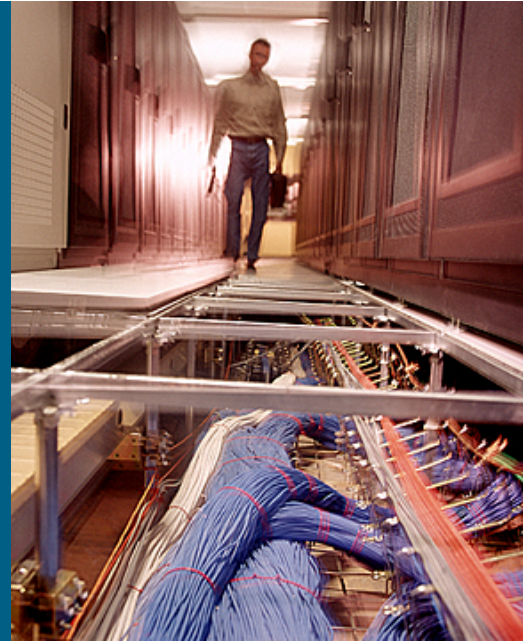




Cisco IT Technology Tutorial

ITIL at Cisco

Change and Configuration Management



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Produced by the Cisco on Cisco team within Cisco IT

Agenda

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Resources for Effective Change Management

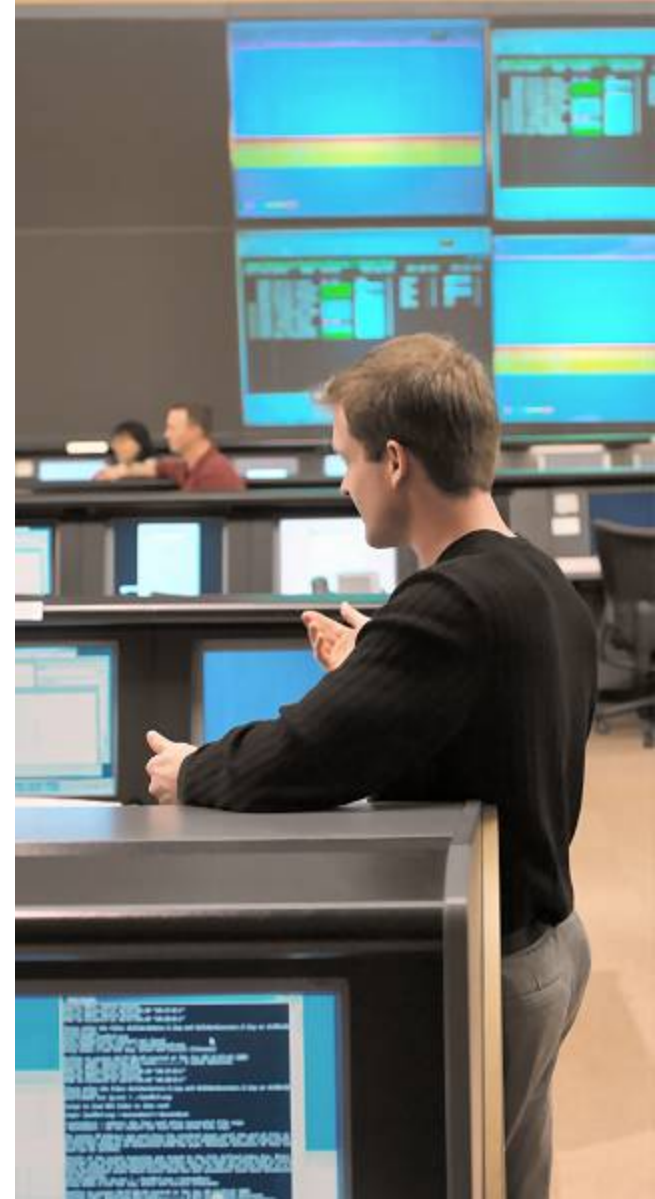
Change Management – Cisco IT Challenges

- Ever increasing need to improve customer experience
- Greater functionality introduces greater complexity
- Highly integrated processes and systems may have more risk
- New business models, Cisco Services, SaaS
- New technologies: Web 2.0, SOA, Unified Communications
- Running IT as a business



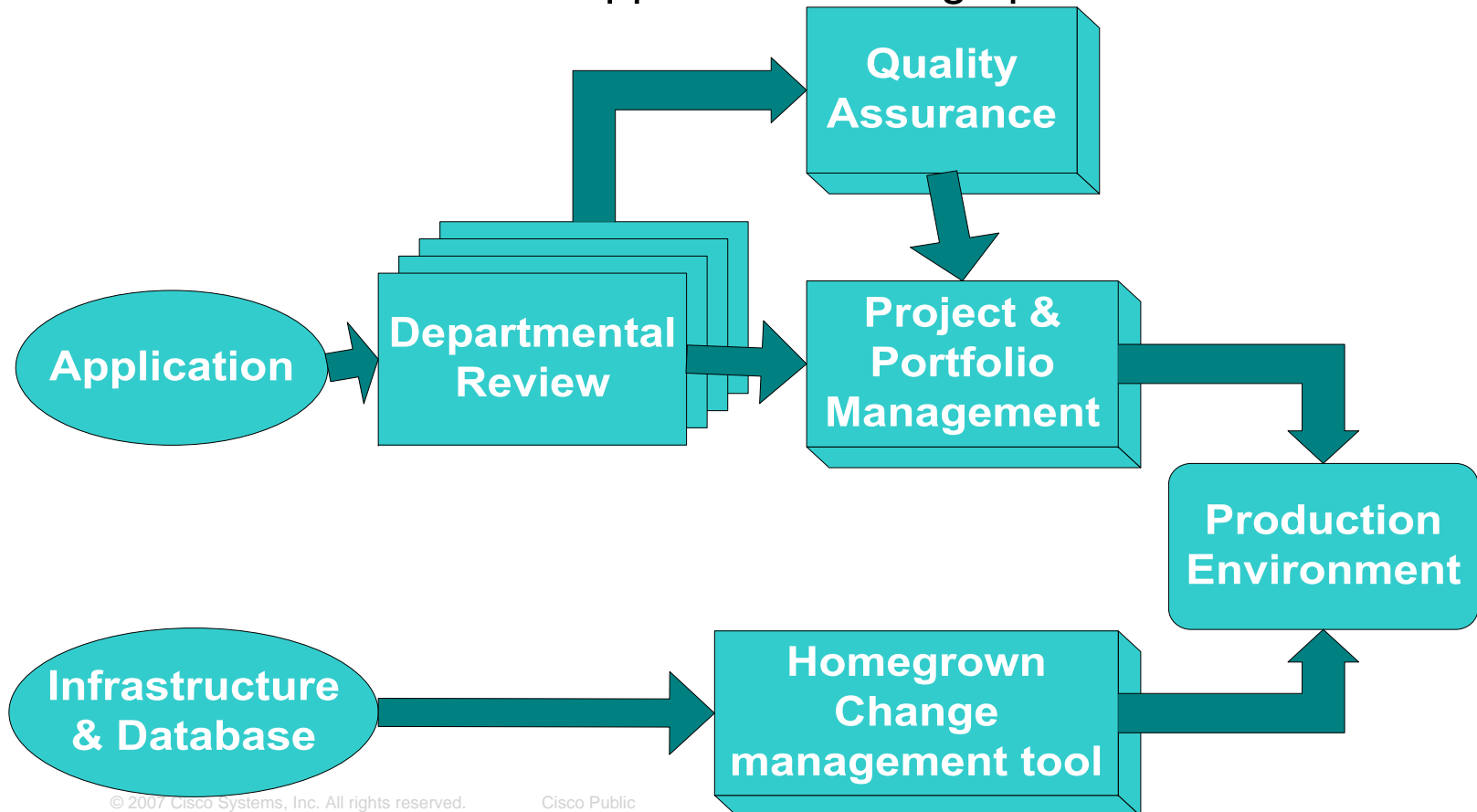
Change Management Goals and Objectives

- Respond to the customer's changing business requirements while maximizing value and reducing incidents, disruption, and rework
- Respond to the business and IT requests for change that align services with business needs
- Ensure that changes are recorded and then evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner



Change Management Current State

- Tradition of an IT culture emphasizing flexibility over control
- Introduction of IT-wide change policy
- Tools and processes are cumbersome and often redundant
- Unreliable information supports the change process

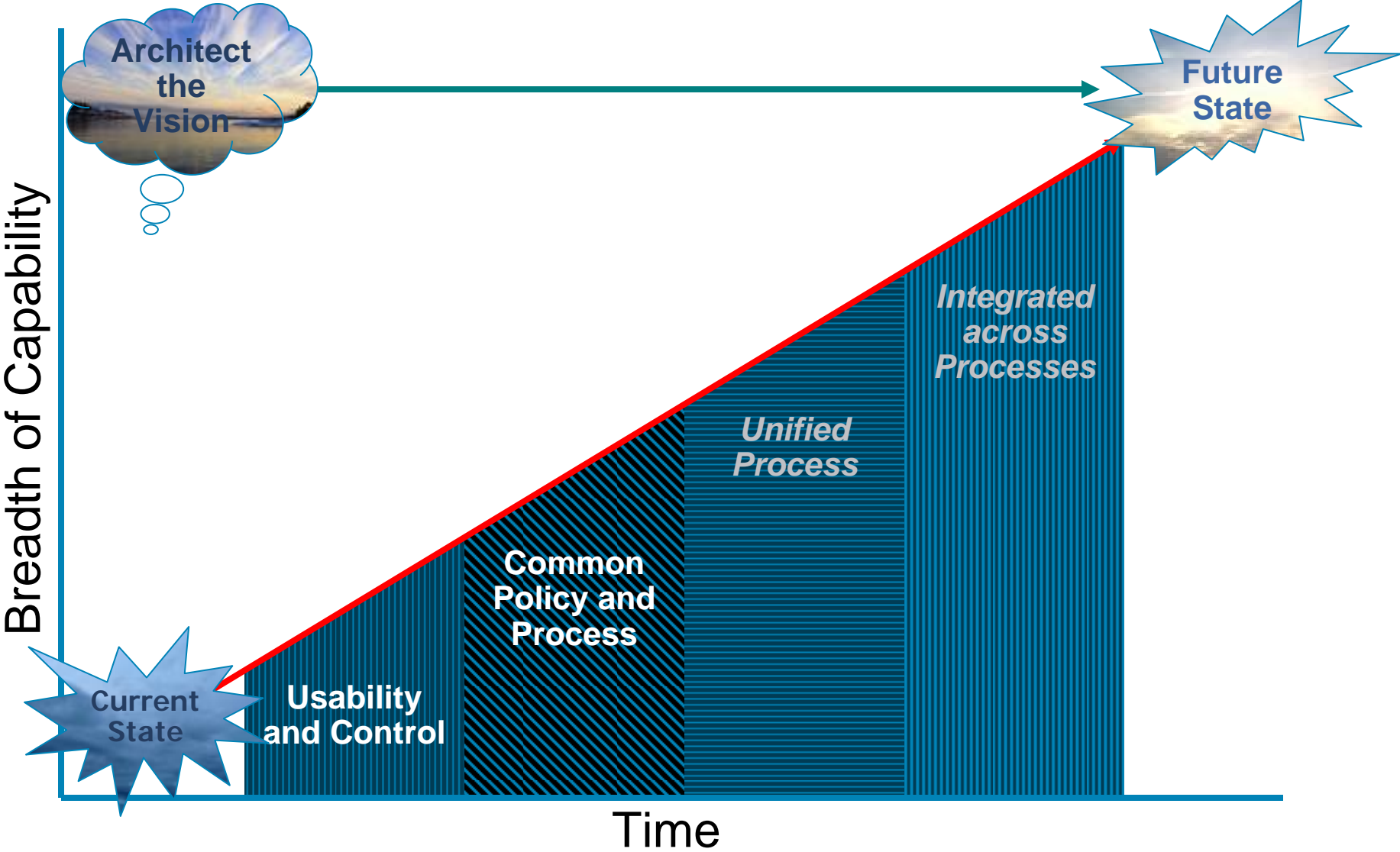


Change Management Activities

- Review change requests
- Change request reviews by various stakeholders
- Business benefit analysis
- Business impact analysis
- Installation impact of change
- Pre-implementation testing of change
- Post-implementation testing of change
- Post-implementation testing of failed changes

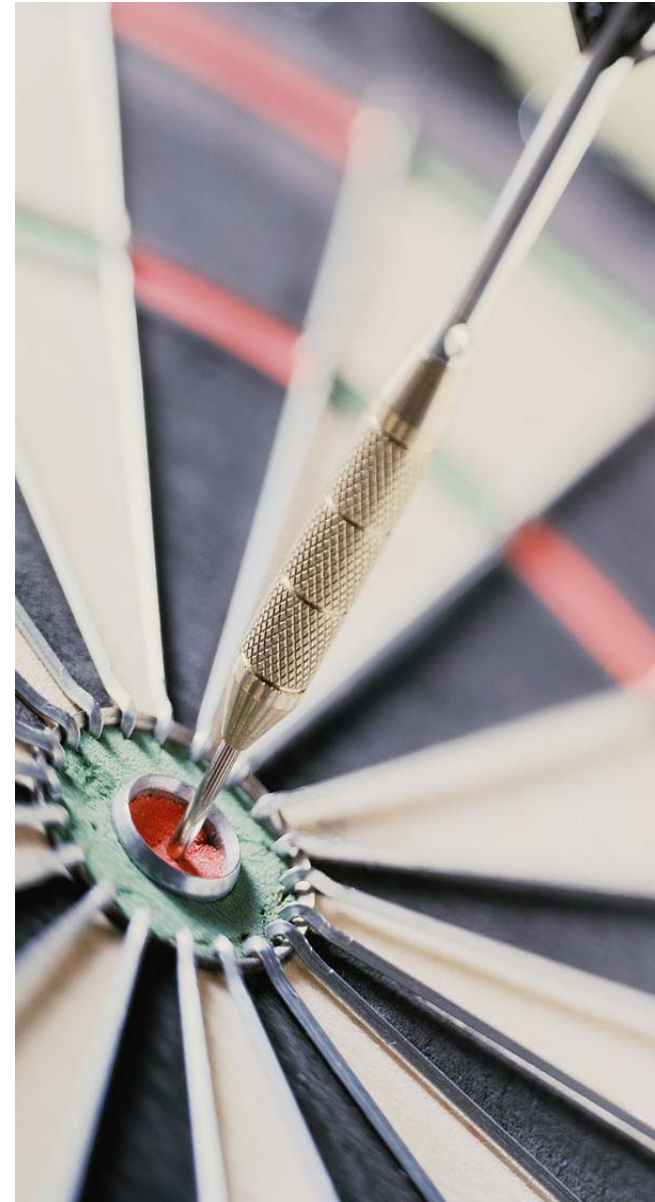


Change Management Roadmap



Objectives of CM Policy

- Create a single reference for change management policy and process which is applied by all IT senior staff members
- Provide clear direction, guidelines, and terminology to change management process users
- Improve visibility of accountable process participants
- Provide flexibility to allow incremental improvements to the policy as business needs or tooling changes
- Use industry best practices



Change Management Policy



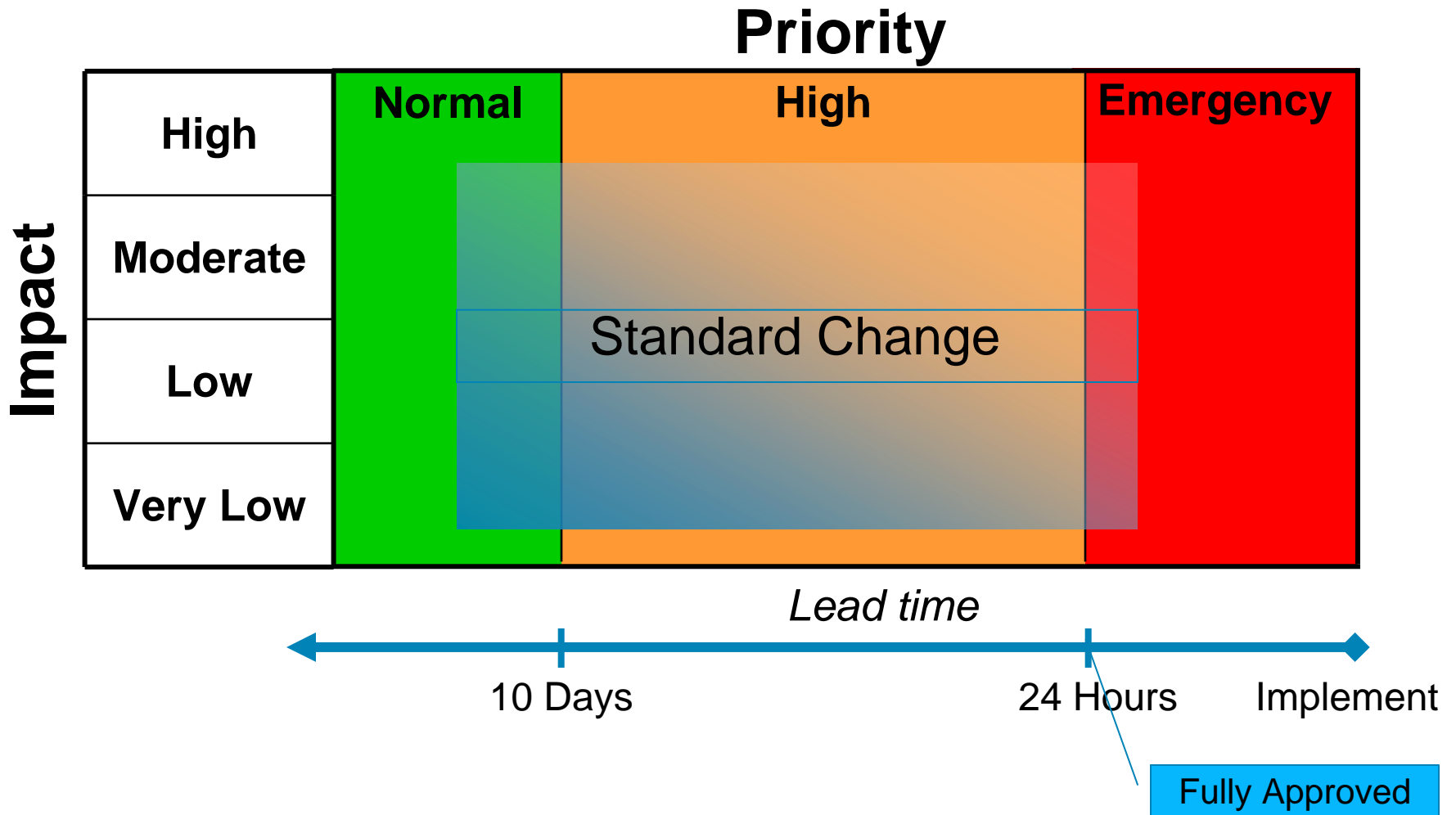
- Governing policy for change management at Cisco
- Approved by senior staff
- Governs all changes to the IT production operating environment
- Implemented through homegrown change management tool

Highlights of the Policy



- Responsible manager and accountable director
- Approval group/manager required on all changes
 - (no auto-approvals)
- Conforming test environment
- Timing: 10-day submission, 24-hour approval
- Emergency changes
- Critical configuration item
- Standard change

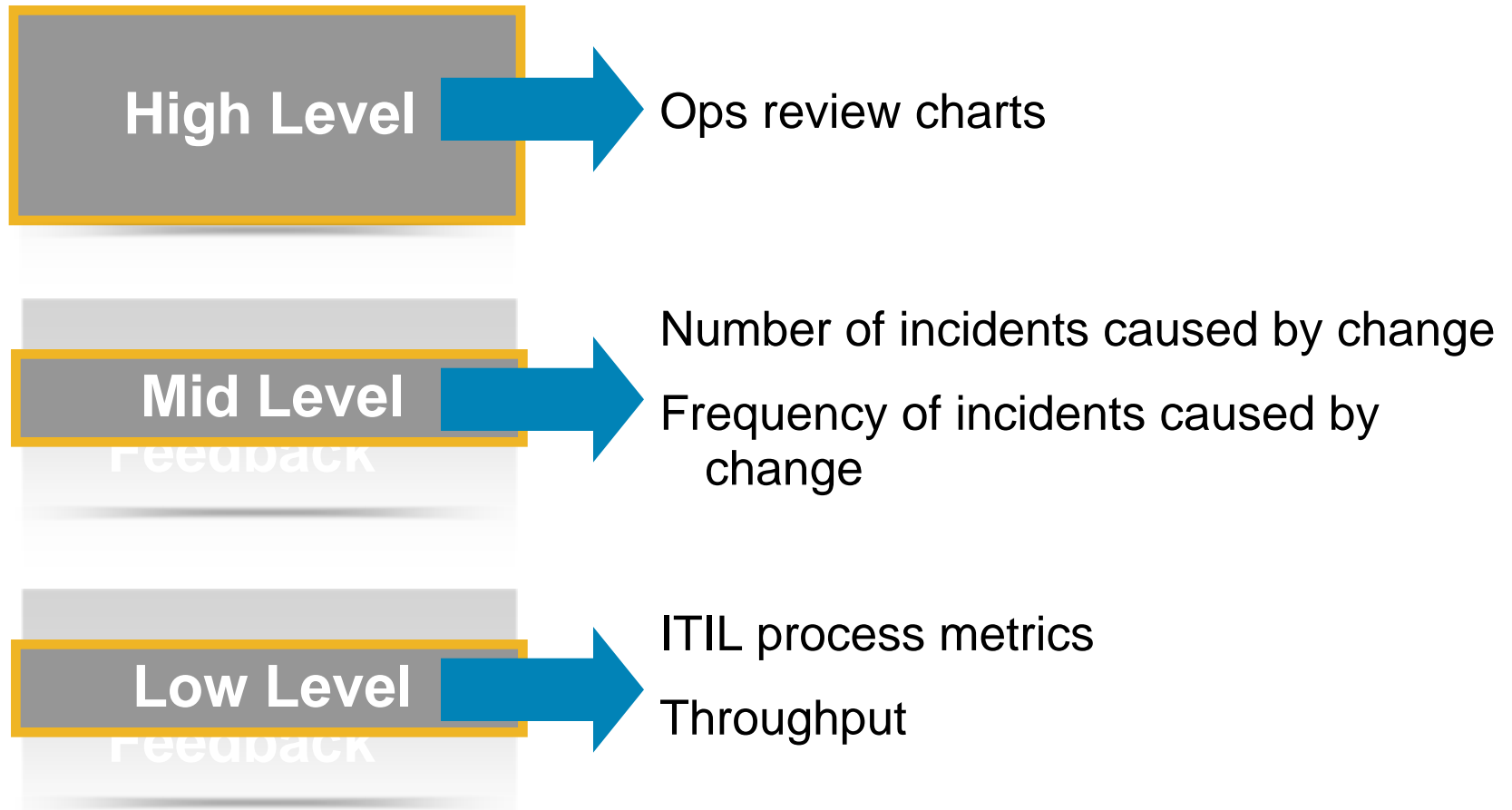
Changes by Impact and Priority



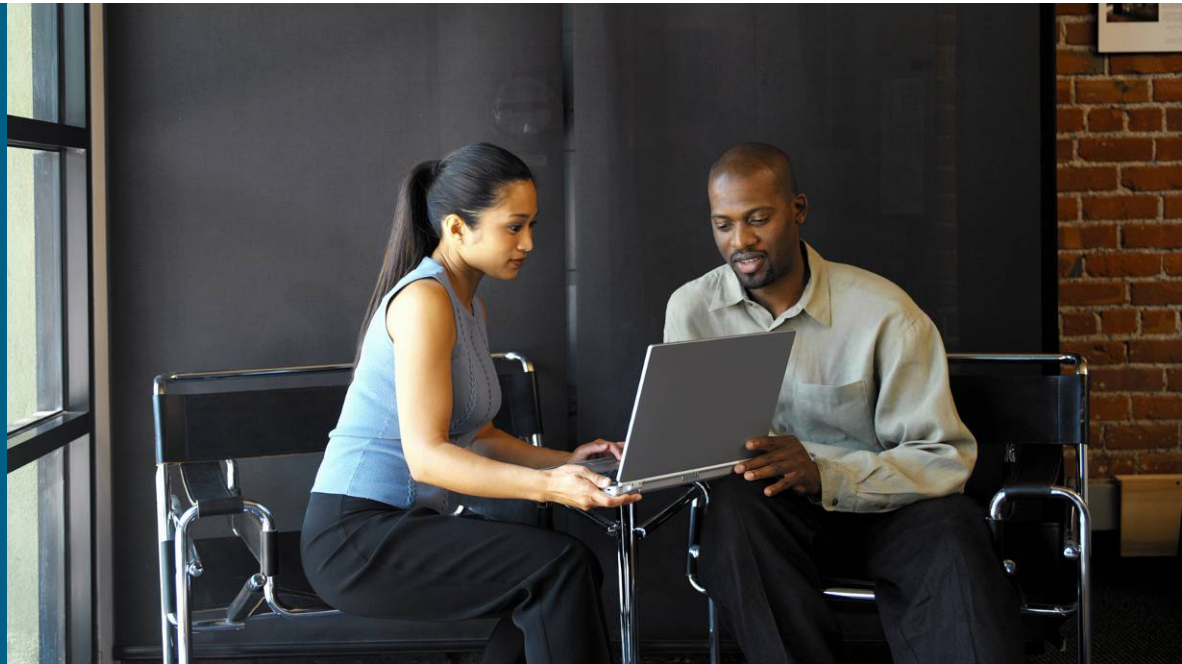
Change Management Resources

- Forward schedule of change listing all change requests scheduled for implementation each day
- Upcoming change requests with approvers report
- Unified operations calendar (beta) lists freeze periods, corporate events, maintenance windows, and moderate- to high-risk change requests
- IT Freeze and Release Calendar lists freeze dates and period close dates

Metrics and Reporting



Q and A



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