

# HP IT Change Management Suite

Software Version: 7.0

## Integration Guide

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This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

**[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)**

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- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels and HP Passport, go to:

**[http://www.hp.com/managementsoftware/access\\_level](http://www.hp.com/managementsoftware/access_level)**

# HP IT Change Management Suite 7.0

## Overview

HP IT Change Management Suite software licenses include the following products or modules, which are designed to work together to provide you with a complete solution for your Business Technology Optimization needs (licenses must be purchased separately from the Media package):

- HP Service Manager Change Management
- HP Release Control Change Edition

The HP IT Change Management Suite is available in two license configurations, one for Named users and the other for Floating users.

## Features and Benefits

HP IT Change Management Suite software provides a complete solution to manage the end-to-end change process, including scheduling, managing approvals (including change advisory board), and measuring impact and risk. The HP IT Change Management Suite provides the following benefits:

- Management of the end-to-end, ITIL-aligned change processes, including approvals and | collaboration with (CAB)
- Automated impact analysis, risk assessment and collision detection
- A consolidated a forward schedule of change

### Integration Behavior

The integration of HP Service Manager Change Management and HP Release Control Change Edition provides the following key integration functionality:

- the conversion of change-relevant HP Service Manager requests to generic requests that can be processed by the HP Change Control Management server.
- the identification of configuration items (CIs) within the collected requests, based on specified analysis rules. When HP ServiceCenter is integrated with HP Universal CMDB (for details, see “Installing HP ServiceCenter” on page 26), HP Change Control Management can locate CIs using the CI or change request IDs. A configuration item, in this case, represents a physical or logical entity in your IT environment, such as a server or service.
- the identification of requests involving common key elements that are scheduled to take place over the same or adjacent time periods (colliding requests).
- a calculation of the compliance of each change request that fits the configured time period categories with the rules pertaining to these categories.
- the automatic creation of action items for certain requests.
- the presentation of impact analysis calculation results, risk analysis calculations, time period compliance results, colliding requests, detected changes, and automatically created action items in the HP Change Control Management Web-based application.
- the online discussion of requests and assigning of action items relating to the approval/rejection of these requests by those involved in the change process.
- the approval or rejection of HP ServiceCenter requests from the HP Change Control Management Web-based application.
- the sending of e-mail notifications for created action items as well as user-selected

change requests and action items.

## Installation Overview

For best results, installing the HP IT Change Management Suite requires that you install the various suite components in a specific order. The following is the high-level sequence of installation tasks:

1 Install and configure HP Service Manager. See the *HP Service Manager Installation Guide*.

2 Install and configure HP Release Control Change Edition. See the *HP Release Control User's Guide*.

For information about where to find installation information, see Additional Information Sources, next section..

## Additional Information Sources

For detailed information, consult the following information sources:

All manuals are available on the software media.

All manuals can be downloaded and viewed from the HP Software documentation web site at:

**[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)**

Electronic documentation is typically copied to the server system during installation. Check the product Release Notes for the location of the documentation on the server system.

### **Table 1 Information Sources**

#### **Source Name Description**

*HP Service Manager Installation Guide* Consult all relevant sections.

*HP Release Control Installation Guide* Consult all relevant sections