

# BOSSDesk – Change Management

## Service Management on the Cloud and On-Premise



### BOSSDesk Change Management

BOSSDesk 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.

### BOSSDesk 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**

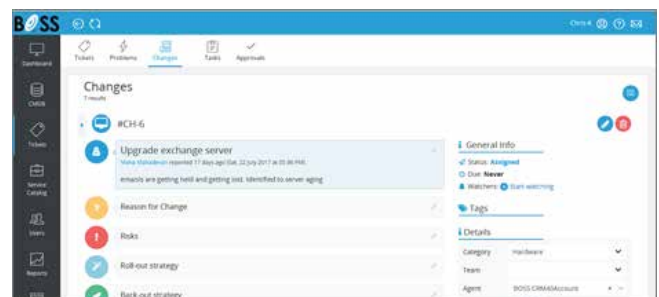
Save time by setting up rules ensuring that low risk and routine changes follow an approved and easily repeatable process.

- **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. BOSSDesk 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

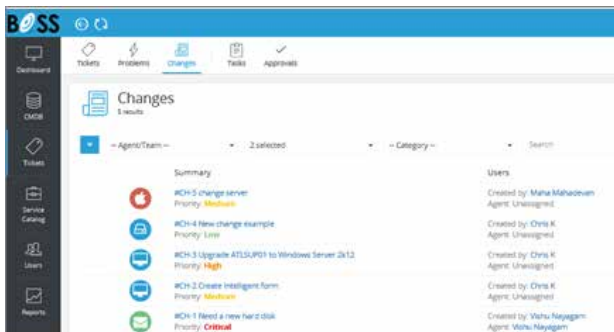
BOSSDesk Change Management process provides the ability to plan and specify the roll out strategy associated with a change and to document and risk associated with the change and the probability of success. In addition the change management process can specify a roll back strategy should any problems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

For more information visit:

[www.boss-solutions.com](http://www.boss-solutions.com)

## ▶ PLAN & TRACK CHANGES EFFECTIVELY

BOSSDesk 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. BOSSDesk also allows for incident tickets with similar change requests to be grouped together into a single change request for implementation.

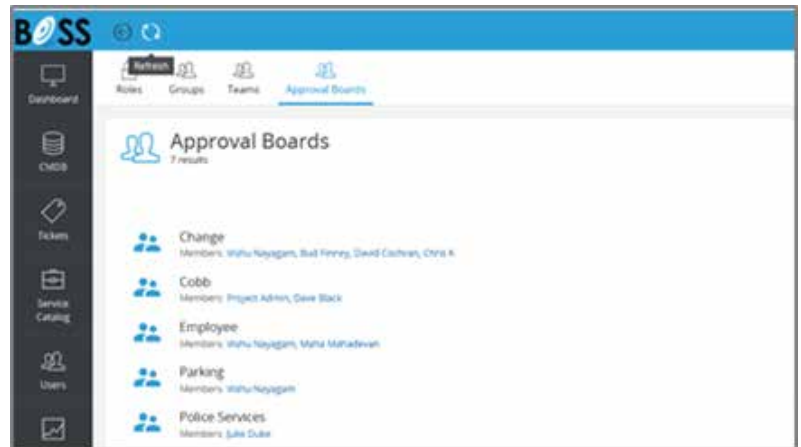
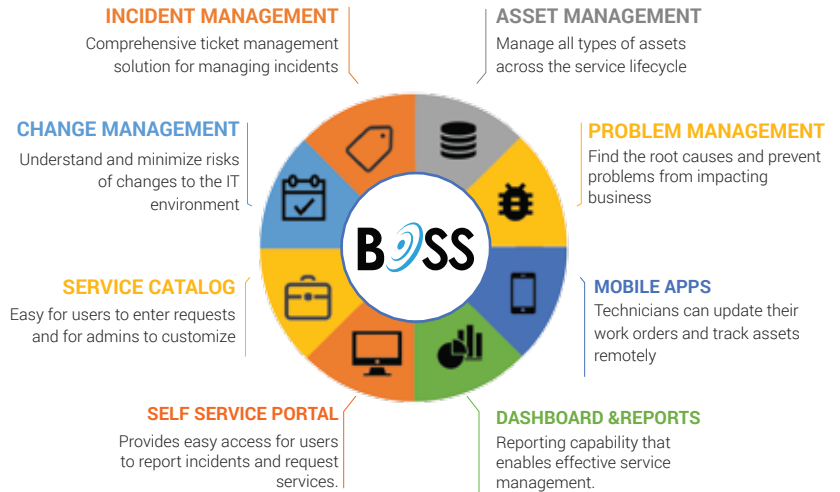


## ▶ AUTOMATE APPROVALS & APPROVAL BOARDS

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



## BOSSDesk Features



For more information visit:

[www.boss-solutions.com](http://www.boss-solutions.com)