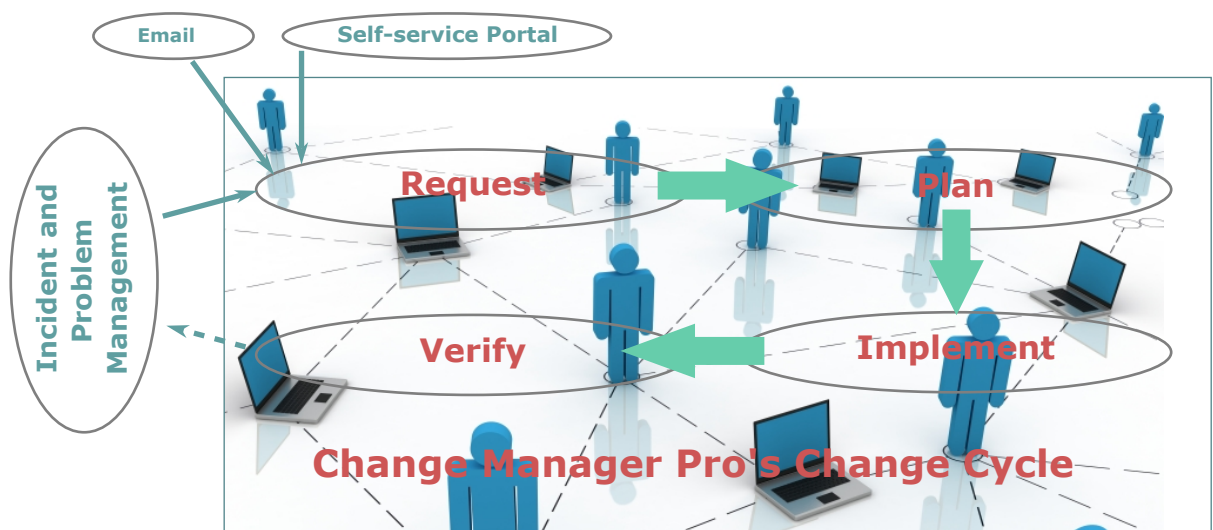# Vector

Change Manager Pro

Advancing the organization through structured change

Vector's Web-based Change Manager Pro facilitates the end-to-end processing of technology and organization change by promoting ITIL best practices.

Through use of Vector's Issue Tracker technology, Change Manager offers a comprehensive framework for managing change requests, while also granting a high level of customization.

Automated processes save time and resources while initiating change requests, planning and executing their implementation, and testing the resulting release.

Email   **Self-service Portal**

Incident and Problem Management

Request   **Plan**

Verify   **Implement**

Change Manager Pro's Change Cycle

Request –

• Submit **Requests for Change (RFCs)** in a number of ways: using a self-service interface, sending an e-mail, or generating a new request from an existing incident or problem ticket.

• Monitor **change progress** from within related incident or problem tickets.

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Plan -

• Prioritize and categorize **Requests for Change (RFCs)** with ease, through the use of powerful filters and workflow functionality.

• Enforce **approval requirements** based on specific factors, including: impact scope, risk, expected downtime, user visibility, as well as the type of change. Configure these factors to match the needs of your organization.

• Define the required approvers, and watch as Change Manager automatically handles the approval process. **Automatic notifications** will guide stakeholders to a secure voting interface, one which allows commenting as well as the ability to view who has already voted.

• Maintain a **detailed audit trail** featuring complete work and voting histories, as well as the e-mail communication between the change manager, and all involved stakeholders and contributors.

| Requestor Name: | Doe, Jane | Type of Change: | Routine |

Scheduled Implementation Date: 4/24/2014   Scheduled Implementation Time: 3:00:00 PM

Title: Upgrade all systems in the XYZ domain to use Internet Explorer 9

Description: The systems in the XYZ domain are in need of an Internet Explorer upgrade, as they frequently get infected with viruses. At the moment, they are equipped with Internet Explorer 6, an outdated browser that suffers from numerous security flaws.

Attachments: IE Version by Workstation.xls

Question: Should all computers in the XYZ domain should be upgraded to use Internet Explorer 9?

Vote: ☑ Yes, I Approve   ☒ No, I Reject

Approval Comments: Yes, this is a great idea. Let's move forward with it.

Approval Comments Log:
2/28/2012 4:57:14 PM   fsmith (Awaiting User Approval)
This is a fine idea. Computers AB3 and PL6 will particularly benefit from this.

2/25/2012 5:50:22 PM   jwatson (Awaiting Peer Review Approval)
I agree that this would be a good course of action, and will notify the members of my team.

• Establish a **hierarchy of approvers**, and define a sequence by which they should be contacted. When one group completely approves, the system will update the status, and contact the next group.

• Ensure stakeholders are up-to-date by sending automatic **status notifications**.

• Leverage **service-level agreements** to ensure change-related tasks are completed on time.

Implement -

• Define **testing procedures** and back out plans within the change ticket, allowing authorized parties to remain informed.

• Facilitate **change management of IT configurations** by integrating with any SQL-accessible IT asset or configuration database, such as that created by Vector's Asset Manager Pro or Asset Discovery and Mapping solutions.

Verify -

• Conduct a **post-release technical review**, ensuring that the desired outcome has been attained. Remaining issues can easily be documented within the change ticket.

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