). Though it is not fixed and ultimately depends upon type of business, importance of change and potential money related repercussions.

2.5 Organizing the Operation

Upon approval, the change records are transferred through coordination and cooperation by the different specialized and professional technical groups of the organization for testing and its deployment purpose. Every change has a backup remediation design in case of its failure. The execution prerequisites are then forwarded to change manager for checking its necessity and risk associated with it to the business which is done using Change Scheduler or by Forward schedule of change (FSC).

2.6 Analyzing and Changing the Change Request

Once the change has been executed, a Post Implementation review is issued which contains detailed information about execution and expected output. After effective execution of change plan, any issues related to benefitting the organization ought to be shut. If not, the remediation plan id brought into action rapidly.

3. TYPES OF IT CHANGES

3.1 Standard Changes

Standard changes are carried out where process and risk are known while managing a service or IT foundation. These movements are regulated as shown by techniques related to IT association starting off right now. These build their own strategies and techniques which are easy in terms of organization and execution and does not require endorsement in terms of risk management.

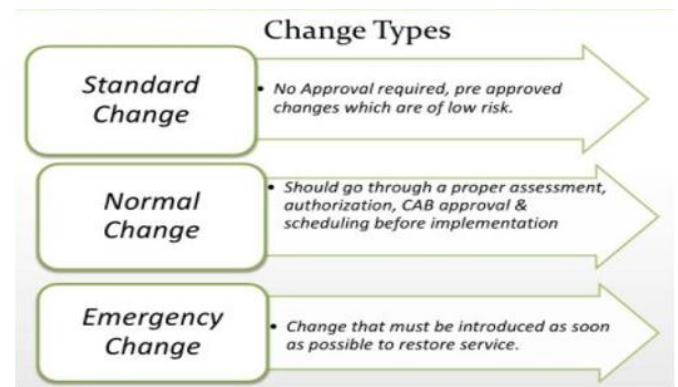


Fig. 2 Types of Change Management [5]

3.2 Normal Changes

Normal Changes are carried out before the change procedure is endorsed or implemented. The Change management board holds the authority for providing the right of execution once they have been resolved.

3.3 Emergency Changes

Emergency Changes are brought into action only in the case of major mistake or major damage which can be caused if the changes are not carried out. The best example is security danger or outage that expects the changes to be made instantly.

4. CONCLUSION

Change management helps in boosting the business and achieving higher gains. Lack of change management leads to improper function of organization with unsustainable growth, missing deadline for projects, losing profitability or loosing complete projects which undermines the business efficiency. Also lacking in optimum, viable and timely solutions to change management can lead to company's loss.

The important decision in the Service Transition Period remains the same that the solution dealing with the change would be efficient enough to balance the loss and get accepted. This works simultaneously with Portfolio Management.

According to the organization's viewpoint, change management is the foundation which provides edge to any company by providing the potential to adjust itself according to the need and requirement. It helps in bolstering the company's structure, procedures, project and leadership values which makes company more reliable and efficient and make it a market leader as the employees efficiently know what to request and how to request to be successful. This capacity for efficient business needs to be build up using effective change management strategies across association.

5. REFERENCES

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