# Change Management

## Challenge

Traditional IT change management processes are often slow and manual, and naturally viewed as an impediment to the speed of doing business especially in today's DevOps world. Also, the high rate of technology changes lends the old ways of doing change management obsolete. There is no doubt that change management is very essential in controlling risk and minimizing service disruptions. But change managers need to become change enablers. And organizations need to enable high velocity changes with clear assessment of risk and impact and with clear lines of communication.

## Solution

ServiceNow is pioneering the way forward when it comes to change modernization.  Change teams are modernizing to serve a more mature dev community without compromising the stability and governance mandates of their respective organizations. Stacking features from ServiceNow like Change Success Score, Change Approval Policies, Risk Intelligence, Conflict Detection and Multimodal Change creates an environment where every change lifecycle is matched with absolute precision and artificial change barriers are eliminated.

ServiceNow Change Management also lets you automate approvals for low-risk changes to drive greater process efficiency. For complex changes, the Change Advisory Board (CAB) Workbench serves as a single destination to automatically plan schedule and run CAB meetings efficiently.



*Change Management dashboard  provides visibility into changes to  strengthen efficiencies of the change process.*

## Overview
ServiceNow Change Management is a new-age change management solution that can leverage built-in AI to simplify, automate and accelerate complex change processes with full information on risk and impact. Minimize incidents and dramatically lower the cost of changes.

## Benefits

**Extension to modern dev practices** using multimodal change models that can be tailored to change activities
**Automate change approvals** using the built-in Change Success Score to automatically approve low- risk changes.
**Accelerate changes** by leveraging automated change frameworks to reduce friction between IT and DevOps
**Integrate change processes across IT** with a single, auditable repository of all planned changes using the CAB Workbench.
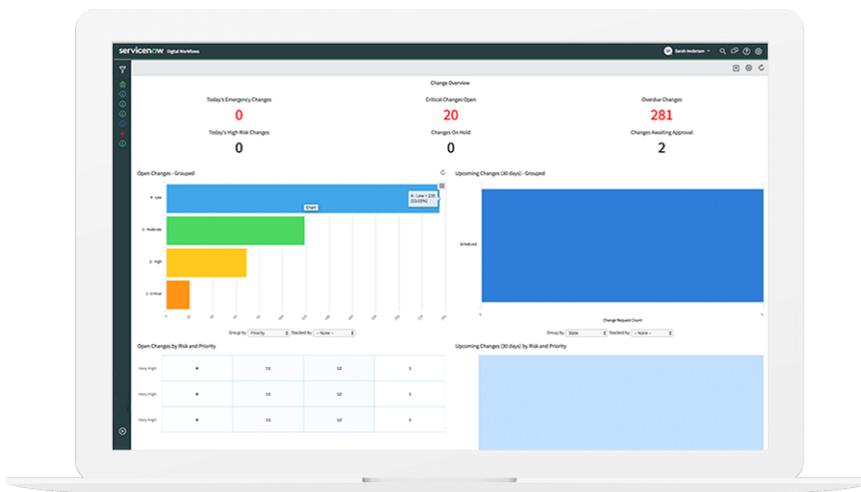
### The ServiceNow Difference

Built in machine learning that intelligently approves changes

Ready for DevOps and SRE environments

Seamless integration with vulnerability response, IT Operations and other IT processes

The most powerful born-in-the-cloud, ITSM platform in the world

# Features

## Multimodal Change Templates

Multimodal Change is a new innovation from ServiceNow that delivers a convenient and easy way for change managers to tailor change activities and flows to the specific use cases which they serve.   This is an extension of the existing ITIL OOB change types and workflow allowing customer to begin transitioning to "fit for purpose" models and flow designer without compromising existing investments.

## Change Success Score

Automate approvals based on change success score—a numerical expression that represents a group's change success history. It allows you to:

• Reduce the need for manual approvals
• Increase the velocity of work
• Evaluate the likelihood of future success

## Risk Intelligence

Machine Learning from ServiceNow is an ideal add-on solution to augment existing change risk analysis methods. Customers can choose from classification or similarity algorithms to drive data driven risk predictions. Change Management triangulates Risk Conditions, Risk Assessment, and an ML based Risk Prediction framework to form a risk profile of the proposed change.

## Change Advisory Board (CAB) Workbench

Simplify and automate your management of the many moving parts, people, and processes involved in a CAB meeting. Easily schedule, plan, and manage CAB meetings from a dedicated service portal, and use the integrated change conflict calendar to visually identify change conflicts.

## DevOps

Align with the pace of DevOps by connecting to your existing development tools and using automated change approval policies, while enabling good governance around these changes. Use ServiceNow DevOps to integrate your DevOps pipeline with ServiceNow change management to accelerate changes and derive new insights.

## Built-In Risk Assessment and Calculation

Evaluate risk through data-driven calculations and assessments that combine top-level CMDB data and user answers to a series of quantitative questions. Use the results to determine the overall change risk and make better, more informed decisions.

## Risk Conflict Detection

Detect and assess conflicts between planned changes with blackout periods and predefined maintenance windows. Use simple mode to look for conflicts affecting a single CI or advanced mode to automatically identify conflicts on related CIs. Then evaluate the conflicts and reschedule accordingly.

## Conflict Scheduling

Avoid potential scheduling conflicts and make scheduling easier by identifying the dates and times of the next available open windows in a consolidated view. Easily choose the date and time from the choice list in increments of five

## Manage Concurrent Changes

Manage changes using a fully interactive timeline and a traditional calendar interface that shows planned changes as well as conflicts with other changes, blackouts, or maintenance schedules. Use the timeline view for enterprise scalability when many concurrent changes occur across the environment.

## Visualize Change Impact

Gain a clear, visual understanding of the potential impact of a proposed change on IT, business services, and other CIs from the business service map. The map uses CMDB data to illustrate the upstream and downstream relevance of CIs that may be affected by a change.

## Change Approval Policies

Dynamic Change Approval Policies provide change teams with a convenient and effective way to balance velocity, stability and compliance based on individual change conditions.  Tailoring your change approvals so that they align with your organizations appetite for risk can dramatically increase change velocity.

## Configuration Management Database (CMDB)

Process change request and release plans using the CMDB as  system of record for all IT components. See your configuration items and the services they're connected to and understand the business impact of change requests and release plans. Enable better governance with a clear audit trail.

> " ServiceNow offers a platform that removes inefficiencies and gives us significantly better control and visibility

# 93%
Incident reduction

Danske Bank

servicenow.