Agile Change Management

"Agiloft's openness and flexibility really helped us become a process-driven company. We can now resolve problems in less than half the time."

– Peter Charlton

Condé Nast

Streamline change procedures, ensure consistency, and reduce risk with Agile Change Management that integrates seamlessly with your Service Desk.

Agility and Control

Agile Change Management is a component of the Agiloft Service Desk Suite and offers fast time-to-value with a fully customizable solution. Whether you want changes to be approved by just two individuals or 50 different teams based on ten different criteria, Agiloft can do it.

How It Works

Change management is not an isolated process - it will generally affect a range of items, from hardware and software assets to human assets, access to specific systems, websites, facilities, and more. An efficient system will capture and integrate the elements being changed into a consolidated system that provides not just details of the changes, but information about the items being changed, with automated notifications to the individuals who may be affected.

Agiloft already includes tables for the most common items subject to change control, such as assets. But its strength is the ease with which you can add new tables, fields, and relationships to manage the items that matter to your company.

Benefits

- **Reduce outages and surprises** with clear approval processes for changes to ensure that the established procedures are followed before changes are implemented

- **Ensure consistency and continuity of service** by automating actions resulting from change approvals and rejections

- **Improve communication** with automatic notifications and alerts of planned downtime to reduce disruption in your work environment

- **Gain insight into asset reliability and costs** with an integrated system that relates change requests to affected assets and systems

Agiloft Has Everything You Need

Our unique Change Management solution is designed to enable world class support for complex products and services.

A robust feature set offers all the power needed for even the most sophisticated process:

The graphical workflow editor allows you to define the exact steps, safeguards and automatic actions that should be executed at each stage of a change process, using just your browser, without writing a line of code.

The business rules engine offers further automation support, such as counting approvals until the right number have been received, managing notifications and validations, and handling escalation behavior.

Email integration and dynamic hotlinks provide users with active notification of change requests and the ability to instantly approve or reject the change or edit the record by simply clicking a link in the email.

Calendar integration allows scheduled changes to be shown on a calendar available to other teams and to those scheduling new changes for a clear overview and better planning.

Management reports provide insight into operational efficiency and turn-around times, and can be run from any area - on the changes themselves, or on the assets or other items on which changes occurred.

A full audit trail and documentation, is automatically created for every change to meet Sarbanes Oxley compliance requirements and eliminate the need for manual documentation by employees.

LDAP / MS Active Directory integration provides secure and centralized access control, while single sign-on allows users to login to the system without re-entering password information.

Web Services and REST APIs provide a service-oriented architecture for full integration with other enterprise systems.

For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit our http://www.agiloft.com/change-management.htm page to learn more about Change Management with Agiloft.

About Agiloft

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's innovative applications for Help Desk, Contract Management, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit http://www.agiloft.com.