



BMC Remedy Change Management

Part of the BMC Remedy IT Service Management Suite

Increase the speed and consistency with which you implement changes, while also minimizing business risk and disruption.

Key features

- » Dedicated and integrated release management
- » Service impact analysis, simulation, and collision detection
- » Embedded and actionable best-practice process flows
- » Automated request / approval / fulfillment processes
- » Comprehensive change calendar that provides unified communication between IT and the business

Key metrics

- » Reduce failed changes by 40 percent through controlled release management process
- » Improve standardization of release management process efficiencies by 35 percent by adhering to ITIL out of the box
- » Lower change-to-incident ratio by 10 percent as a result of reducing failed changes
- » Cut cost per change event as much as 55 percent using better planning, impact analyses, and reduced testing time through release management

Business challenge

IT is under increasing pressure to become a financially responsible business partner. The risks associated with poorly managed changes range from minor inconveniences to disasters that cost millions of dollars and directly affect short-term profitability. These failures can be prevented if the proper processes are put in place — and enforced.

The BMC solution

BMC Remedy Change Management delivers comprehensive policy, process management, and planning capabilities that help you increase the speed and consistency with which you implement changes, while also minimizing business risk and disruption. It also ensures that the appropriate steps are taken, the right business owners are consulted for approvals, and fail-safe procedures are put in place, all of which result in an increase in productivity and a decrease in risk and change-related outages.

Ensure complete tracking and management

With BMC Remedy Change Management, you can create, track, and manage task dependencies for controlled, orderly implementation of changes. The solution provides ITIL®-based, best-practice views that place relevant change content on one screen for users. With a unique, multistage approval process that simplifies change approval mapping, it helps you ensure that all affected users are informed of the change in advance, thereby minimizing risk.

BMC Remedy Change Management also offers a Service Context Summary Viewer, which provides one-click access to real-time information regarding a service, computer systems, or applications. Having this information at users' fingertips enables rapid execution of service management processes. What's more, BMC Remedy Change Management not only can send emails, but it can also receive emails containing change information. These emails can be used in a variety of ways, such as updating an existing change record. As a result, users will now be able to make more informed decisions and execute processes more quickly and efficiently.

Promote service stability

BMC Remedy Change Management drives and controls the change management process and helps you plan, schedule, and control the movement of releases to test and production environments.

Unique functionality guides your users through key steps, including:

- » Defining business justification of the change and release
- » Assessing and analyzing the risk of the change
- » Obtaining input and reviews from both business and IT approvers
- » Ensuring that required approvals are obtained before any work items are performed
- » Scheduling change dates through a graphical calendaring tool to reduce conflicts
- » Creating a fail-safe plan through proactive "what if" impact analysis for services and other configuration items (CIs)

Drive process adoption with embedded best practices

Compatible with both ITIL V2 and ITIL V3 guidelines, BMC Remedy Change Management also includes the BMC Service Management Process Model, which provides a four-layer structure (model, process, procedure, and work instructions) that delivers fast access to detailed work instructions that support ITIL.

Flexible change options

New change requests can be created as follows:

- » Problem managers can create a change request from a known error — from their desk or from their mobile device.
- » BMC Service Request Management workflows can automatically generate change requests.
- » The discovery process can automatically generate a change request if it detects that a server does not have the latest patches loaded.
- » BMC Remedy Asset Management can automatically generate a change request from a purchase requisition (or as part of asset maintenance processes) and automatically generate de-provisioning processes for virtual machines.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. Tens of thousands of IT organizations around the world — from small and mid-market businesses to the Global 100 — rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. BMC helps customers cut costs, reduce risk and achieve business objectives with the broadest choice of IT management solutions, including industry-leading Business Service Management and Cloud Management offerings. For the four fiscal quarters ended December 31, 2012, BMC revenue was approximately \$2.2 billion.

Schedule changes

With BMC Remedy Change Management, you can create, view, and edit changes in a graphical view. The Change Calendar caters to different stakeholders through an array of views and time spans, as well as a variety of data offered. Collision and impact information, tasks, projected service outages, and business events are all visible on the calendar, so business users, change approval boards (CABs), and change users can access this information, and make informed decisions without having to navigate away from the view being displayed.

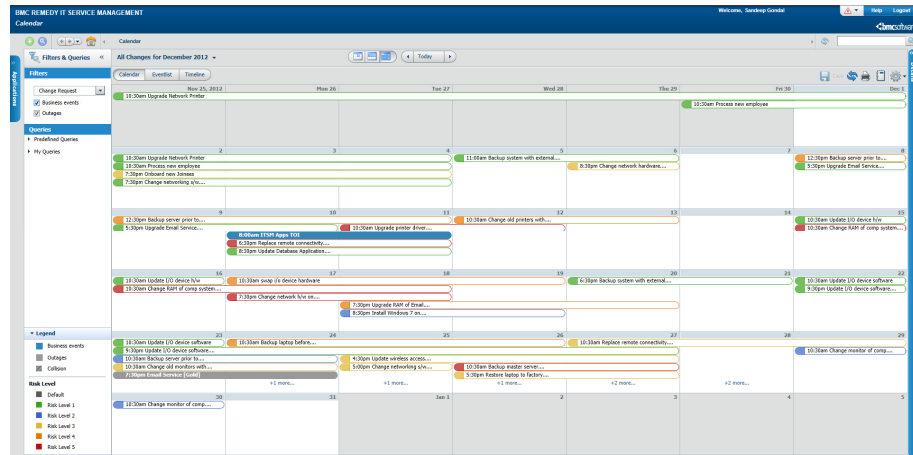


Figure 1. BMC Remedy Change Calendar delivers better change decision support in a single view.

Gain advantage with mobile applications

BMC offers a full suite of mobile IT service management applications to help you cut IT costs, improve service performance, and reduce business risk. With BMC Mobility solutions, you can manage incidents, approve change requests, and update asset information from smartphones and tablets — anytime, anywhere.

Trust the company of experts.

Solutions. Expertise. Community.

BMC has a wealth of experience and resources to make your IT service management project a success. Through our large network of systems integration and technology partners, professional and educational services, and a wealth of BMC online communities and user groups, you will benefit from the largest IT service management ecosystem in the world. Whether you need ITIL training and certification, process or architectural design, implementation services, or complementary technologies, BMC can help.

BMC Remedy is part of an industry-leading IT service management portfolio that allows you to find your fit and get the perfect solution for your needs today and tomorrow.

- » **BMC Remedy IT Service Management Suite** — Enterprise-class IT service management / IT operations management solution with simple, yet powerful, best-practice applications based on the flexible, scalable BMC Remedy AR System
- » **BMC Remedy OnDemand** — All of the benefits of the BMC Remedy IT Service Management Suite — without the cost of maintenance, administration, and infrastructure — through a SaaS delivery model
- » **BMC FootPrints** — Fast, integrated, easy to use, on-premise IT service and asset management for midsized organizations
- » **BMC Remedyforce** — More affordable, cloud-based IT service management solution (built on Force.com) that is fast to deploy, easier to use, and eliminates the complexity of hardware
- » **BMC Track-It!** — Out-of-the-box IT help desk and asset inventory solution for small to midsized businesses

For more information

For more information on BMC solutions for IT Service Management, including BMC Remedy Change Management, please visit www.bmc.com/itsm.