Benefits

Reduce Risk and Cost of Change
Minimize change-related incidents and problems, the associated costs, and other adverse effects on the business.

Provide Better Stakeholder Visibility
Offer increased visibility into future changes, their potential impact, and the overall change schedule.

Deliver Change Management Efficiency
The Standard Change Catalog allows low-risk frequently-executed changes with repeatable implementation steps and a proven history of success to be pre-approved and initiated from the Service Catalog.

ServiceNow Change Management

The IT Challenge
IT executives need to manage change and the risks that come with it. That change may be reactive, resolving errors and adapting to changing business circumstances. Or it may be proactive, reducing costs, increasing efficiency, and providing new services and functions to increase performance. Either way, uncontrolled or poorly managed change leads to major incidents and problems, and results in adverse effects on business operations. It can also be a significant stumbling block in corporate governance and compliance initiatives.

Without fit-for-purpose change management tools and techniques, organizations are exposed to the negative consequences of business risks and unnecessary IT. These consequences include service and business-affecting disruptions, and associated financial expenses, as well as change conflicts and delays to change deployment. Organizations also face the dangers of unauthorized changes and the potential for failed internal and external audits. Ineffective communication and collaboration results in a lack of awareness and support for changes across affected lines of business.

The ServiceNow Solution
ServiceNow Change Management enables organizations to mitigate the risks and minimize the impact of change to the business. Change Management delivers an essential part of a well-managed and governed IT environment; and, with effective ITIL-based change management, Change Management can speed up the change process, reduce service outages, and minimize the potential for adverse impact to business operations. Inbuilt collision detection and change calendars help users to schedule changes at the right time. The Standard Change Catalog ensures that low-risk and routine changes follow an approved and repeatable process. Quantitative risk assessments provide an accurate calculation of risk and feed into a powerful workflow engine, which automates and streamlines the approval process. Built-in reporting capabilities allow for measurement and continuous improvement of service quality.

The single system of record ensures that activities and data flow smoothly between applications like ServiceNow Problem Management and ServiceNow Software Development Lifecycle (SDLC). Seamless access to the ServiceNow configuration management database (CMDB) means that stakeholders are fully aware of what is being changed and when. And, thanks to ServiceNow's native mobile interface, changes can be created, monitored, approved and executed anywhere, anytime, on any device.

Proposing a standard change with approved procedures and information pre-filled
ServiceNow Change Management will transform the way change is managed, protect IT and business operations from the adverse effects of unplanned or uncontrolled change, and help organizations meet governance and regulatory requirements.

**Easy and Effective Risk Assessment**
Determine the risk associated with change through a combination of data-driven assessments and user questionnaires.

In the data-driven model, change risk is determined using CMDB data, extending all the way to the top-level business service supported by the configuration items (CIs). In the questionnaire-driven model, change risk is calculated based on a series of quantitative questions. The results are combined to determine the overall change risk—allowing IT and business executives to make better, more informed decisions.

**Reduce Risk with Collision Detection**
ServiceNow Change Management provides the ability to detect and assess whether planned changes conflict with other changes or blackout periods, and if the proposed change timing meets with pre-defined maintenance windows. Collision detection can be run in either a simple mode, where it just looks for conflicts affecting the CI in question, or in advanced mode, where the application automatically identifies conflicts on related CIs. Change managers and change advisory boards (CABs) can then quickly understand where conflicts exist and reschedule accordingly.

**Manage Concurrent Changes Better**
Communicate and understand changes better using a fully interactive timeline and a traditional calendar interface. Viewing changes through a calendar view provides both business and IT stakeholders with an easy-to-understand perspective on when changes are planned, and how these changes may conflict either with each other or blackout or maintenance schedules. The timeline view has been specifically designed to allow for enterprise scalability where many concurrent changes will occur across the environment.

**Visualize Change Impact**
Get a better understanding of the impact of a change through the business service map. The map uses CMDB data to illustrate the upstream and downstream relevance of the CIs that may be affected by a change. This provides the change manager, CAB, or other affected parties with a clear visual understanding of the potential impact of a proposed change on IT and business services, and other CIs.

**Standardize and Improve Efficiency**
Low risk and frequently executed changes, with a proven history of success, can be standardized and provided via the Service Catalog saving the requesters, approvers, and the CAB time—increasing repeatability and decreasing the overall implementation time.

**Change Advisory Board Workbench**
Managing the many moving parts, people, and processes can be challenging for the most experienced change manager. ServiceNow Change Management has a NEW dedicated feature, the Change Advisory Board (CAB) Workbench. The CAB Workbench simplifies and automates all of these moving pieces, enabling change managers to easily schedule, plan and manage CAB meetings from a dedicated service portal. The integrated change calendar automates all communications with CAB meeting attendees, improving efficiency and collaboration with real-time visual reminders to keep CAB Meetings focused and on-time.