

BMC Service Desk Express Change Management

Improve IT performance and process efficiency

KEY FEATURES

Change Console

From this single screen, you can review assessments, approve requests, attach files, and dispatch work orders. This is the central point of control for all aspects of the change management process.

Problem Management

With BMC Service Desk Express tightly integrated into your infrastructure, you can more effectively execute the change management process.

Track cost estimates, business risks, and business impact in a centralized repository that is easily accessible by key stakeholders. Notify users of approvals or changes through e-mail or pagers.



BMC Service Desk Express Change Management empowers mid-sized businesses to optimize IT assets, reduce the adverse impact of change, and improve process efficiency. This fully integrated workflow software is built on IT Infrastructure Library® (ITIL®) best practices to keep the change process moving smoothly.

Change is never easy to manage, and it can dramatically impact your bottom line and your business. To effectively manage and evaluate changes throughout your organization, you need the right solutions to align technology with business processes.

BMC Service Desk Express Change Management (formerly Magic Change Management) helps you prioritize IT resources according to business priorities. It offers a patented, browser-based solution that is easy to install, implement, and customize. With BMC Service Desk Express Change Management, managers can define a problem, develop a plan for change, assess the plan, and gather approvals — effectively and automatically. The result is better financial performance and process efficiency for your business.

BENEFITS

Deliver More Efficient IT Processes

Change management is the process of managing change with minimal disruptions to the business. BMC Service Desk Express Change Management is designed to streamline this complex and sometimes confusing process by helping you:

- > Leverage best practices to assess technology and business risks
- > Obtain approvals faster through end-user self-service
- > Manage inventory purchasing, scheduling, and tracking
- > Measure effectiveness, financial impact, and resources required

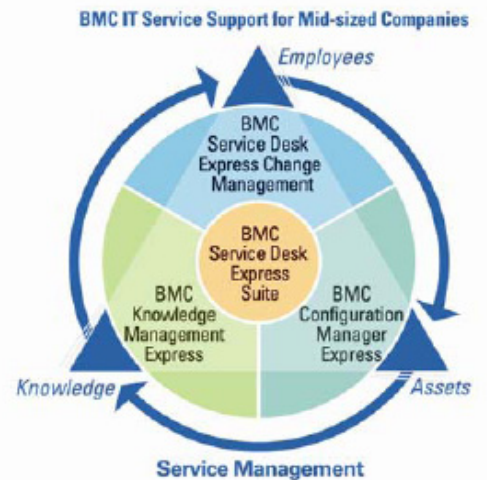
Implementing changes without the right processes can be expensive if you haven't planned properly. BMC Service Desk Express Change Management is built around ITIL best practices and can help you reduce the costs of change.

Improve Compliance and Risk Management

Evaluating the risks and benefits of a proposed change prior to implementation lowers risk and increases efficiency throughout your business. With BMC Service Desk Express Change Management, you can more easily achieve compliance by automating key processes throughout your organization.

Optimize IT Assets and Lower Costs

Managing changes across your organization can be a complex and time-consuming process. With BMC, you can better manage change by fully optimizing all your IT assets. You can also lower cost by automating workflow and controls notifications through e-mail, pagers, cell phones, and the Web to keep everyone involved and informed.



Minimize the Impact of Change on Business

Implementing change can adversely affect your business. BMC Service Desk Express Change Management allows you to include a backout plan to reduce unforeseen problems and minimize the impact. Knowing how your staff, assets, and business functions are affected allows you to make better business decisions, reduce risks, and improve your bottom line.

KEY FEATURES

Change Schedule

Ensure resources are available and the timing is right. The change schedule visually displays each approved change and lets you promptly see which changes are planned and when they are scheduled to occur.

Work Order Management

The BMC Service Desk Express Work Order Module is totally integrated with the change management console, allowing you to dispatch work orders and assign tasks related to a change.

Rollout and Backout Plans

Planning the rollout of a change is important, but having a good backout plan can save you money if issues arise. BMC provides both rollout and backout plans to ensure your change plan is successful.

Inventory

Link and track inventory items that are affected by change. The BMC Service Desk Express Inventory Module tracks parts and configurations from purchase to installation and helps you manage change management projects from start to finish.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. www.bmc.com.

ITIL Best Practices

BMC Service Desk Express Change Management is built around ITIL, an integrated, process-based, best-practice framework for managing IT services. Using the ITIL framework, BMC helps you align IT and business objectives to reduce costs and meet customer demands.

Reporting

A key task in change management is reporting on the change process and evaluating the effectiveness of a change. BMC Service Desk Express Change Management includes prewritten reports as well as a custom report-writing tool that lets you easily develop reports for your specific business needs.

The screenshot displays the BMC Service Desk Express Change Management console. The main window shows details for 'CHANGE 11'. The 'Initiator Information' section includes fields for Last Name (EARNEST), First Name (Jason), Name (Jason), and Group (SYSTEM ADMINISTRATOR). The 'Change Information' section shows Status (APPROVE), Change Type (MEDIUM), Priority (BUSINESS CRITICAL), and Scheduled End Date (7/6/2008 1:15:14 PM). The 'Change Description' section contains the text: 'Apply latest Service Pack to the SQL Server.' The 'Roll Out Plan' section includes: 'Backup the Database Server', 'Apply latest Service Pack to Environment', and 'Test and verify the connectivity to Database Server, Notify the users etc.'. The 'Back Out Plan' section includes: 'Restore the Server from backup', 'Test and verify connectivity to the Database Server', and 'Notify the users for availability'. The 'Review Information' section shows Review Date and Review Comments. At the bottom, there is a table with columns: Problem #, State, Opened, Assigned To, and Problem Description. The table contains one record: Problem # 17, State O, Opened 5/28/2008 1:15:25 PM, Assigned To PMP, and Problem Description Customers are having Performance issue with the database.

PART OF A COMPREHENSIVE SOLUTION

BMC Service Desk Express Change Management is part of the BMC ITSM Express solution, which enables you to deliver greater business value from IT through better management of technology. BMC ITSM Express provides integration points for linking key service management processes to the service desk including asset management and discovery, application monitoring, change and configuration management, and availability management. Learn more about BMC ITSM Express by visiting www.bmc.com/itsme.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031.

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