

# Sacramento



## Newsletter



### **Change Management and the Service Desk**

**Evelyn Milani, President of InfoSYS Inc.**

Wikipedia says that "Change Management is an [IT Service Management](#) discipline. The objective of Change Management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to controlled IT infrastructure, in order to minimize the number and impact of any related [incidents](#) upon service.

I hear horror stories about the activities that arise on the Service Desk when the software development or networking department releases an upgrade, makes changes, etc that impact how your customers use their technology. We are immediately put into a reactive mode. Our colleagues have the right mindset to make changes during non-peak hours, but without a "process" where-in the support mechanism can do just that-support the customer and the department making the changes, the event has a negative impact on productivity and client satisfaction. Moreover, without Change Management process in place, the result may be "poor audit findings, service outages and unplanned work, delay of strategic projects" and more. A company with solid Change Management sees less time on unplanned work, lower emergency changes and less outages when change takes place. Ultimately, it all adds up to better service to your

customer and lower costs to your company.

Implement formal Change Control and you will improve your service to customers, your company will have greater audit-ability, and the infrastructure will be stronger because of it. In a White Paper by configuration and audit control company TripWire\* it is recommended that you "enforce your change policy, changes to service stacks must be audited, made visible and documented". Set basic and advanced control objectives for both audits and authorization. Any unauthorized changes must be investigated." At the end of the day, implementing effective controls and policies will ensure better service delivery to your customers and higher productivity to the service team.

\*Tripwire White Paper Enforcing IT Change Management Policy

### February 2008 Issue

What's in this month Newsletter:

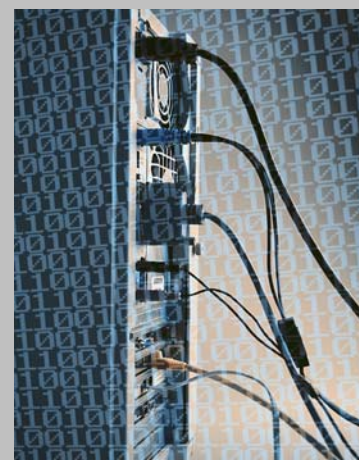
#### **Change Management and the Service Desk**

Meeting will be held at on February 21st at Heald College, Rancho Cordova

Agenda

Calendar

Sponsor





## February HDI Meeting Location and Agenda!

Heald College  
2910 Prospect Park Drive  
Rancho Cordova, CA 95670

Directions from downtown:  
Take Hwy 50 East to Zinfandel Drive.

Exit at Zinfandel Drive, stay in the middle lanes.

Continue straight across the intersection onto Gold Center Drive. (Do not turn left or right onto Zinfandel)

Turn left on Prospect Park Drive.

Continue along Prospect Park Drive to Heald College.

### Agenda

2:15-3:00pm **Meet and Greet (Optional)** Join the chapter officers, members, and guests for refreshments at this informal networking opportunity.

3:00-3:15pm **Welcome & Announcements**

3:15-3:30pm **Sponsor Introduction & Presentation**

3:30-4:30pm **Guest Speaker: *Randi Weitzman of Robert Half International***

4:30pm **Door Prize Drawing**

Meeting location provided by:  
**Heald College**

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# February 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14 Valentines Day	15	16
17	18	19	20	21 HDI Meeting	22	23
24	25	26	27	28	29	