

# Change Management Process Solutions



## Summary

### The Challenge

- Implement changes quickly
- Minimize negative impact on QoS
- Avoid non-approved changes

### The Solution

- Ascom *ChaMPS*

### The Advantages

- Customizable to operator's needs
- Field-proven best-practice process

## Business Scenario

According to Gartner, more than 70% of IT and network failures or outages can be attributed to the lack of a change management process.

Change Management has become increasingly important in providing service stability while changes are being made and new features are being implemented. It gathers visibility and impact analyses of all changes in the network or services and minimizes side effects which could affect the availability of the network or services for customers of an operator.

Change Management is the process of identifying a future desired state for the business, understanding the current state and constructing a transition plan that describes the steps required to attain the goal.

In the telco area, operators often not only have a need for a Change Management System but also for

field-proven best-practice processes and workflows.

## Goals to be achieved

- Support of the overall change management process
- Efficient and quick implementation of changes
- Minimization of negative impacts / effects of changes on QoS and service availability
- Avoidance of non-approved and non-authorized changes within networks and services
- Seamlessly integration into existing telco and operator-specific workflows and business processes
- Optimization of communication between all affected internal and external parties
- Support for planning, risk-checking, authorization and documentation of changes

## The Solution

The change process can generally be divided into the following steps, which have to be taken to successfully initiate a change in the operator's IT and network environment:



### Request

- Prioritize
- Categorize

### Plan

- Risk assessment authorization
- Scheduling
- Testing
- Coordination
- Release

### Deploy

- Provisioning
- Configuration
- Distribution

- Rollback

**Verify**

- Tracking
- Review
- Reporting
- Documentation

These and other steps must be effectively supported by a technical Change Management Process solution which is concurrently aware of the constraints imposed by the international orientation, existing telco specific workflow sequence definitions and multi-vendor equipment.

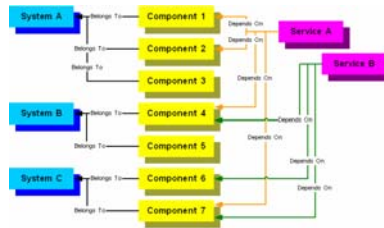
**ChaMPS**

Ascom's solution for a company-wide Change Management Process System (*ChaMPS*) has these capabilities for deploying changes to the network and services by providing support for impact, risk and resource requirements analyses and then creating plans to automate approval functions for implementing the changes.

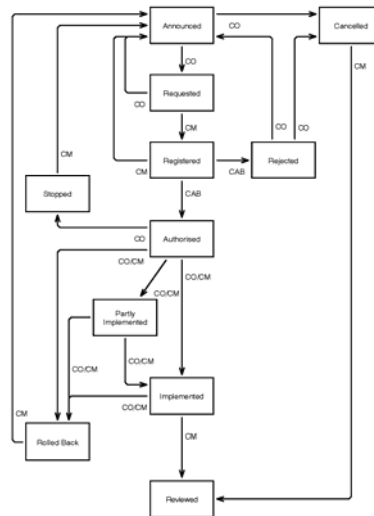
*ChaMPS* provides scheduling, task assignment functionality and reporting capabilities for reviewing performance and improving the process.

*ChaMPS* is based on *BMC Remedy Action Request System* and provides its users with the following main features:

- The supported change management process is based on real life best practice. It combines all the advantages of *ITIL* Best Practices and *eTOM* with many years of experience in the area of process and change management.
- Change Planning
- Change Approval
- Change Authorization
- Workflow Management
- Configuration Items (Services, Systems and Components): Items can be managed within *ChaMPS* or alternatively in an external inventory database or CMDB



- Powerful access rights, roles and group concept
- Sophisticated change state model



- Notifications by email, fax, SMS
- Advanced Reporting (KPI's)
- Forward schedule of changes (FSC): Exporting of planned changes as Gantt charts or handling within *MS Project*
- Interfaces (*OSS/J*) to trouble ticketing and inventory systems
- Integrated SLA functions for process control

*ChaMPS* guides its users through all activities, from planning to the deployment of changes into the operator's infrastructure:

- Change initiation
- Change history logging
- Priority assignment
- Categorization
- Display of affected resources (overlap warnings!)
- Scheduling of tasks
- Approval
- Authorization by means of email and web browser
- Grouping into master and sub changes
- Building, testing and implementation

- Review all implemented changes
- Monitoring

**Benefits**

*ChaMPS* is not only a technical system but also a field- and time-proven definition of processes and workflows with the distilled best practices of an international operator on top of *ITIL* and *eTOM*.

*ChaMPS* is based on *BMC Remedy ARS* and can seamlessly be embedded into the internal business processes.

The field-proven telco domain concept ensures that users of *ChaMPS* are working within a GUI which "speaks" their language. Hence the optimized usability leads to fewer user errors and increased productivity.

**Acknowledgements**

The first installation of Ascom's Change Management Process System (*ChaMPS*) was carried out on the initiative of *Vodafone Germany*; it has been operational since 2004.



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