

BOSS Support Central- Change Management

On-Premise IT Service Management



BOSS Support Central Change Management

BOSS Support Central Change Management is an ITIL process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services. Change Management makes it easy to track changes, find associated problems and smoothly roll out the changes. It helps prepare, equip and support individuals to successfully adopt change in order to drive organizational success and outcomes. The IT department plays a major role in managing change and the risks that come with it. Whether the change is reactive or proactive, poorly managed change results in incidents and problems that may adversely affect business outcomes.

BOSS Support Central Change Management Benefits

Set Organizational Standards & Achieve Greater Productivity

A standard change management process with goals and risk assessment helps you achieve greater productivity by combining qualitative and quantitative criteria for assessing the risk level associated with a change.

Reduce Risk and Save Time in Problem Resolution

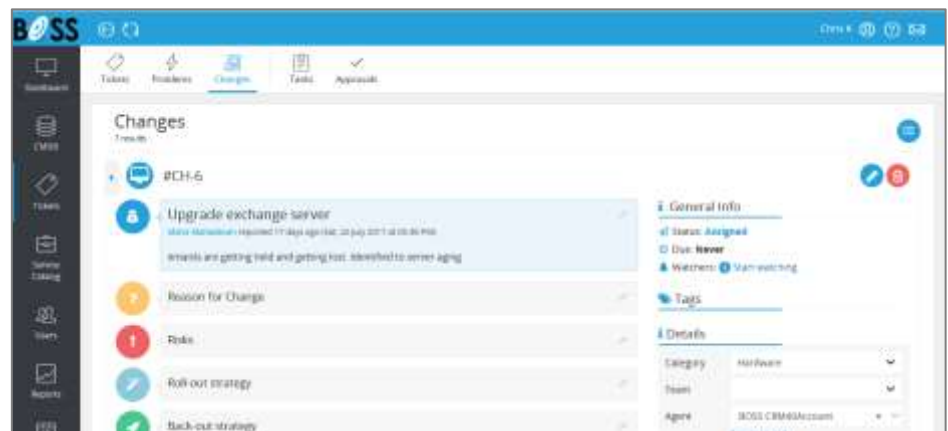
Save time by setting up rules ensuring that low risk and routine changes follow an approved and easily repeatable process.

Disciplined Change Management Process Will Reduce Risk

Following a disciplined change management process can mitigate risks and improve organization readiness for the change and improve eventual outcomes

DISCIPLINED PROCESS TO MITIGATE RISK

Following a disciplined change management process can mitigate risks and improve organization readiness for the change and eventual outcome. BOSS Support Central Change Management process helps your collaborate as a team while getting buy-in from various stake holders through proper communication and approval process. Collaboration is the key and getting feedback & comments and recording those in the change ticket provides an organized communication channel and information sharing.



SPECIFY ROLLOUTS AND ROLLBACKS

BOSS Support Central Change Management process provides the ability to plan and specify the roll out strategy associated with a change and to document and risk associated with the change and the probability of success. In addition the change management process can specify a roll back strategy should any problems be encountered during implementation. All of which would be important factors to be considered by the approvers.

BOSS Support Central Features

INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

SERVICE CATALOG



Easy for users to enter requests and for admins to customize

DASHBOARD & REPORTS



Reporting capability that enables effective service management.

SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

MOBILE APPS



Technicians can update their work orders and track assets remotely

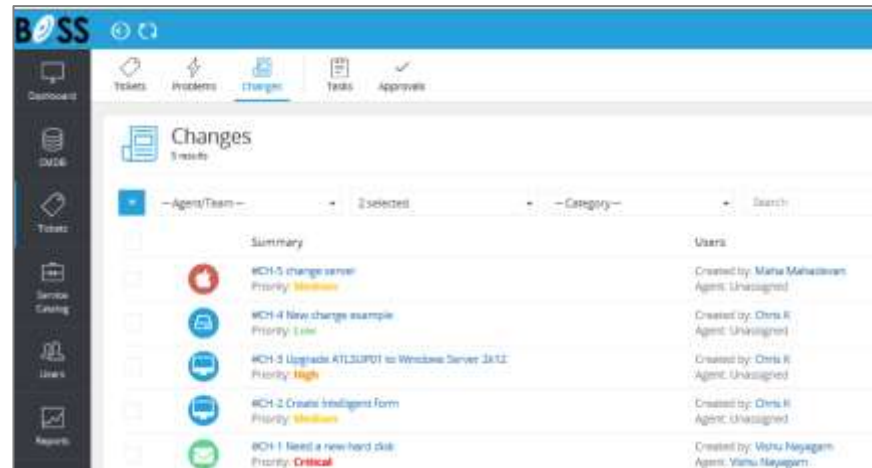
CONFIGURATION & TOOLS



Interface and tools that can provision & manage the IT environment.

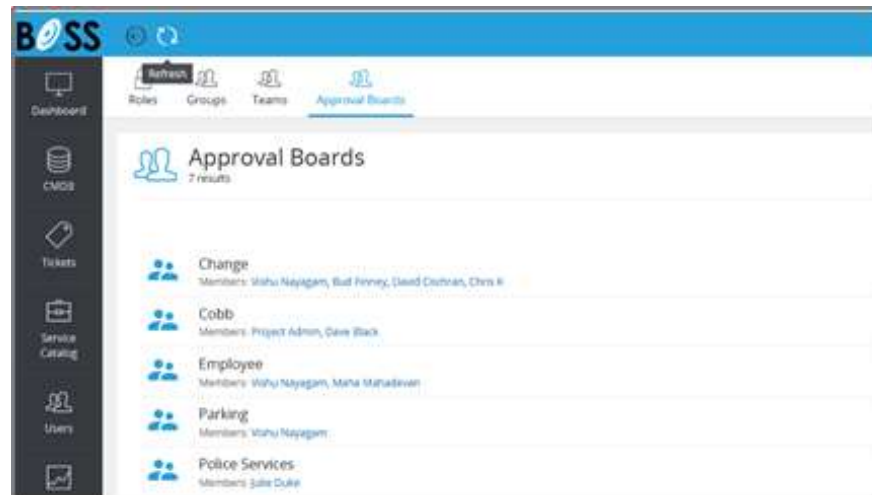
PLAN & TRACK CHANGES EFFECTIVELY

BOSS Support Central Change Management enables the team to follow a series of steps to ensure the project meets intended outcomes. The reason for required or requested change can be entered together with the risk associated with the change, and the severity or priority of the change. The Change ticket provides the ability to enter comments, create tasks, time sheet and approvals. BOSS Support Central also allows for incident tickets with similar change requests to be grouped together into a single change request for implementation.



AUTOMATE APPROVALS & APPROVAL BOARDS

Approval requests are assigned as part of the workflow specified in routing. Change approval boards with exclusive rights and privileges to manage and approve changes can be easily established. The change approval process simplifies and automates the change process. The Approval screen displays the current status of all tickets in the system requiring approvals. Notification alerts via email can also be specified in routing and sent when approval requests are either accepted or rejected



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