



# **6 WAYS SERVICEDESK PLUS SIMPLIFIES YOUR JOB AS A CHANGE MANAGER**

ManageEngine  
**ServiceDesk Plus**



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# Introduction

What if your day started like this: a critical security vulnerability has just been detected in your organization's ERP platform—one used by thousands of employees.

The clock is ticking, and a patch needs to be rolled out immediately.

In an ideal world, you get to deploy a security patch to the affected endpoints and call it a day. Unfortunately, it's rarely that simple.

Before you know it, you are caught up in a mountain of tasks: assessing the impact, identifying stakeholders, chasing approvals, communicating status updates to leadership, all while managing a ticking clock of potential risk. The stakes are high, and every delay or misstep could have serious implications. In this web of responsibilities, this role is crucial for the organization as a change manager needs to wear many hats—acting as a strategist, a communicator, a negotiator, and even a mediator.

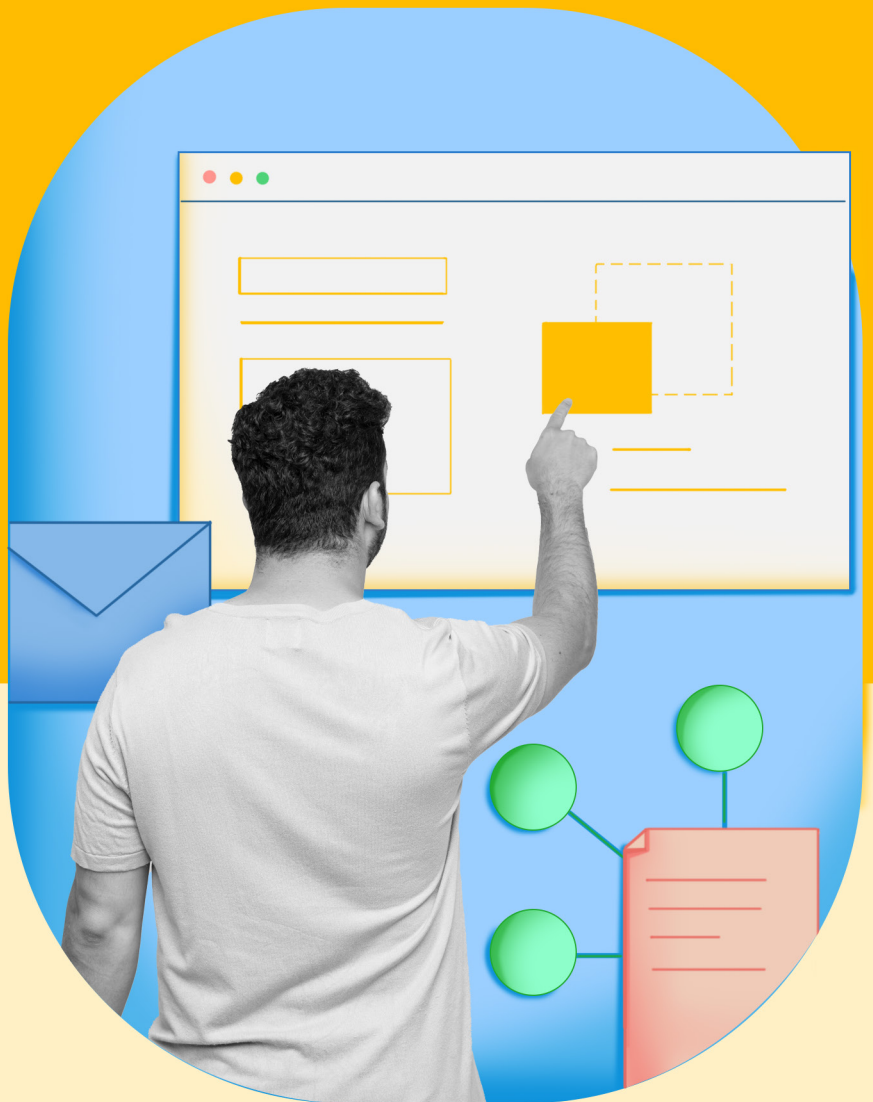
With such a demanding role, change managers require that effective strategies and tools be at their disposal. This e-book delves into how ManageEngine's flagship ITSM platform, ServiceDesk Plus, is the ideal tool. ServiceDesk Plus is an AI-powered, unified service management solution that combines IT service management, IT asset management, and a CMDB with enterprise service management capabilities, enabling smart, scalable, and secure service experiences for the digital enterprise.

Explore how change managers utilize the ITIL certified IT change management capabilities in ServiceDesk Plus to take control over every phase of the change management process.



CHAPTER

01



**Simplify change initiation,  
information gathering,  
& queue handling**



Initiating a change begins with a change submission request. Getting this step right sets the stage for everything that follows.

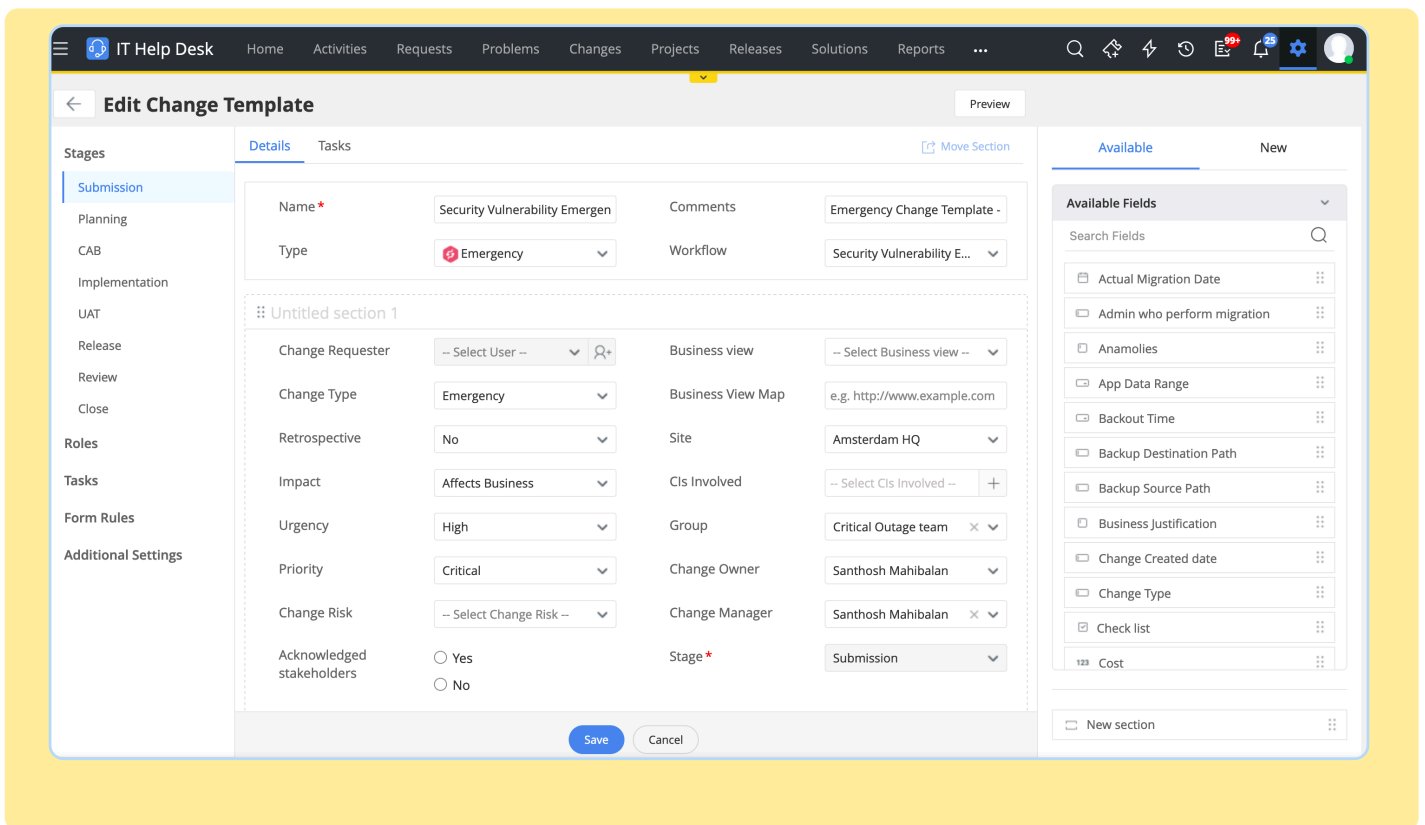
Whether it's a minor update or a major overhaul, every change begins with that one form: **the request for change (RFC)**. Now, multiply this by dozens or even hundreds of changes happening simultaneously; how do you manage a flood of change requests without losing control? The key lies in having the right structure from the get-go.

Here's how ManageEngine ServiceDesk Plus helps you simplify your change submission process, gather accurate information early, and maintain a central repository for an organized change queue.

## **a. Make change initiations easier with customizable templates**

- Easily initiate IT changes directly from your existing incidents or problems and seamlessly carry over information to the newly logged change.
- Collect required information for the change submission using **customizable change templates**. Create these templates using a simple drag-and-drop template editor and streamline the submission of RFCs.
- Configure these templates with **custom sections and fields** and, for frequently recurring changes, prepopulate certain fields to save time and reduce the chance for manual errors.
- With **form rules** in ServiceDesk Plus, make these templates dynamic by only exposing relevant fields based on the user's input.
- Make specific change templates accessible to requesters by exposing them to the relevant user groups. This way, you can ensure a controlled change initiation process and reduce the risk of unauthorized changes.



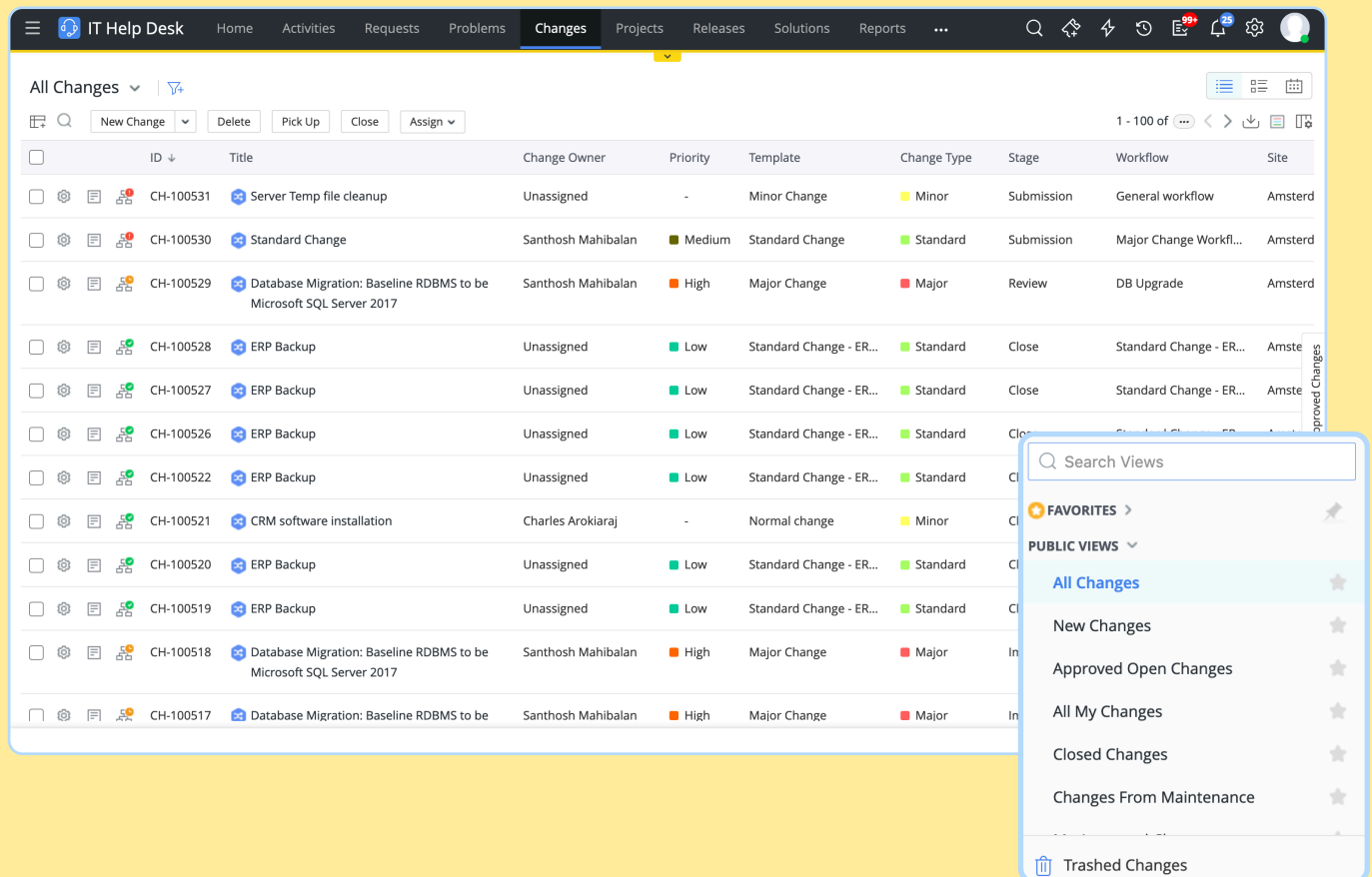


Drag and drop template editor to create custom change templates

## b. Enhance transparency with a single source of truth for all your RFCs

- ServiceDesk Plus centralizes all your RFCs in a single, easily accessible repository. This eliminates the need to sift through emails or navigate multiple systems for updates. Instead, you can instantly access the relevant RFC, check its status, and understand what stage it's in—all from a central console.
- Filter your change queue based on defined parameters with **custom filters**. For instance, if you want to see only the changes that have been approved, you can create a custom view that filters out all other requests, giving you a clear picture of what's ready for implementation.

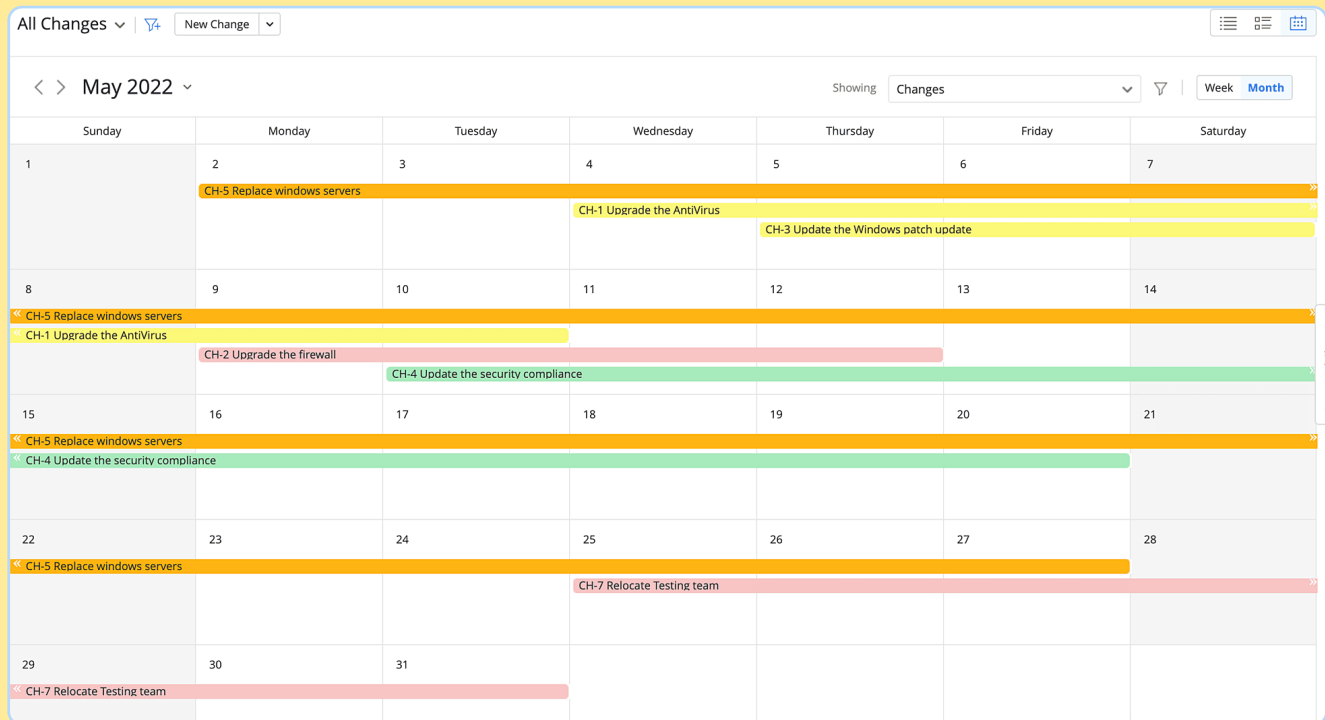




An organized ticket queue along with custom views to filter the queue the way you'd like

- Stay on top of your scheduled changes with an **integrated change calendar**. You can switch to a weekly or monthly view to gain a holistic picture of all active and upcoming changes. This way, you can streamline your queue management and ensure smooth deployments without any overlaps.



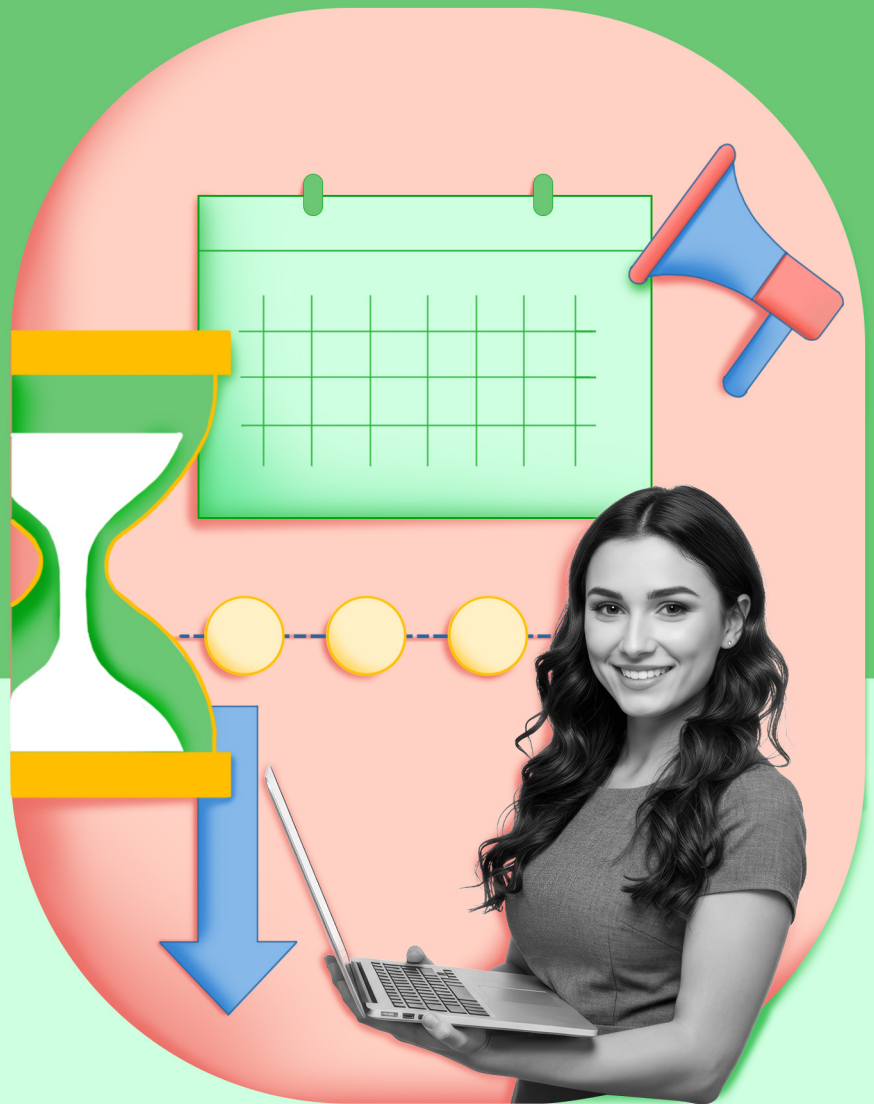


A calendar view showing the scheduled changes



CHAPTER

02



**Cover the whole nine yards  
in the planning phase**



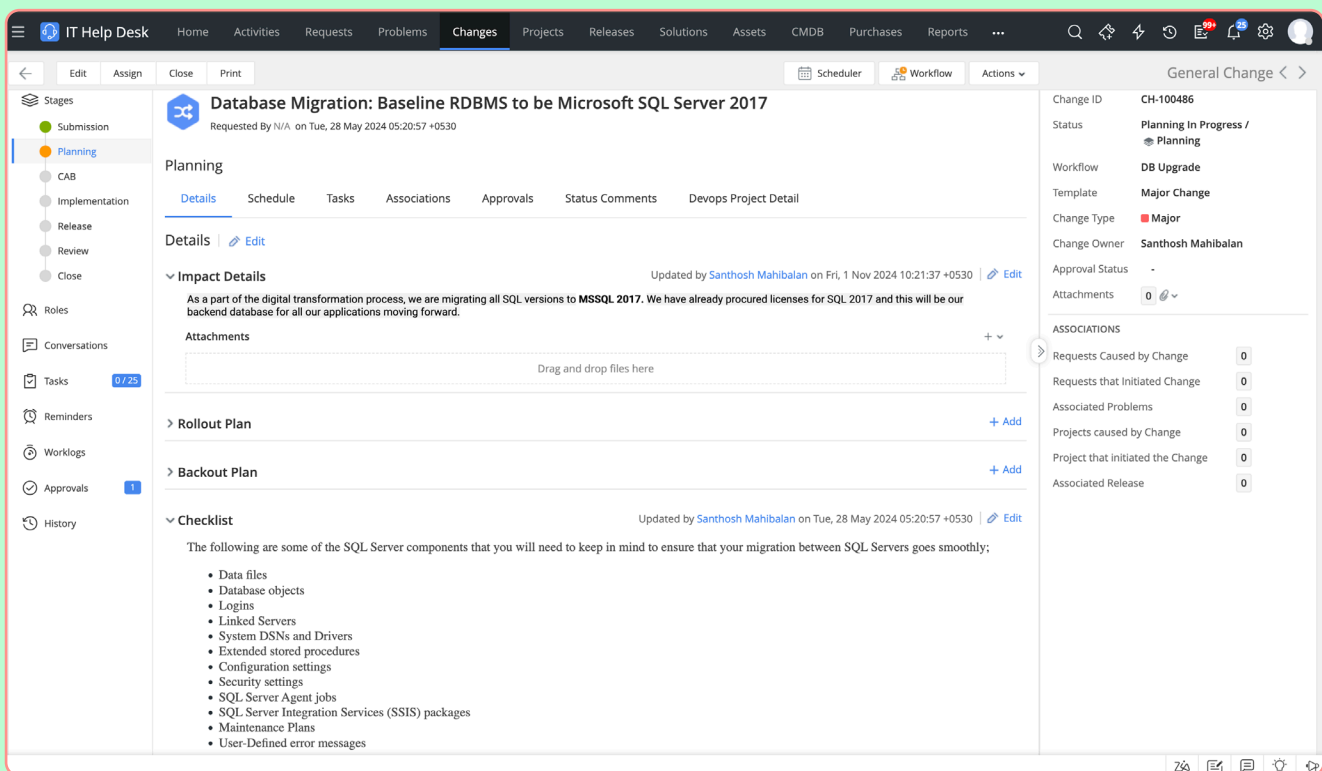
Change planning is one of the most critical stages in the entire change management process. It's where you map out how to implement the change, prepare for any potential risks, and ensure that every stakeholder is on board before the rollout begins. A well thought-out change plan serves as your roadmap to successful implementation, ensuring that your organization is fully prepared for whatever comes next.

In this chapter, we'll walk through the essential elements of a good change plan, including timelines, impact assessments, rollout strategies, and contingency planning.

- **Impact assessment:** Record the anticipated impact on your business operations, including possible disruptions or downtime. Documenting this information in the RFC ensures that the involved teams have a clear understanding of the change's potential consequences. With an integrated CMDB, you can accelerate your impact analysis process by easily evaluating how the change might affect interconnected Configuration Items (CIs). In the next chapter, we'll explore how to leverage ServiceDesk Plus's native CMDB for your impact assessments.
- **Timeline:** Outline the timeline for implementing the change with the scheduled start and end dates, and ensure that these deadlines are clearly communicated. Also, document expected downtime so that teams can plan accordingly to minimize disruption.
- Decide if stakeholders need to be informed in advance about any service interruptions. With ServiceDesk Plus, you can **schedule announcements regarding downtime** and customize the visibility of these notifications, targeting either the entire organization or specific user groups.
- **Rollout plan:** Outline the implementation strategy and create a structured roadmap that guides the change process from start to end. This plan should describe each stage of the rollout, acting as a reference point for tracking progress and identifying issues that need to be addressed.



- Contingency strategies:** A change request that fails to explicitly account for potential failure might leave the organization vulnerable to unexpected disruptions. Identify the key risks associated with the change, and for each identified risk, then create a backup plan that outlines the steps to reverse the change. This way, your team can respond swiftly to unexpected challenges and maintain service continuity even in the face of unforeseen difficulties.
- Checklists:** Create checklists to guarantee that all necessary prerequisites and tasks are fulfilled before advancing to the next phase. Teams can use each item on the checklist to ensure they have completed their tasks before proceeding to the next stage of the change.

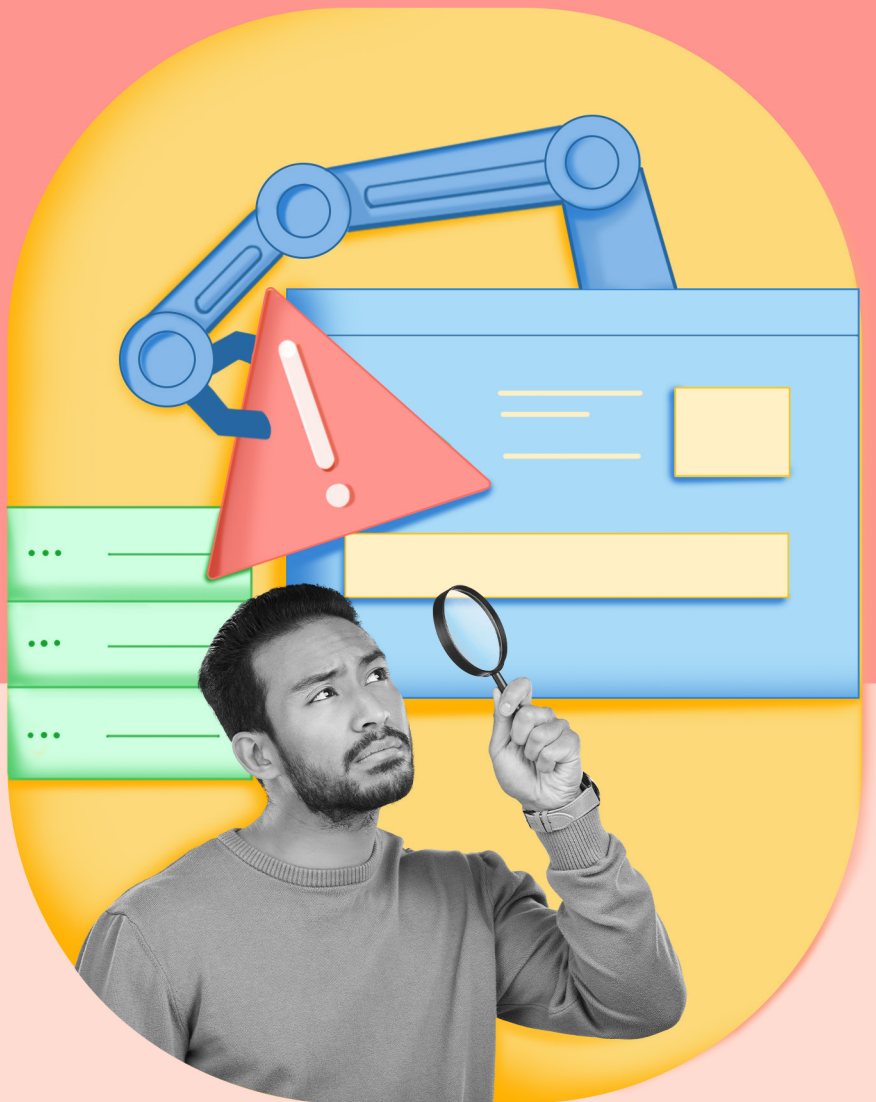


**A central console to record your impact analysis, rollout and rollback plans, and checklists**



CHAPTER

03



**Achieve uptime  
goals with robust risk  
management strategies**



After laying the groundwork with a comprehensive change plan, it's essential to reinforce your approach by integrating strategies that minimize risk and enhance control.

To help solidify your strategy and ensure that change proceeds as smoothly as possible, an integrated CMDB for impact and risk management, custom risk questionnaires for tailored risk assessments, mechanisms to detect change conflicts and overlaps, and recommendations from the necessary stakeholders should be implemented.

In this chapter, we'll explore how you can anticipate risks, minimize conflicts, and ensure alignment with business goals early in your change process.

## **a. Enhance risk management with custom risk assessment questionnaires and automatic risk scoring**

- By identifying and assessing potential risks early, organizations can ensure smoother transitions during changes. ServiceDesk Plus enables this practice through configurable change risk questionnaires, empowering your organization to tailor risk evaluations according to its specific needs.
- In ServiceDesk Plus, you can configure specific fields to capture essential risk factors in your change template. Examples could include questions related to impact assessment or failure probability that are associated with the change. Use field types like pick lists or radio buttons to provide predefined options for these questions to facilitate the calculation of risk based on the user's input.
- Create a custom module that acts as a reference table that stores the risk scores for the responses that you've populated in your questionnaire.
- Once the required fields are in place, configure rules to automate the risk evaluation process.



- For rudimentary risk assessment scenarios where your questionnaire would only include a limited number of questions, you can leverage form rules to automatically assign risk levels based on the user's input to those questions.
- For a more comprehensive risk assessment practice, you can leverage some low-code last mile customization capabilities in ServiceDesk Plus to take into account multiple risk factors and calculate the risk with your unique formulae.

Here's an example to illustrate this.

- Within the change template, we've incorporated two sections with data fields based on two key factors: Impact Assessment and Failure Probability.

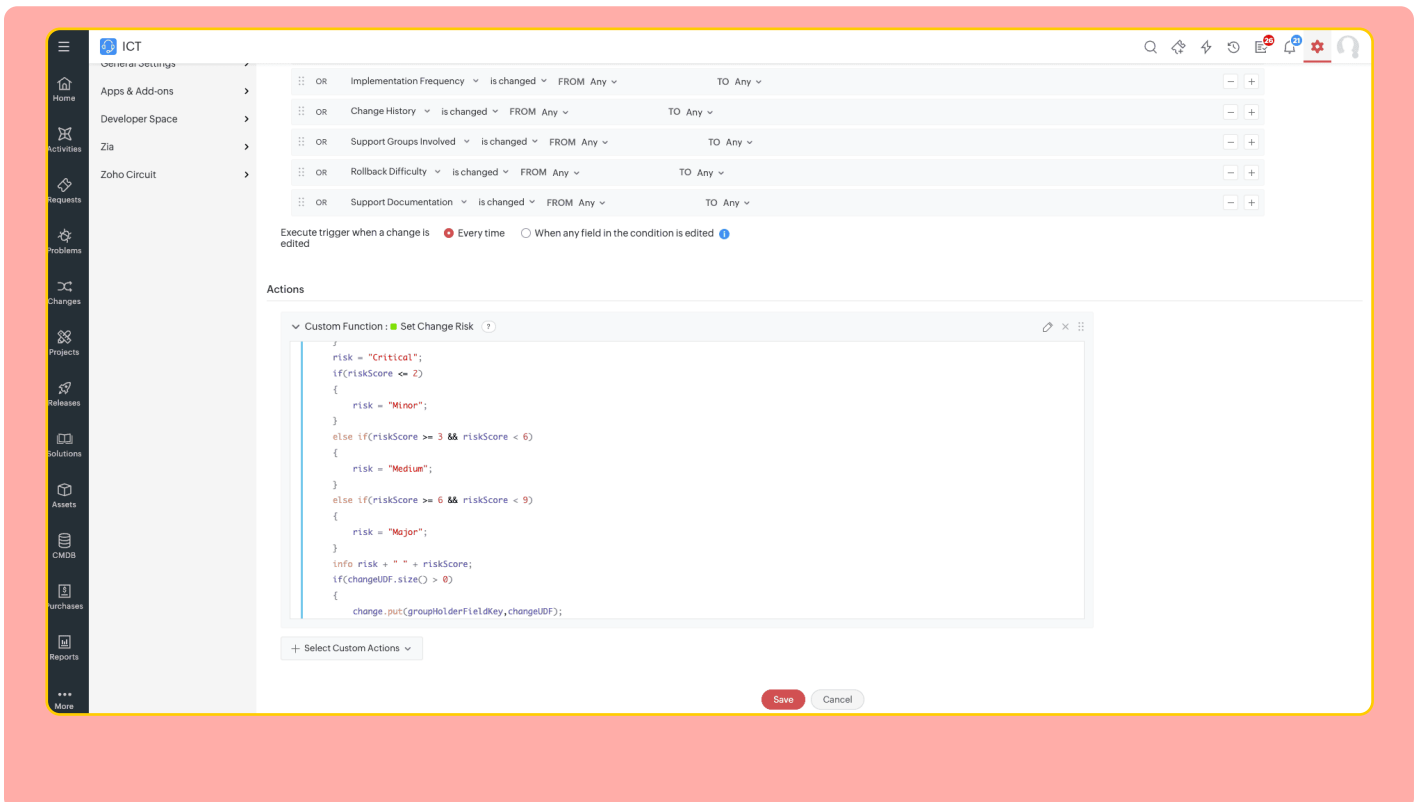
The screenshot displays a change template form with three main sections, each containing several dropdown menus for data entry:

- Impact Assessment**
  - Business User Downtime \* (dropdown: -- Select Business User Downtime --)
  - Number of Business Users Affected \* (dropdown: -- Select Number of Business Users Affected --)
  - Number of Configuration Items \* (dropdown: -- Select Number of Configuration Items --)
  - Potential Business Impact in Case of Failure \* (dropdown: -- Select Potential Business Impact in Case of Fail...)
  - Change Scheduled During \* (dropdown: -- Select Change Scheduled During --)
  - Change on Shared Infrastructure \* (dropdown: -- Select Change on Shared Infrastructure --)
- Failure Probability Assessment**
  - Testing \* (dropdown: -- Select Testing --)
  - Change History \* (dropdown: -- Select Change History --)
  - Complexity \* (dropdown: -- Select Complexity --)
  - Support Groups Involved \* (dropdown: -- Select Support Groups Involved --)
  - Implementation Preparation Time \* (dropdown: -- Select Implementation Preparation Time --)
  - Rollback Difficulty \* (dropdown: -- Select Rollback Difficulty --)
  - Implementation Frequency \* (dropdown: -- Select Implementation Frequency --)
  - Support Documentation \* (dropdown: -- Select Support Documentation --)
- Risk Assessment**
  - Impact (dropdown: -- Select Impact --)
  - Failure Probability (dropdown: -- Select Failure Pr...)
  - Change Risk (dropdown: -- Select Change ...)

**A change template with a custom risk questionnaire including separate sections for impact assessment and failure probability assessment**



- When a user submits an RFC with completed responses in these fields, a custom function is then triggered. This custom function is set up as part of a change trigger and is used as a risk calculator.



**Custom function in the change trigger to evaluate the change risk and automatically assign the risk level to the RFC**

- Based on the scores assigned to the responses, the custom function will then derive a composite score and automatically assign the appropriate risk level to the RFC.



The screenshot displays the 'General Change' form in ServiceDesk Plus. The form is titled 'General Change' and includes a sidebar with navigation options: Home, Activities, Requests, Problems, Changes, Projects, Releases, and Reports. The main content area is divided into three sections: Impact Assessment, Failure Probability Assessment, and Risk Assessment.

**Impact Assessment**

Business User Downtime <b>Greater than 1-hour downtime</b>	Number of Business Users Affected <b>Greater than 1000</b>
Number of Configuration Items <b>Less than 10</b>	Potential Business Impact in Case of Failure <b>Service disruptions</b>
Change Scheduled During <b>Business hours</b>	Change on Shared Infrastructure <b>No</b>

**Failure Probability Assessment**

Testing <b>Extensive testing</b>	Change History <b>Rare failures</b>
Complexity <b>High complexity</b>	Support Groups Involved <b>Greater than 4</b>
Implementation Preparation Time <b>Greater than 2 weeks</b>	Rollback Difficulty <b>Moderate rollback</b>
Implementation Frequency <b>Greater than 5 times</b>	Support Documentation <b>Comprehensive documentation</b>

**Risk Assessment**

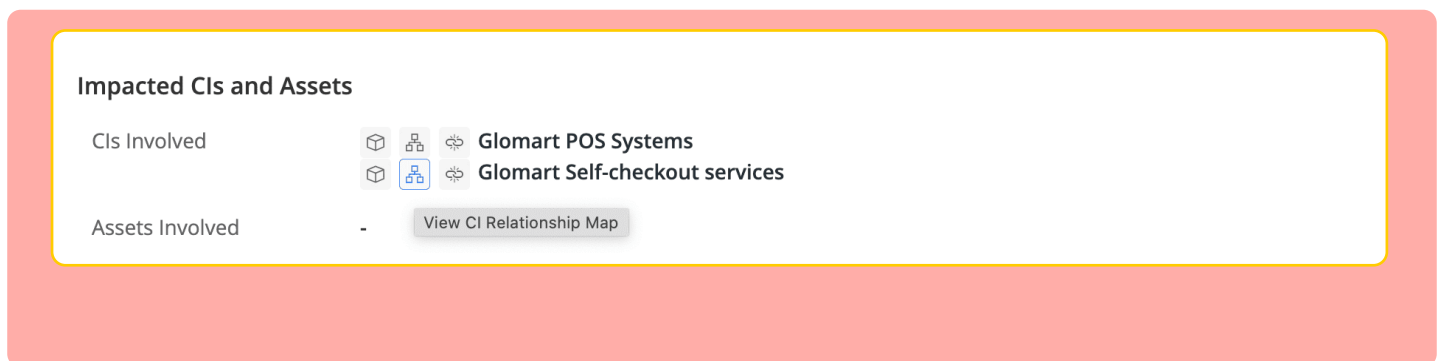
Impact	Medium	Failure Probability	Medium
Change Risk	Medium		
Created Time	Jul 31, 2024 05:30 PM	Completed Time	Not Configured

**Automatic assignment of a change risk level based on the user's input to the risk questionnaire**



## b. Gain a holistic view of change impact from a built-in CMDB

- With the integrated CMDB in ServiceDesk Plus, you can organize your business-critical CIs by type, such as servers, workstations, departments, or individuals. This categorization enables you to directly **link CIs to RFCs**, helping you establish a direct connection between the proposed change and the IT assets or business services it will impact.
- Within each RFC, you can quickly access CMDB information for impacted CIs through **relationship maps**. This helps illustrate the interdependencies among those CIs, enabling you to understand how planned changes to one CI might affect others. This allows the team to identify any ripple effects early on and prepare risk mitigation strategies accordingly.

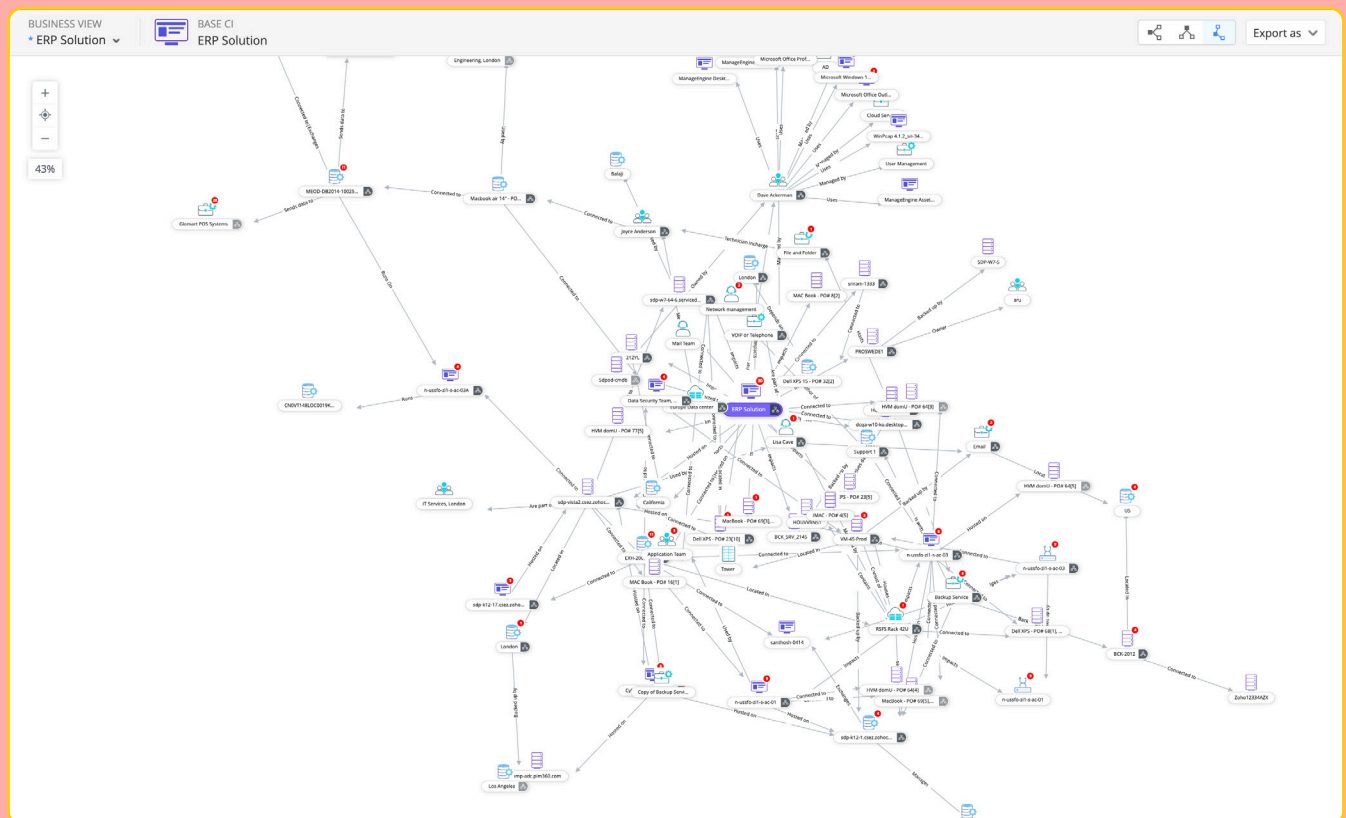


**Figure 8: Direct linking of affected CIs and assets to the proposed RFC**

- Create comprehensive visual representations of your expansive infrastructure through **business views** in ServiceDesk Plus. These visual maps highlight where various CIs fit within your IT landscape or IT services, providing a holistic view on how different components interact and support business processes.



- Within these business views, you can further **drill down into individual CIs** to get deeper insights into key details like its location, owner information, business impact, and more. You can also receive a consolidated view of the changes, releases, or incidents that are associated with the CI. This data enables you to see a record of all the changes the CI has undergone, providing a clear picture of its change history.
- You can also **view the overall downtime summary** of the CI and understand its origin, whether it's related to a release or a change.



**Business view in the CMDB that shows how various CIs are interconnected**



## c. Steer clear of change conflicts with conflict detection mechanisms

- In ServiceDesk Plus, you can configure change **freeze windows** to restrict changes from being deployed during a designated period. During this period, the stage movement and status update of the change will be paused. For example, you can create a freeze window to restrict the implementation of changes during holidays to reduce the risk incurred to the production environment due to the unavailability of resources on those days.

The screenshot displays the 'Edit Change Freeze Window' configuration page. The interface is divided into several sections: 'Freeze Window Definition', 'Applicable for', 'Apply to', 'Conditions', and 'Schedule Window'. In the 'Freeze Window Definition' section, the 'Name' field is set to 'Holiday Season' and the 'Description' field is empty. Under 'Applicable for', the 'All Changes' radio button is selected. In the 'Apply to' section, the 'Release Schedule' radio button is selected. The 'Conditions' section shows 'Without condition' as the selected option. The 'Schedule Window' section includes date pickers for 'From' (2023.11.01) and 'To' (2023.12.31), with 'All Day' checked under the 'Repeat' section. The 'Ends' dropdown is set to 'Never'. 'Save' and 'Cancel' buttons are located at the bottom right of the form.

**Edit Change Freeze Window** History ?

**Freeze Window Definition**

Name \*  
Holiday Season

Description

**Applicable for**

☐ Services  
Freeze Window will be applicable for Changes with the selected services.

☐ Sites  
Freeze Window will be applicable for Changes in the selected sites.

☒ All Changes  
Freeze Window will be applicable for all Changes.

**Apply to**

☒ Release Schedule ☐ Downtime Schedule ☐ Change Creation

**Conditions**

Apply Freeze Window ☐ Based on conditions ☒ Without condition

Freeze Window will be applied without any condition.

**Schedule Window**

From 2023.11.01

To 2023.12.31

☒ All Day

Repeat Yearly ☐ Advanced

Ends Never

Save Cancel

**Freeze window to restrict changes from being deployed during the holiday season**



- You can also configure **maintenance windows** to schedule changes during specific time slots, ensuring they don't interfere with critical operations. For example, you can schedule server maintenance during off-peak hours while planning router maintenance at a different time. This approach prevents overlapping maintenance tasks and reduces the risk of downtime, helping you manage resources more effectively.

**Edit Change Maintenance Window** History ?

**Maintenance Window Definition**

Name \*  
Monthly Maintenance Window

Description

Applicable for

☐ Services  
Maintenance Window will be applicable for Changes with the selected services.

☐ Sites  
Maintenance Window will be applicable for Changes in the selected sites.

☒ All Changes  
Maintenance Window will be applicable for all Changes.

Apply to

☒ Release Schedule

☐ Downtime Schedule

**Conditions**

Apply Maintenance Window

☐ Based on conditions

☒ Without condition

Maintenance Window will be applied without any condition.

**Schedule Window**

From 2024.01.26

To 2024.01.26

☒ All Day

Repeat Monthly ☒ Advanced

Every 1 month On the Last Sat

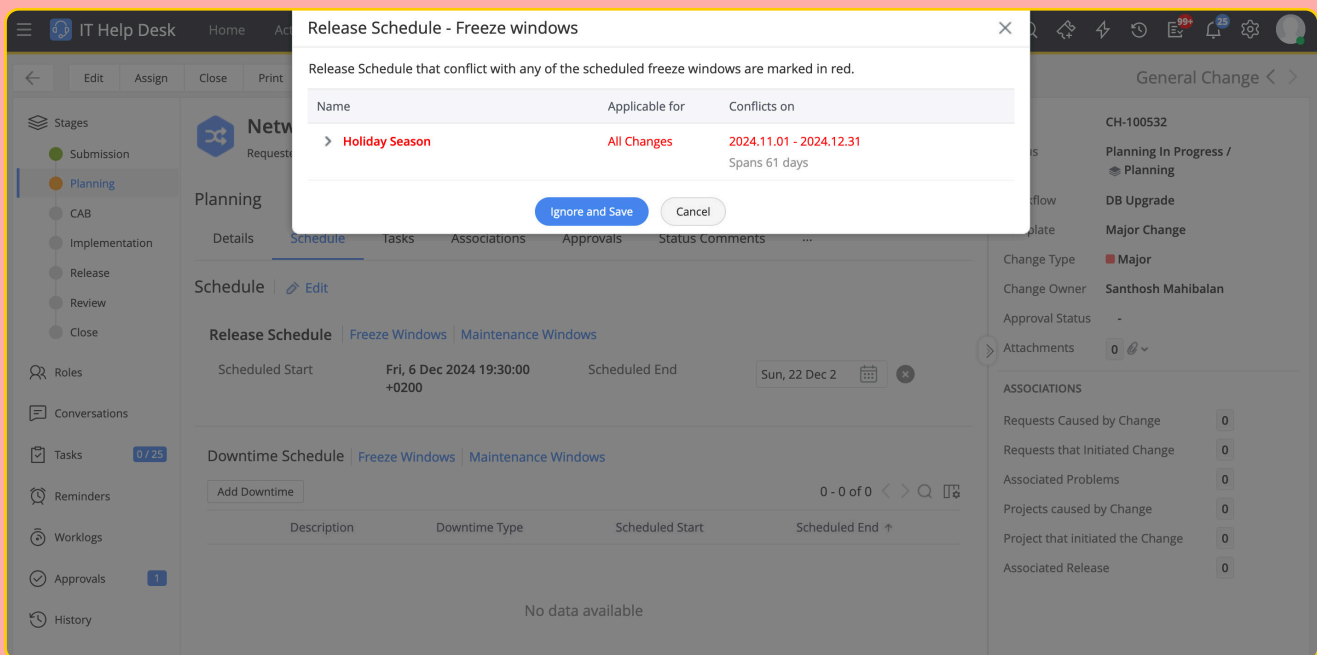
Ends Never

Save Cancel

## Maintenance windows to deploy changes at set intervals



- For the new changes that are initiated, you can **detect change conflicts** by comparing your established freeze and maintenance window schedules against the release or downtime schedules of those RFCs. If the proposed change overlaps with a freeze or maintenance window, ServiceDesk Plus flags it as a conflict.



**Identify conflicts by comparing your established freeze and maintenance window schedules with the release or downtime schedules of a change request**

- With the **change calendar view** in ServiceDesk Plus, you have the flexibility to switch between viewing the scheduled changes and freeze/maintenance windows, allowing for more strategic planning and resource allocation. This way, you can mitigate potential risks by ensuring smooth, conflict-free deployments.



## d. Assess, prioritize, and schedule changes with inputs from dedicated CABs







- In ServiceDesk Plus, you can **set up multiple Change Advisory Boards (CAB)** tailored to different types of IT changes. For example, a CAB dedicated to infrastructure changes can focus on evaluating updates to servers and networks, while another CAB might handle application-related changes. This flexibility allows you to align CAB expertise with specific change requirements.

CAB

New CAB

Delete

1 - 10 of 11

<input type="checkbox"/>	Name ↑	Description
<input type="checkbox"/>	 Application and Server Migration Team	Members owning the migration activities of all applications and servers are part of this team.
<input type="checkbox"/>	 Application Monitoring Teams	Monitoring business applications
<input type="checkbox"/>	 DB Migration CAB	Monitoring database migrations
<input type="checkbox"/>	 Firewall Migration	Emergency CAB
<input type="checkbox"/>	 Hardware and Desktop Management Team	Physical hardware and server management team
<input type="checkbox"/>	 Identity Access Management (IAM)	Access management team

### Different CABs for different types of changes

- You can also **form emergency CABs (ECAB)** to handle urgent or emergency changes that require immediate action.
- You can **trigger automated notifications** to be sent to CAB members at key events during the change. For instance, when the planning phase of a change is completed and the change is awaiting the necessary approvals, you can trigger a notification to the relevant CAB members.



This alerts them to review the change and provide their input.

The screenshot shows the 'Edit Approval' window in ServiceDesk Plus. It includes a 'Name' field with 'CAB Approval', a 'Wait For' dropdown set to 'Anyone to Approve', and a 'Select Approvers' section. A dropdown menu is open under 'Select Approvers', displaying a list of CABs: 'Application Monitoring Teams', 'DB Migration CAB' (highlighted), 'Firewall Migration', 'Hardware and Desktop Manage...', and 'Identity Access Management (IA...)'. To the right of the list are 'Select Member' and 'Select CAB' buttons. Below the list is a search bar labeled 'CAB' and 'Search CABs'. The main text area contains a template message: '\${submitter} has requested your recommendations for this Change - \${title}. Click here to view Change details \${approval\_link}'. At the bottom are 'Save' and 'Cancel' buttons.

### Mapping approvals to the relevant CABs

- By recording every phase of the change, the CAB, along with the change manager, can significantly enhance their effectiveness in managing risk and facilitating smooth change implementation.



CHAPTER

04



**Optimize change management processes from initiation to implementation and beyond**



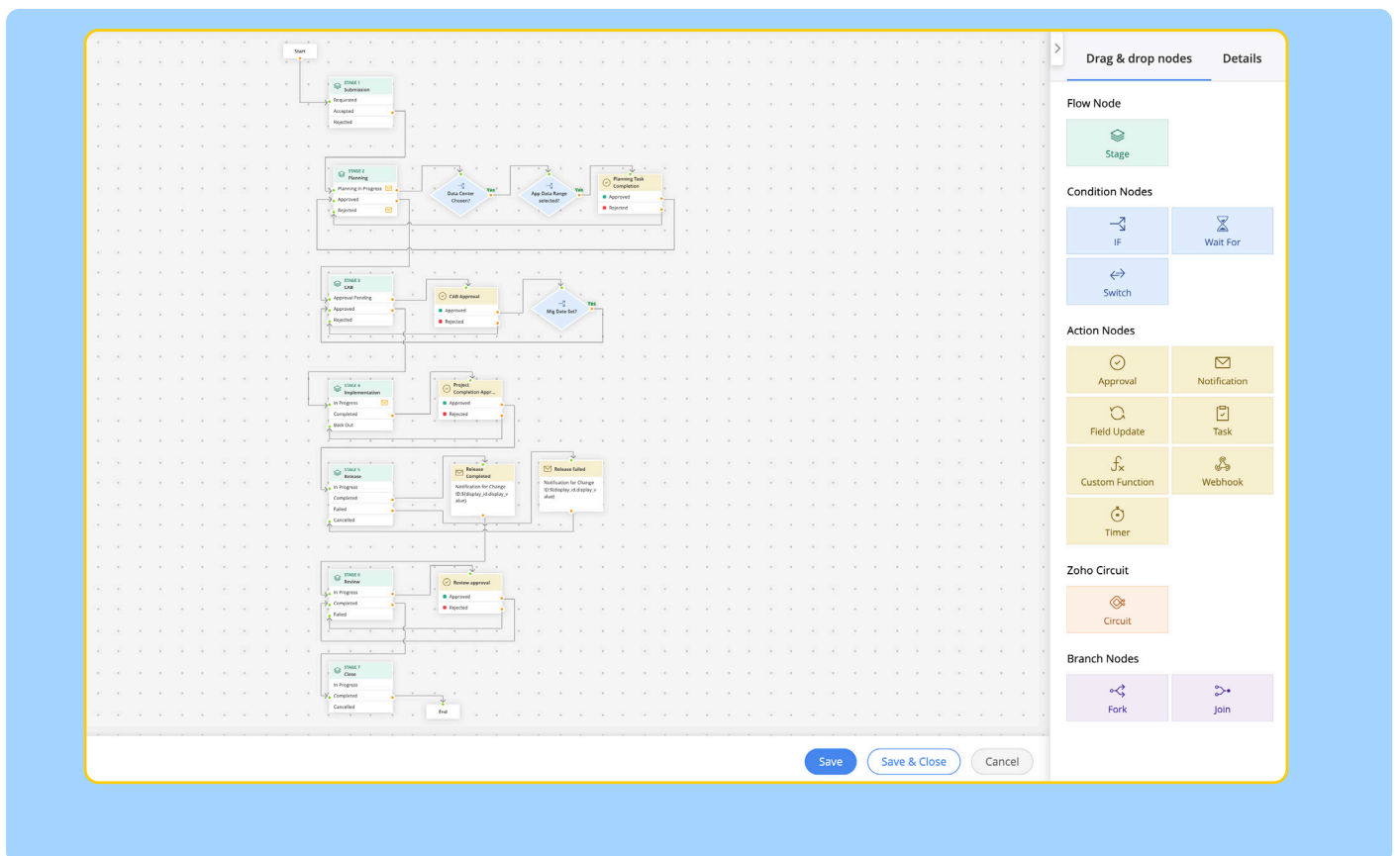
Enhance your change management processes from initiation through implementation and beyond by leveraging visual workflows that automate crucial steps.

In this chapter, we'll look at how ServiceDesk Plus empowers you to create comprehensive change management processes, enabling you to visualize and control the entire life cycle of IT changes. We'll also explore how, with single-touch automations, you can connect and automate complex tasks that span disparate systems. As a result, you can efficiently translate your workflows into seamless, automated processes, ensuring that every change is executed consistently and effectively.

## **a. Standardize and govern your change management process end to end**

- Build multi-path workflows on a no-code, simple drag-and-drop GUI to automate your change processes end to end.
- Incorporate low-code custom actions to perform automated actions tailored to your specific requirements with custom functions. Custom functions are written in Zoho's proprietary low-code scripting language called Deluge.
- Elevate your change workflows effortlessly by embedding single-touch automations powered by Zoho Circuit, our low-code workflow automation engine.
- Create different workflows for the different types of changes you'd encounter and associate them with relevant change templates to ensure better governance and standardization in your change management processes.





A change workflow in ServiceDesk Plus that leverages various change nodes

## b. Do away with manual interventions and automate your unique business logic with a single touch

- Zoho Circuit is our native no-code/low-code platform that helps you create a powerful orchestration layer to drive smooth-sailing, smart workflows.
- With Zoho Circuit, you can utilize a range of drag-and-drop controls that enable you to execute tasks sequentially, in parallel, or in batches based on specific events—all without the need for human intervention.
- Automate repeatable movements that span across disparate systems that your team uses.
- Define conditional triggers within your circuits to initiate specific actions according to your unique business logic.



## Use case: Automated data backup before a security patch rollout

Consider the same scenario where a security vulnerability is detected in your ERP solution, and a patch needs to be rolled out to address this. Before deploying this patch, you could set up an automated process within ServiceDesk Plus to trigger a full system backup.

### **A single touch trigger for backup initialization**

Set up a single-touch trigger that initiates the backup process. The trigger in this case could be inputting the source and destination paths for the backup.

### **Locate the app server data to back up**

Once done, the specific application server data relevant to the change will be automatically located.

### **Copy and store that data in the right directory**

The workflow will then automatically copy the necessary data and securely store it in the designated backup directory. Since Zoho Circuits enables you to connect disparate systems, you can specify whether this destination should be an on-premises server or a secure cloud location to ensure it aligns with your organization's storage and recovery policies.



# CHAPTER 05



**Make change, project,  
& release management  
join forces**



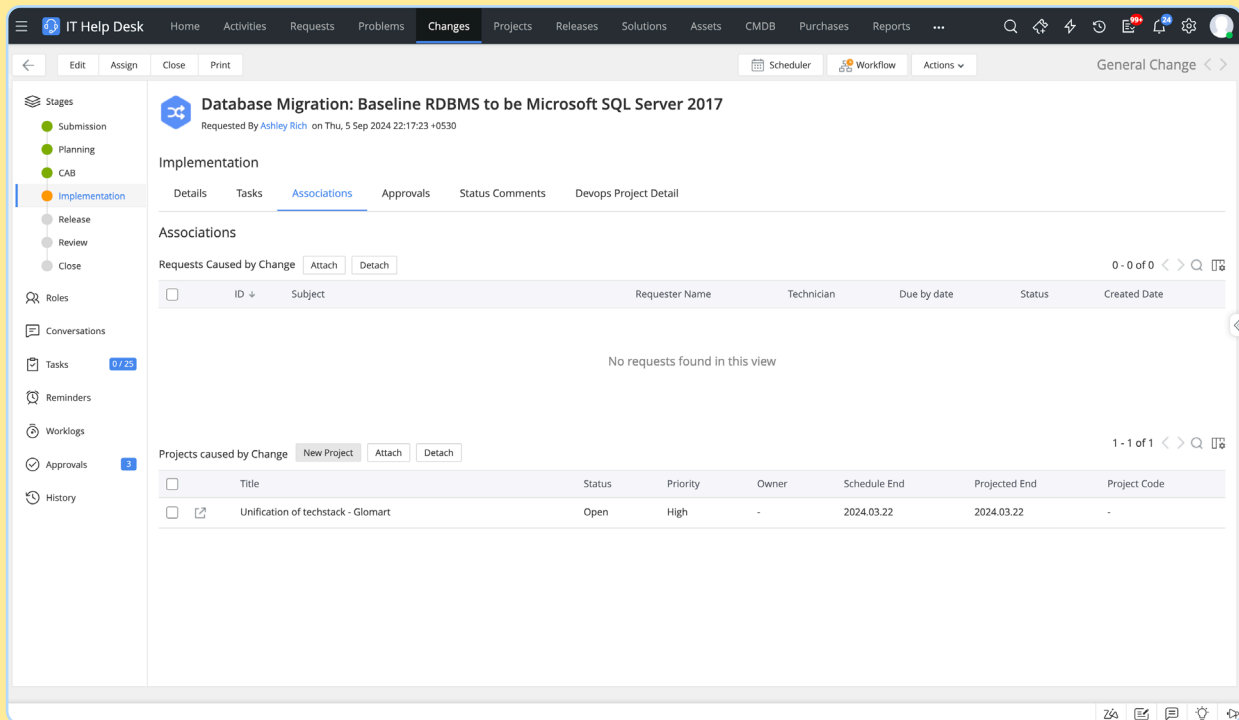
Integrating change, project, and release management allows for a unified approach to tackling large-scale transformations, ensuring that all aspects of the change life cycle are handled cohesively. By aligning these three areas, change managers can gain full visibility over project progress, allocate resources efficiently, and maintain control over the release into the production environment.

In this chapter, we'll explore how ServiceDesk Plus enables you to seamlessly coordinate these essential processes, so you can manage change implementation efficiently and keep your goals on track.

### **a. Tackle large-scale changes by breaking them down into projects**

- In ServiceDesk Plus you can **launch individual projects** directly from within a change. This way, you can break down large-scale changes into smaller projects and ensure that each project aligns with the overarching change initiative.

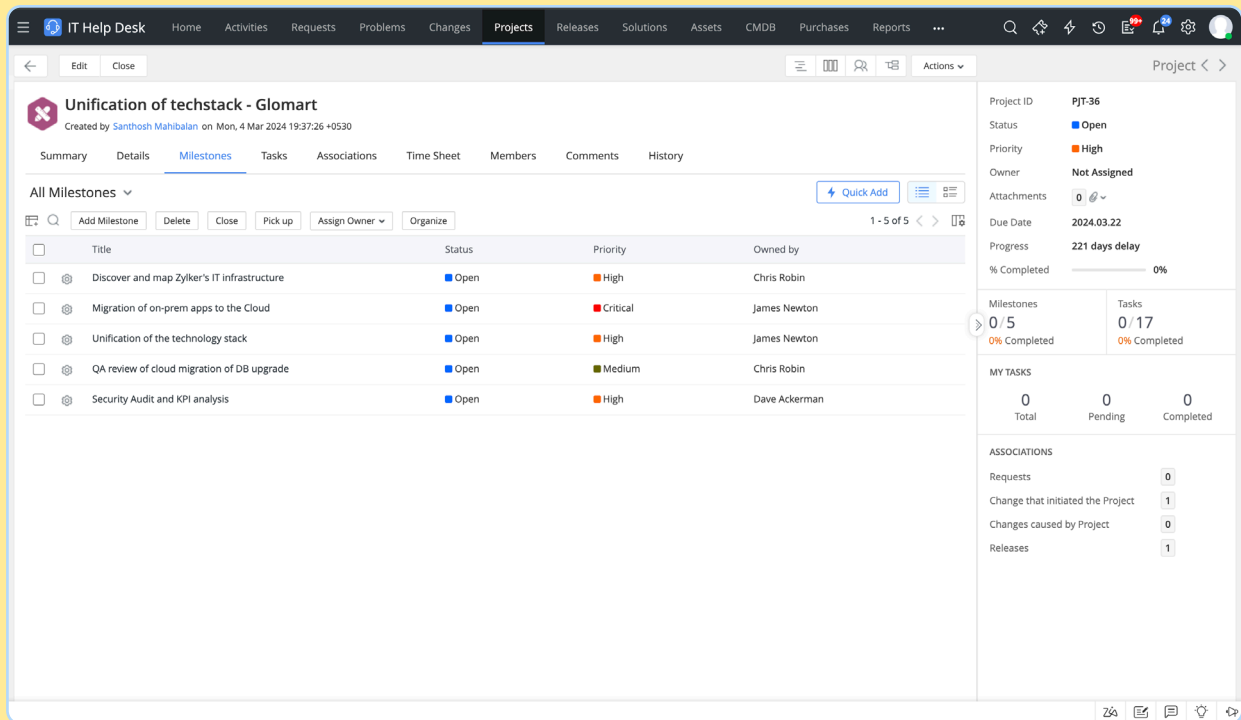




## Associating a project to the change

- Form your own **project groups** to effect the change. By providing appropriate access permissions tailored to each project member's role, you can foster accountability and have relevant stakeholders take ownership of their tasks.
- Create clear **milestones** for your projects to serve as critical markers that highlight significant events in the progress of your change initiatives. These milestones not only indicate where you stand in relation to the overall project timeline but also enable you to group related tasks, establish dependencies, and organize their sequence effectively. By doing so, you can ensure that the project is moving in the right direction and that each task contributes to the completion of your set objectives.

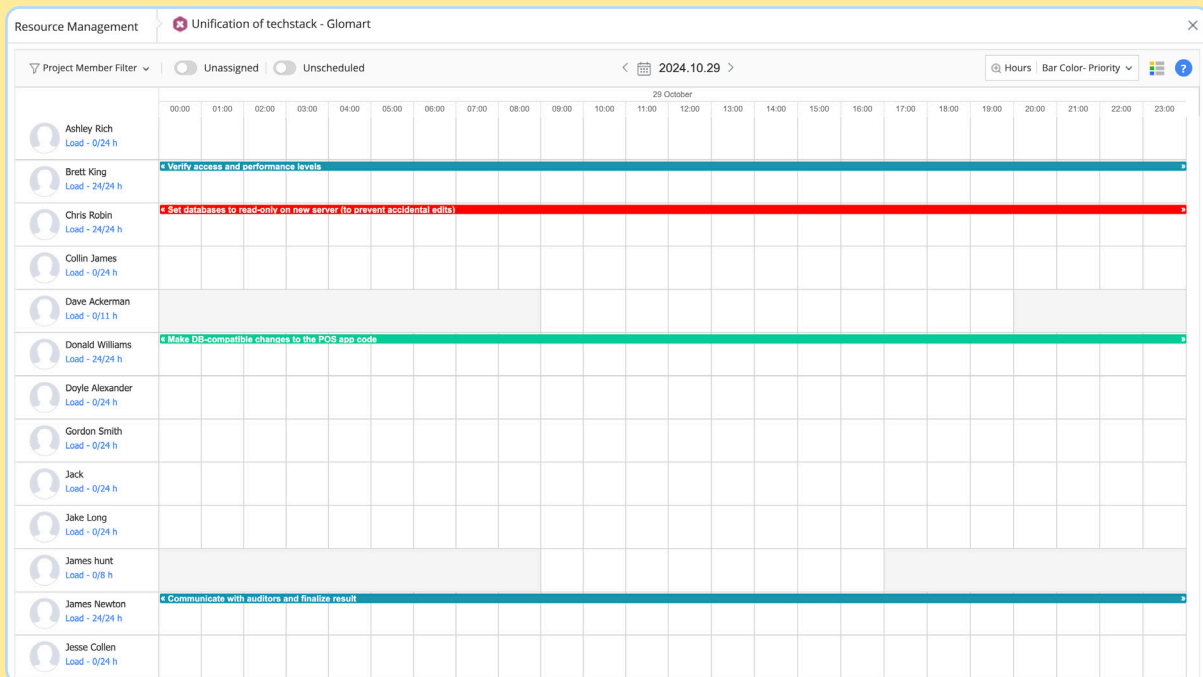




## Breaking down the project into milestones and tasks

- Visually track your milestones and tasks using **summary dashboards** and interactive **Gantt charts** within each project to gain a comprehensive view of the project's progress.
- Utilize interactive **resource management** charts to assess each project member's workload. This visualization allows you to gauge the distribution of responsibilities among team members, enabling you to allocate or reallocate tasks as needed. This ensures optimal resource utilization and enhances overall project efficiency.





A resource management chart in ServiceDesk Plus to manage the workload of the project members

## b. Deploy changes in a phased manner with release management

- It's important for a change manager to mitigate change risks by incorporating input from those who are doing the actual deployment. Fortunately, release management in ServiceDesk Plus is very similar to change management, so you won't face a steep learning curve. Just like in change management, the release module allows you to customize release templates, assign roles, create visual workflows for various types of releases, and much more.
- You can directly **create a new release right from within the RFC** and ensure that all pertinent documentation entered in the RFC is seamlessly carried over. Key details like downtime schedules recorded in your change will be automatically copied to your newly logged release.

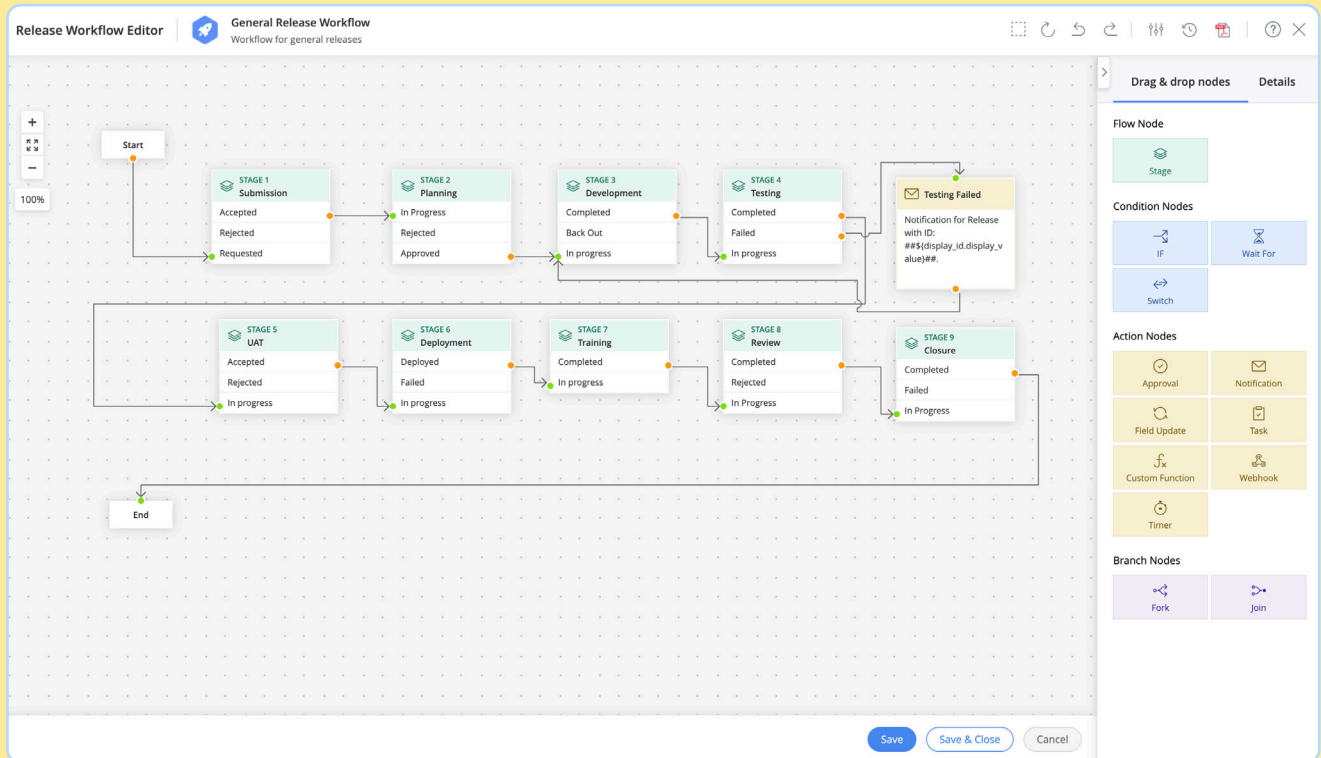


The screenshot displays the ServiceDesk Plus interface. The top navigation bar includes 'IT Help Desk', 'Home', 'Activities', 'Requests', 'Problems', 'Changes', 'Projects', 'Releases', 'Solutions', 'Assets', 'CMDB', 'Purchases', 'Reports', and a search icon. The left sidebar shows a 'Stages' list with 'Release' selected. The main content area is titled 'Database Migration: Baseline RDBMS to be Microsoft SQL Server 2017' and shows a 'Release' tab with 'Associations' selected. A table lists the associated release 'RL-54' with details like 'Database Migration: Baseline RDBMS to be Micro...', 'Major' type, 'Submission' stage, 'Requested' status, 'High' priority, and 'Pavan Teja' as the release engineer. Below the table, a 'Release Details' section shows fields for 'Release Requester' (Ashley Rich), 'Type' (Major), 'Impact' (Affects Business), 'Urgency' (High), 'Stage' (Submission), 'Status' (Requested), and 'Status Comment' (-). The 'Workflow' is set to 'General Release Workflow'.

### Associating a release to the change

- While the pre-and post-deployment activities can be effectively managed through change management processes, the actual deployment phases—including building, testing, and deploying changes are best handled by release management. That is why in ServiceDesk Plus, you can build robust **visual workflows** with distinct stages that help standardize your release management processes and stay on top of every stage of the release.



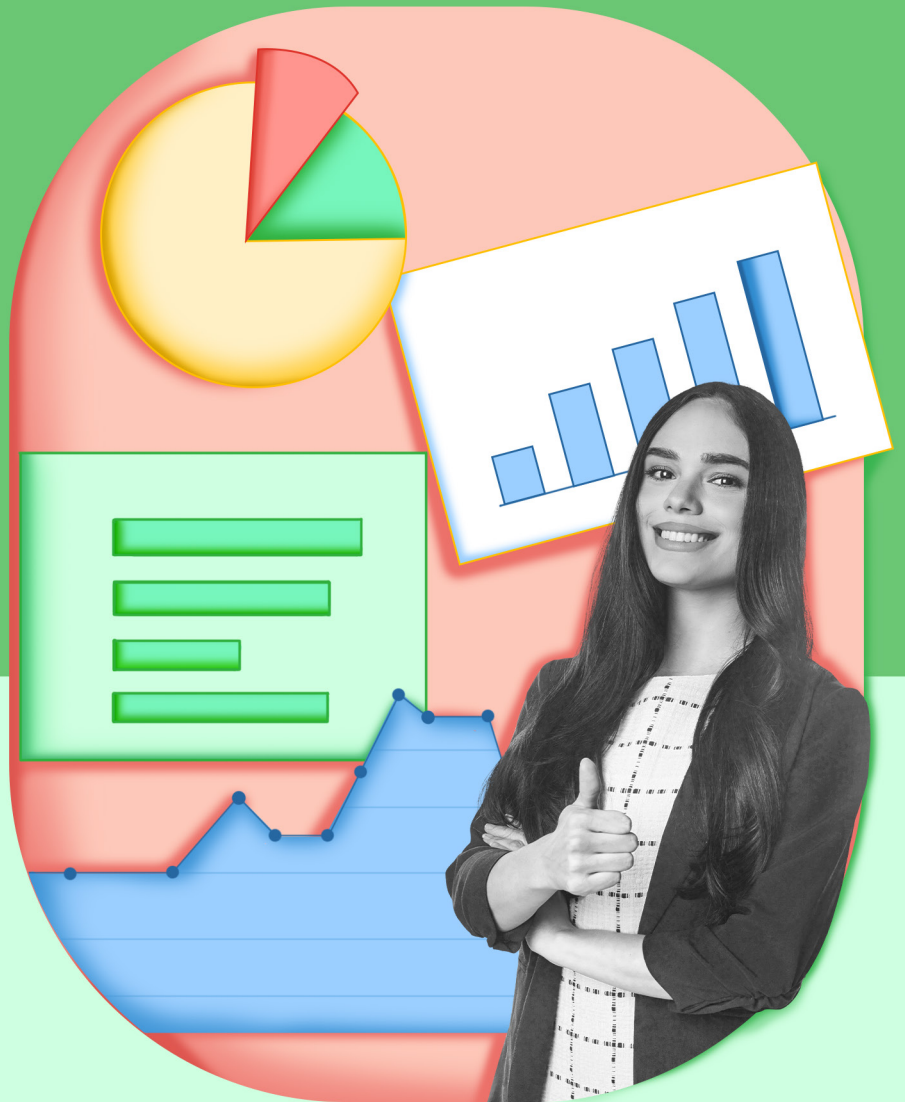


### A release workflow in ServiceDesk Plus

- Avoid scheduling conflicts with an **integrated calendar view** of changes and releases and curb unauthorized releases by putting effective stage-wise approval mechanisms in place.
- Record **post-implementation reviews (PIR)**, coordinate with the release team, and review your findings to ensure continuous improvement.



# CHAPTER 06



**Monitor, measure, &  
model change success**



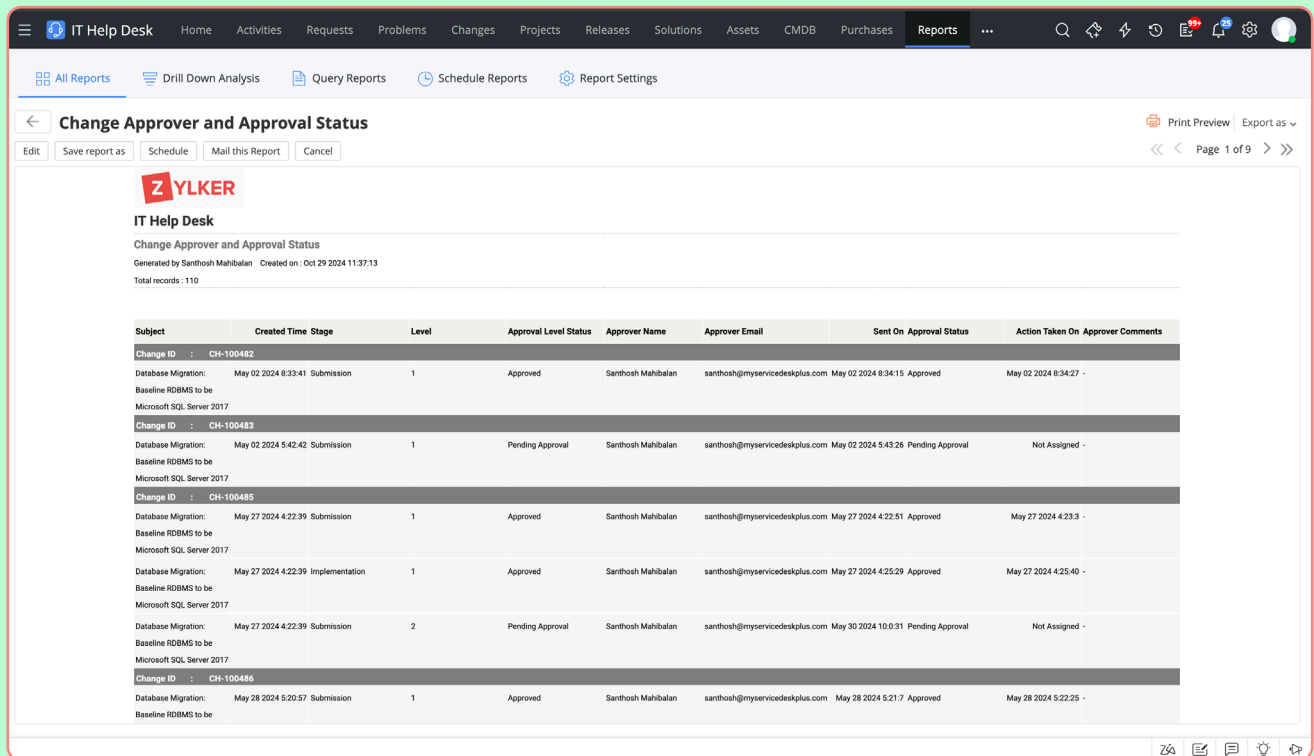
Effective change management requires more than just planning and implementation—it demands ongoing monitoring to understand how your strategies are holding up. Reports and dashboards can help you spot trends, make data-driven decisions, and ensure that your change processes align with your organization's broader objectives.

In this chapter, we'll explore how ServiceDesk Plus empowers you to monitor, measure, and model change success by consolidating crucial data into a single, easily accessible interface.

## **a. Transform raw data into actionable insights with detailed reports**

- Choose from robust **out-of-the-box reports** that provide a quick overview of key change metrics, including categorization by impact, priority, stage, and type. You can also monitor aspects such as the time spent on each change, the specific change approvers involved, and track all pending and completed changes.
- Drill down into different aspects of your change management process based on desired parameters by generating **custom reports**. This way, you can delve deeper into your change strategies and extract specific insights tailored to your unique requirements
- **Schedule periodic reports** and automatically send data to key stakeholders. This makes sure that all relevant parties can gauge key metrics directly from their mailbox without having to log into ServiceDesk Plus.
- Seamlessly integrate with analytics tools like ManageEngine Analytics Plus and embed Analytics Plus reports directly in the ServiceDesk Plus console to access important KPIs without switching tabs.





**IT Help Desk**  
Change Approver and Approval Status  
Generated by Santhosh Mahibalan Created on : Oct 29 2024 11:37:13  
Total records : 110

Subject	Created Time	Stage	Level	Approval Level Status	Approver Name	Approver Email	Sent On	Approval Status	Action Taken On	Approver Comments
<b>Change ID : CH-100482</b>										
Database Migration: Baseline RDBMS to be Microsoft SQL Server 2017	May 02 2024 8:33:41	Submission	1	Approved	Santhosh Mahibalan	santhosh@myservicedeskplus.com	May 02 2024 8:34:15	Approved	May 02 2024 8:34:27	-
<b>Change ID : CH-100483</b>										
Database Migration: Baseline RDBMS to be Microsoft SQL Server 2017	May 02 2024 5:42:42	Submission	1	Pending Approval	Santhosh Mahibalan	santhosh@myservicedeskplus.com	May 02 2024 5:43:26	Pending Approval	Not Assigned	-
<b>Change ID : CH-100485</b>										
Database Migration: Baseline RDBMS to be Microsoft SQL Server 2017	May 27 2024 4:22:39	Submission	1	Approved	Santhosh Mahibalan	santhosh@myservicedeskplus.com	May 27 2024 4:22:51	Approved	May 27 2024 4:23:3	-
Database Migration: Baseline RDBMS to be Microsoft SQL Server 2017	May 27 2024 4:22:39	Implementation	1	Approved	Santhosh Mahibalan	santhosh@myservicedeskplus.com	May 27 2024 4:25:29	Approved	May 27 2024 4:25:40	-
Database Migration: Baseline RDBMS to be Microsoft SQL Server 2017	May 27 2024 4:22:39	Submission	2	Pending Approval	Santhosh Mahibalan	santhosh@myservicedeskplus.com	May 30 2024 10:0:31	Pending Approval	Not Assigned	-
<b>Change ID : CH-100486</b>										
Database Migration: Baseline RDBMS to be	May 28 2024 5:20:57	Submission	1	Approved	Santhosh Mahibalan	santhosh@myservicedeskplus.com	May 28 2024 5:21:7	Approved	May 28 2024 5:22:25	-

A report on change approvals

## b. Get a bird's-eye view of key metrics with visual dashboards

- Dashboards provide graphical representations of real-time data, consolidating key metrics into a single view. This arrangement allows you to monitor the status of ongoing changes, track their progress, and quickly identify any areas that might require immediate attention.



## Change Management Dashboard

Change management overview

Changes In Progress

853

Emergency Changes In Progress

499

Due in the Next 30 Days

0

In Implementation

163

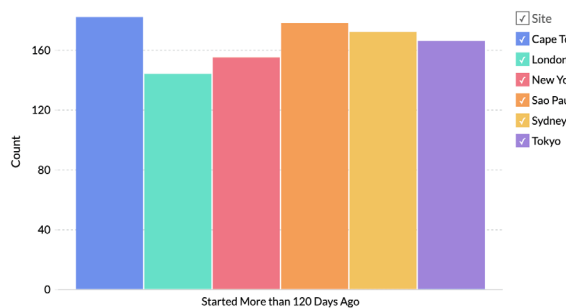
Overdue

166

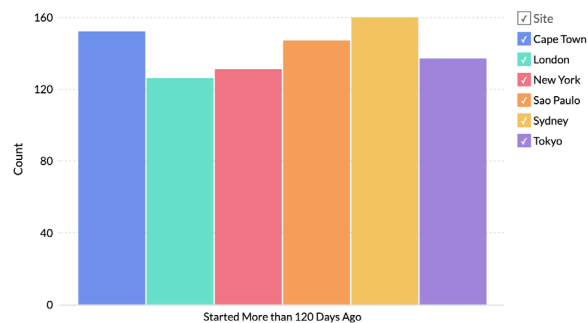
Avg Completion Time in Days

130

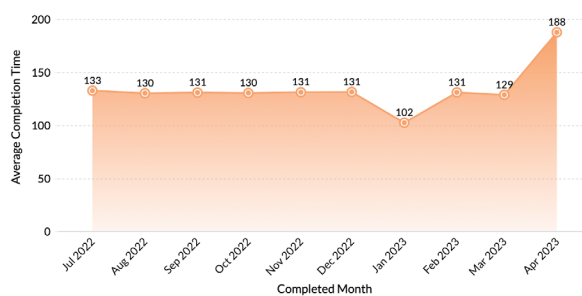
### Upcoming Changes



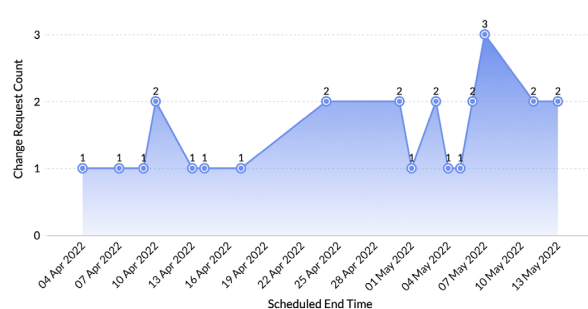
### In Progress Changes



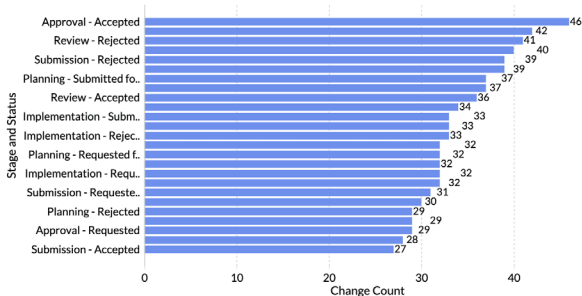
### Average Change Completion Time (in Days)



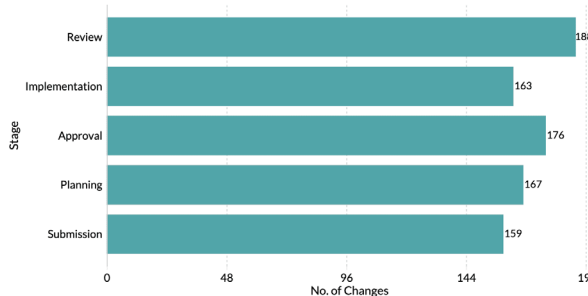
### Changes Due in Next 30 Days



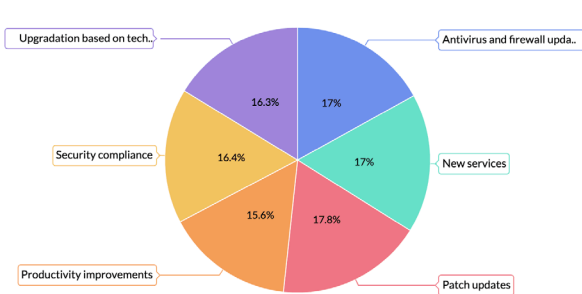
### Stage and Status of In Progress Change Requests



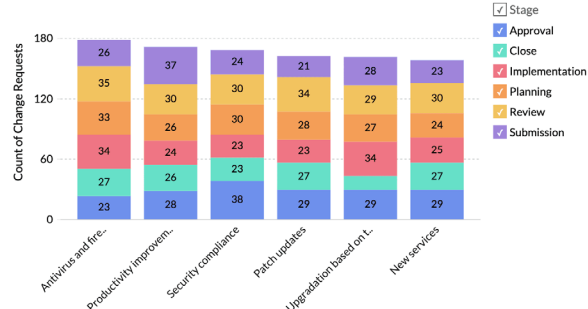
### In Progress Changes by Stage



### Emergency Changes by Reason for Change



### Top Reasons for Change



Powered by Analytics Plus

## A change management dashboard



- You can also filter dashboards to display data relevant to specific sites or groups within your organization. This helps display the information that is pertinent to your team's needs.
- You can design custom widgets that highlight specific metrics, KPIs, or reports relevant to your unique requirements. Whether it's tracking the approval status of change requests, visualizing incident trends related to changes, or monitoring resource allocation, custom widgets allow for a personalized dashboard experience that aligns with your unique goals.
- You can enable smart view that enables you to access specific tickets from within the dashboard and perform ticketing actions from within the widgets in your dashboard. This way, you need not toggle between multiple tabs but can drill down into the required ticket information—all from within the dashboard.



# With IT changes being inevitable, try simplifying your change management approach with ServiceDesk Plus

Change management shouldn't just come into play when your organization faces a major disruption or a last-minute scramble to implement a new process. If you're struggling to keep up with a growing change backlog, experiencing frequent change-related incidents, or finding it difficult to manage risk, it might be time to invest in a solution that brings order to your existing processes.

From seamlessly initiating changes, to planning and implementing them with minimal disruptions, ServiceDesk Plus provides a centralized platform for handling it all. Try out ServiceDesk Plus and foster better coordination, enhanced visibility, and a structured approach in your change strategies with its ITIL certified IT change management capabilities.

To see ServiceDesk Plus in action, [request a demo](#) from our product experts or start a free [30-day trial!](#)



# About ServiceDesk Plus

ServiceDesk Plus is the unified service management platform from ManageEngine, the enterprise IT management division of Zoho Corporation. Built on industry-recommended ITSM best practices, ServiceDesk Plus comes packed with contextual IT and business integrations that help service desk teams better align with their organization's business objectives. With native enterprise service management capabilities and unrestricted extensibility offered through low-code scripting, ServiceDesk Plus helps organizations design, deliver and support their business and IT services. It comes in three editions and is available in 37 different languages. To learn more about ServiceDesk Plus and its features, please visit [manageengine.com/service-desk](https://manageengine.com/service-desk).

## About the author

Alexandria is a passionate explorer of the ITSM realm and is keen on learning and sharing insights about the ever-evolving ITSM landscape. With a fresh perspective on the world of ITSM, she loves writing best practice articles and blogs that help IT service delivery teams address their everyday service management challenges. In her free time, you can catch her binge-watching all things Formula 1 and talking about, like her life depended on it, why Lewis Hamilton is one of the best racers ever.