

»» Change management

Several manual steps.
Or one automated process with full control.



Quickly and efficiently managing changes—from rebooting a file server to applying patches to an e-mail server—is critical to keeping your enterprise productive. If business has to wait, tempers go up and productivity and efficiency go down. Change management solutions make it easier, but you can end up spending precious time doing the same manual tasks over and over instead of focusing on other projects. You may feel like you're trapped endlessly putting out fires and never able to be more proactive.

There is a way to make it all faster and easier without relinquishing control over the steps taken or the outcome—add LANDesk® Process Manager to your existing LANDesk® management solutions. Or if you're not already using LANDesk® solutions, start now.

Use LANDesk Process Manager to create consistent, predictable automated IT workflows. And automate repetitive change management maintenance tasks to save time, hassle and money and go from reactive mode to proactive mode.

Say you manage 100 servers and:

- You have to take just four of those servers offline for a patch or other service once a month.
- 80% of your process involves redundant tasks that could be automated.
- Each service takes one hour of your time.
- Finance estimates your total hourly cost (wages, space, healthcare, equipment, etc.) at \$75 per hour.

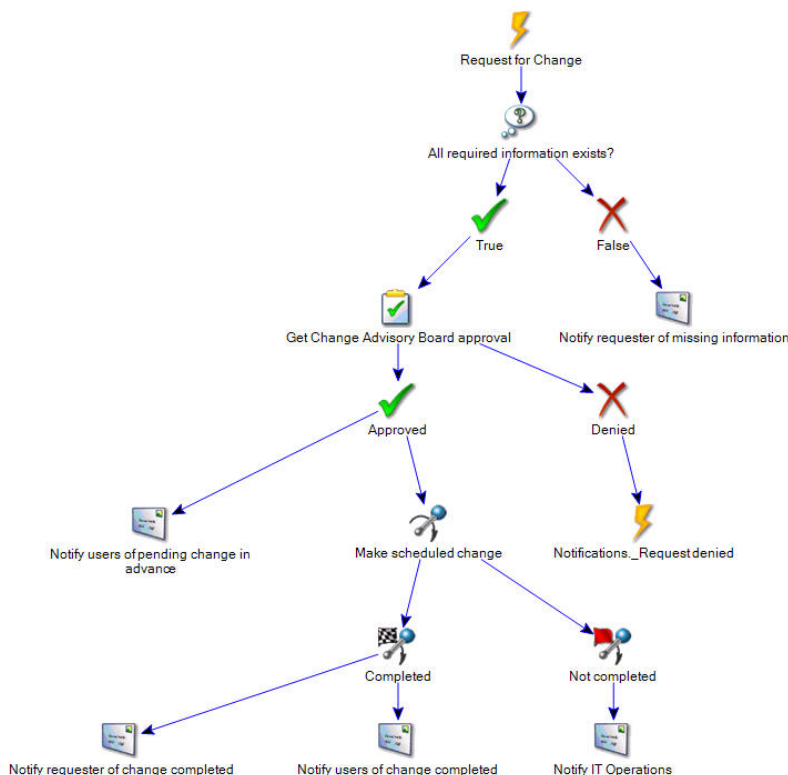
At that rate, each year, you spend 48 hours to complete these services at a cost of \$3,600. If you automated your change management process with LANDesk Process Manager and LANDesk management solutions, you could potentially save yourself 38 hours and the company \$2,880 annually. And that's just to take two servers offline a month. And that's assuming only 80% of your current process involves redundancy!

	Change Management without LANDesk® Process Manager	Change Management with LANDesk® Solutions and LANDesk® Process Manager	Savings with LANDesk Process Manager
Annual hours to complete	48	10	38
Annual cost to complete	\$3,600	\$720	\$2,880

That's 38 hours you can spend doing something other than redundant tasks—38 hours you can spend demonstrating and extending your value to the enterprise. You also:

- Perform LANDesk® management tasks even better with a process-specific tool that lets you automate without losing control
- Actually increase your control and flexibility while reducing risk
- Improve communications and reduce the burden on your IT team
- Facilitate access to information among different groups and more robust reporting through centralization

Sample Change Management without LANDesk® Process Manager	Sample Change Management with LANDesk® Solutions and LANDesk® Process Manager
<ol style="list-style-type: none"> 1. A change management request is submitted 2. You send an e-mail seeking approval from the change control board 3. You send an e-mail to notify affected users prior to the change date 4. You send an e-mail to notify the technician prior to the change date 5. You send an e-mail to notify the technician to complete the change 6. The technician e-mails you to let you know the change is made 7. You send an e-mail to notify affected users after the change is made <p>The end result: Servers are successfully serviced. You've had to open your e-mail and administration console multiple times throughout the process. You have no clear audit trail of how the process flowed or whether or not it was completed successfully.</p> <p>The sample above is already fairly optimized. Some processes are much more cumbersome and manual.</p>	<p>Create an automatic workflow—once—in LANDesk Process Manager and ever after:</p> <ol style="list-style-type: none"> 1. A user submits a New Change Request via Microsoft InfoPath form, a service desk ticket, intranet form, etc. 2. An automated workflow sends an e-mail seeking approval from the change control board 3. The change control board approves the request by clicking a button in the e-mail, triggering e-mails that: <ul style="list-style-type: none"> ■ Notifies affected users prior to the change date ■ Notifies the technician to complete the change and when 4. The technician clicks a button in the e-mail to notify you and affected users that the change has been made or if needed, reviews a calendar to find an acceptable window of time for the change, and whether or not there may be conflicting activities scheduled at the same time. <p>The end result: Servers are successfully serviced to your specifications and per your chosen process in just minutes—with just a few manual touch points and no trips to your console. You're working on more strategic projects. And you have access to a full audit trail of approval history, volume details, workflow status, history by contact or workflow and time to complete available at the click of a button. And, any time you want, you can drag and drop icons to refine or update your process as needed.</p>



A multistep manual process or clicking a button in an e-mail.

You decide.

Learn more about IT process efficiency. Contact LANDesk or your LANDesk Solution Provider to learn more about using LANDesk® Process Manager to manage your LANDesk® management solutions or switching from your current systems management solutions to a LANDesk environment today.

◀ With LANDesk® Process Manager, the entire software distribution process is a simple automated workflow you create once.

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