

How an enterprise change management solution can help you control change across the development lifecycle and throughout the enterprise.

Change is continuous. It is how organizations learn, reinvent themselves and stay competitive. If not managed efficiently, however, change can come at a very high price. In the development process, anticipating and managing change is a challenging task for organizations of all sizes. You must manage complexity and costs. You must effectively cope with the associated issues of large, distributed teams and find solutions to a number of probable disruptive sources.

Organizations need to respond efficiently to change, making productivity gains and reducing development costs using established workflows and best practices to help ensure quality applications. They also need to help provide a high return on investment (ROI) to stakeholders by internalizing a robust, comprehensive change management framework that is intuitive to the end user, easy to deploy and cost-effective to maintain.

This document explores how a scalable, proven enterprise change management process helps provide for consistent and efficient change management across the organization.

Bringing together a comprehensive organization

In a global, diversified development organization, how do you establish total control and visibility so you can make optimal decisions on the cost and implications of a change before it is implemented? Using an enterprise change process (ECP) built on a Web-based, integrated change management solution can benefit you by integrating disparate sources of change data into a more consistent, reliable, open environment.

Designing a process that addresses your needs

An ECP should be omnipresent; it should not only be tailored to your organization's processes, but also follow the same hierarchical structure your organization uses to manage work. Furthermore, it should use terminology familiar to the principal users while providing security-rich, role-based access and a privilege mechanism that allows you to flexibly formalize shortcuts.

Monitoring standards and compliance

Your process framework and its associated standards and governance procedures should tie in with your organizational objectives and business goals. An enterprise change management platform can include key functionality specifically designed to directly address those needs. For example, enterprise change management can support capability maturity model integration (CMMI) and software process improvement and capability determination (SPICE) compliance by providing for project scheduling, effort estimation, causal analysis and process enforcement.

Achieving acceptance by providing the best usability

An enterprise change management process should have proven usability criteria to help maximize productivity and ensure a successful deployment. For example, it could have options such as effort progress bars, dynamically generated process help, automatically generated lifecycle views with drag-and-drop capability, interactive visualizations and more. Users should always have the information they need at their fingertips, when they need it.

Tracking progress with reporting and metrics

Adopting an enterprise change management framework can provide users and managers with realtime views into the status of projects, so they can make informed choices. These metrics support historical trend analysis, traceability and prioritization capabilities to assist in critical decision making. Powerful querying and reporting capabilities can allow you

to use metrics such as the maturity index (MI), phase containment and phase screening. As the enterprise moves toward higher levels of maturity, metrics become a very important factor in driving learning, and they demonstrate how the various subprocesses are managed to achieve the organization's goals. This is evident of an organization reaching CMMI level 4 maturity.

Harnessing the power of application lifecycle management

When integrated with IBM solutions for application lifecycle management (ALM), an enterprise change management framework can harness the benefits of establishing traceability from project planning and user requirements to design—all the way to software configuration management (SCM) and test management. It can serve as the central pathway that helps provide an efficient and systematic approach to development, helping to result in higher-quality products and faster time to market.

Requirement-driven enterprise development and requirements management

An enterprise change process should optionally include the change processes needed to support management of user requirements that will be implemented in the final deliverable. Along with management of the updates to any artifacts in your requirements management tool, an enterprise change process must also support requirement-driven development techniques to help provide the flexibility needed to implement any process for managing, tracking and reporting on all proposed changes against critical requirements.

IBM solutions for enterprise change management

The Enterprise Change Process, included with the IBM® Rational® Change platform, is designed to provide a lower-risk, scalable solution for better managing change, process improvements, quality initiatives, software enhancements and defects across an organization. The Enterprise Change Process can be successfully deployed across large, distributed, diversified organizations, to help you feel more confident in the maturity of your investment. At the same time, it can provide you with a robust, comprehensive solution set that is designed to be intuitive to the end user, easy to deploy and cost-effective to maintain.

For more information

To learn more about enterprise change management and IBM Rational Change, contact your IBM representative or IBM Business Partner, or visit:

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