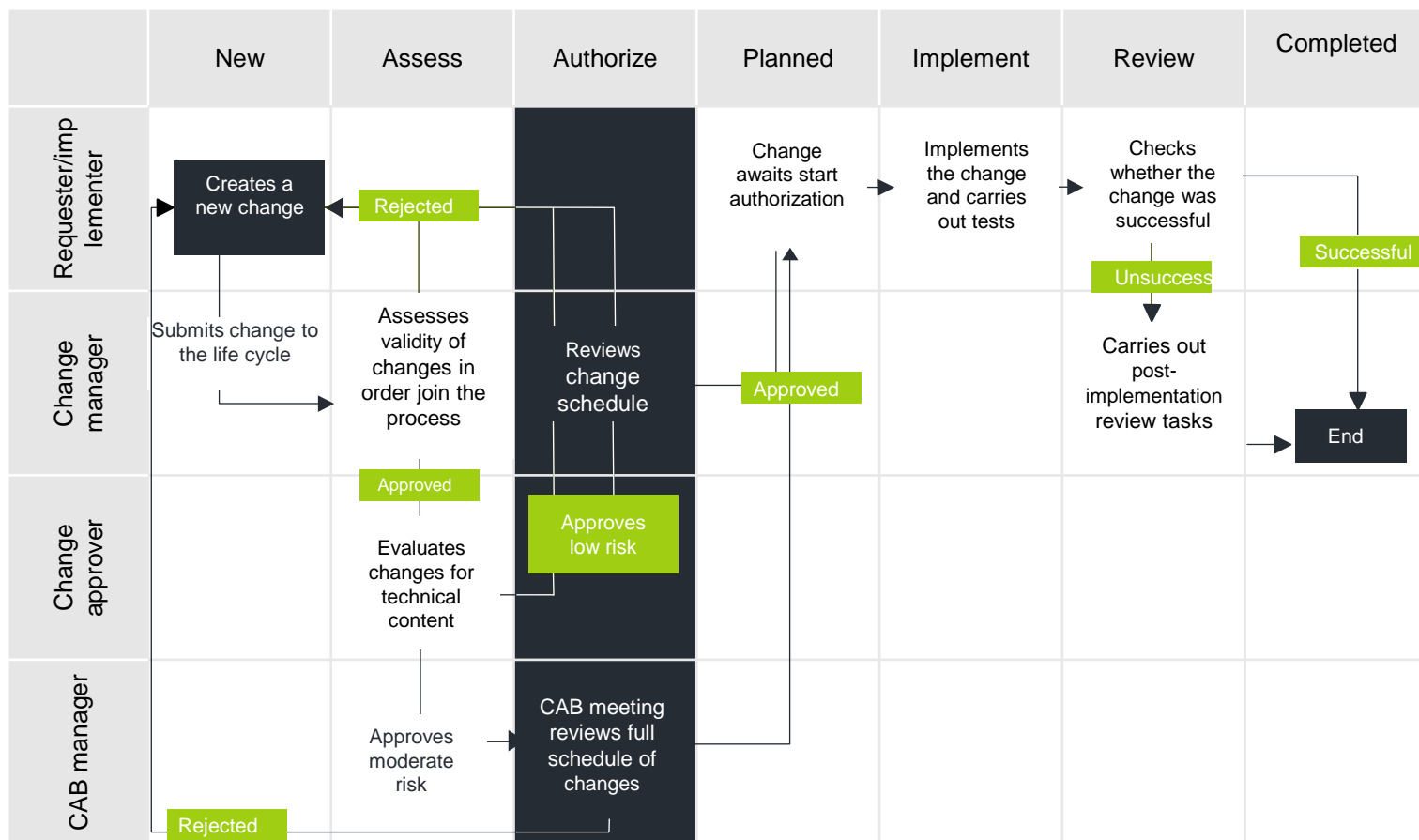




As illustrated by ServiceNow, the Change Management process ensures change can be methodically planned and efficiently implemented. Adverse effects on the user can be minimized at the same time.

Process visualization of Change Management



Change roles

Requester/implementer



- Request and planning of the change
- Execution and documentation of implementation steps
- Provision of backout plans

Change manager



- Ongoing support of change process
- Management and administration of all changes

Change approver



- Multiple people or also groups
- Assessment of change and risk planning

CAB manager



- Conducts CAB meetings
- Review of change schedule
- Approval/rejection of changes



Types of changes

Document change

- One-time pre-approved changes
- Performed regularly and successfully (low risk)
- On whitelist for system changes

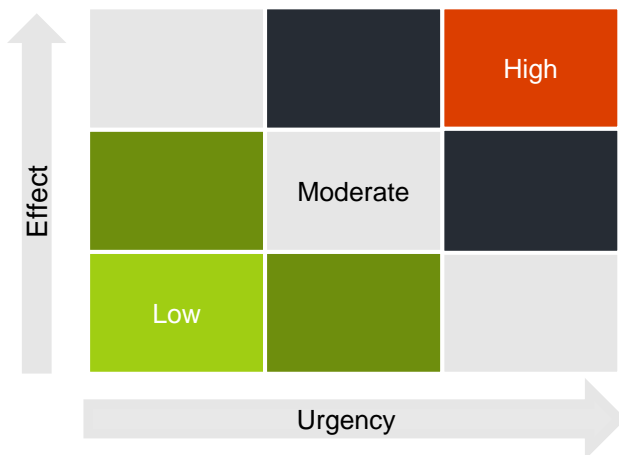
Standard change

- Normally scheduled change
- Sufficient notice for coordination
- Part of all the standard workflow's process steps.

Emergency change

- High urgency
- Shorter planning and approval processes
- Requires detailed analysis and precise management

Risk matrix



Examples of KPIs

Indicator	Goal
Percentage of documentation changes	Measures the project efficiency
Percentage of unsuccessful changes	Shows the effectiveness of the Change Management process
Percentage of incident-triggering changes	Representation of adverse effects on IT service quality

About us

Agile and new but with more than 30 years of experience—that's agineo, the largest partner of the platform provider ServiceNow in the DACH region. As an Enterprise Service Management specialist, we design business processes and implement them in software for well-known clients. To do this, we can draw on the broad technological expertise of the entire Materna Group, which is delegated across over 4,000 employees.

Our promise to deliver

With unwavering dedication and flexibility, we passionately take on responsibility for our customers. Our mission is their success, and we pull out all the stops to make it happen, both on time and on budget.