Change management focuses on the planning and approval of upcoming changes to services, taking into consideration the various stages in the life of a service. This carefully planned approach to change helps Penn State understand and minimize the risk of change to the service environment.

What’s in it for you?

The change management process allows staff to

• observe recent changes to help improve incident responses;
• increase the visibility of upcoming service changes;
• detect scheduling conflicts between multiple change implementation plans;
• assess the risks of change;
• streamline the approval process; and
• identify stakeholders affected by change.
What’s in it for Penn State?

The change management process benefits the University by helping to

• respond to customer demands faster;
• improve awareness of the risks during a change;
• reduce the time needed to implement change;
• plan and manage the change process, identifying the benefits of change prior to implementation;
• increase the possibility for successful change; and
• increase the return on investment for the University by improving service stability.

At the local level, a process manager maintains procedure documentation and coordinates training for his or her unit. The process manager also monitors and reviews service levels and process reporting.

You can find your local process manager’s contact information at http://smo.psu.edu/contact-us/

ITIL Definition

The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.