

Keys to Effective Systems Change Management

Critical Resources and Change Methods

- Types of changes that must be tracked/controlled:
 - APF, Linklist, LPA, Proclib, Parmlib...
 - Any system resource that can affect availability

Environment for Systems Changes

- 24/7 Availability, Minimum IPL's
- Sys Progs must be able to make dynamic changes with tools such as:
 - SMP/E, ISPF, IEBCOPY...
- Effective systems change management must be able to track and manage all changes regardless of tools used.

Environment for Systems Changes – cont.

- Management, systems support staff must be able to ensure systems are not affected with dynamic changes and that audit requirements are met.
- Ageing/ shrinking support staff, turnover and new trainees
- Real time monitoring via SIEM
- Processes should track:
 - Every step, change and event start to finish for any product or maintenance install

Automated Change Management

- Most institutions adhere to some form of “best practices”
 - ITIL, COBIT prescribed IT governance, internal and external audit compliance, and management methodologies
- Paper-based processes
 - Lack the system interfaces to ensure all requested changes are completed and no unauthorized changes are made.
 - Doesn't enforce compliance and security

Effective Systems Change Management Software

- Tracks and backs up authorized changes
- Includes capabilities to track commands that can dynamically make changes to critical resources
- Automatically prevents unauthorized changes

Ease of Use

- Change management processes must minimize the demands on time of users charged with implementing changes.
- Automation of processes achieves maximum productivity.
- Change approvers must quickly determine what they are approving.