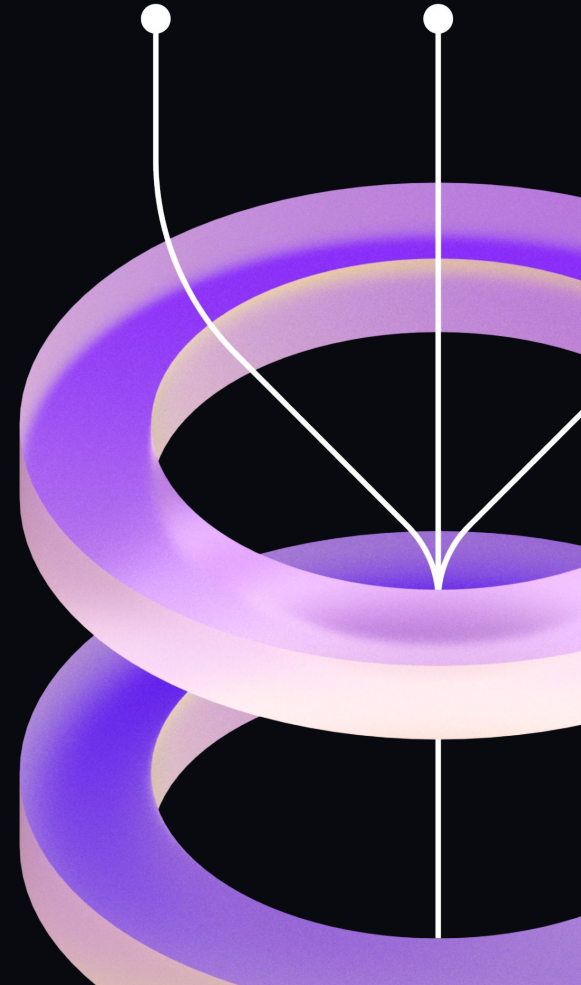


Document Management for ITSM & Change Enablement



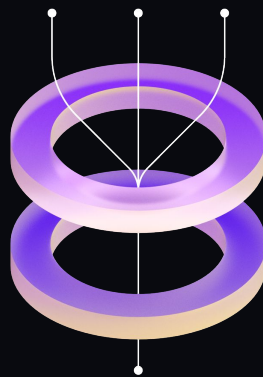
Agenda

- 01 Introduction**
Who are Ed and Melissa and what are we talking about today
- 02 Change Management**
High level overview of Change Management in the ITSM context
- 03 Documentation**
Where does Document Management play a part in Change Management?
- 04 Live Demo**
End to end Change Management JSM scenario including Document Management automation
- 05 Questions**
Crowd goes crazy! Questions and Answer session.

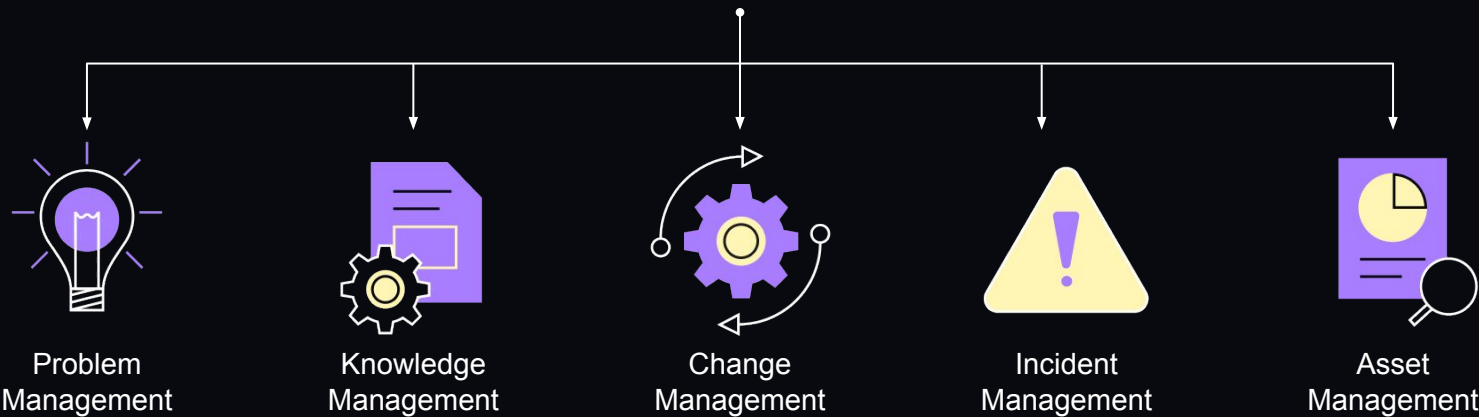


Ed Gaile

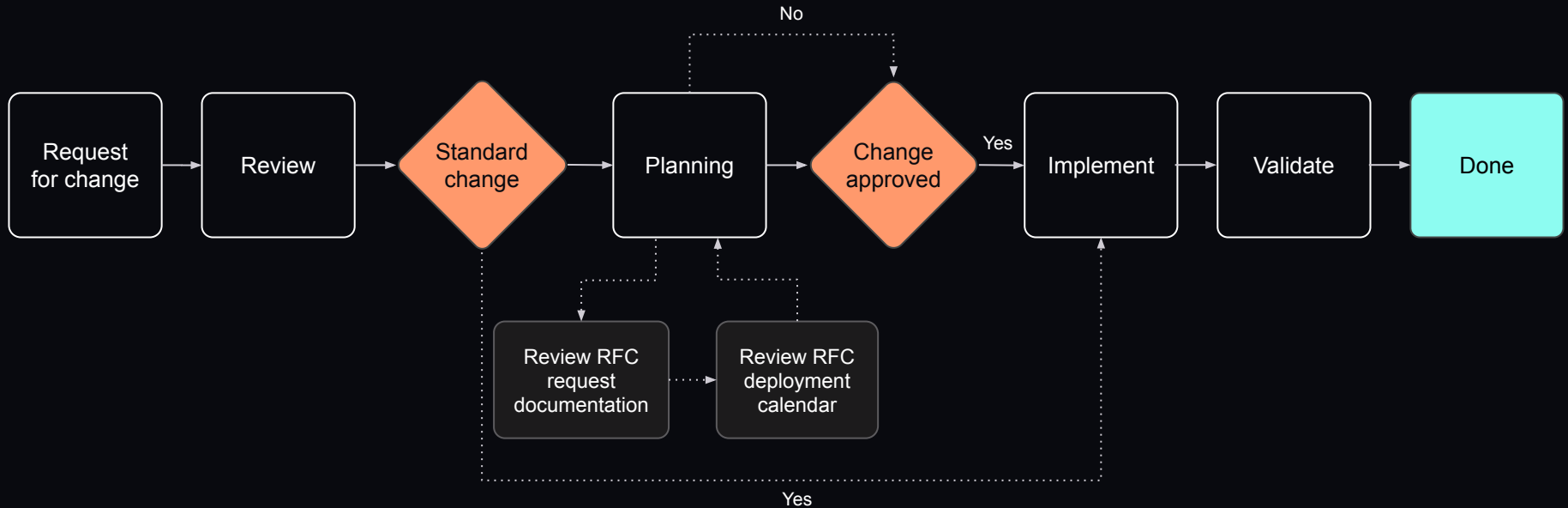
Senior Sales Solution Architect,
Appfire



ITSM



Change Management



Let's rock a demo!



Best practices

- Define & document Change Management Processes
- Define & document key roles and responsibilities
- Create a Request for Change (RFC) template & Release Note Template
- Automate the Change Management Process
- Apply SLAs to Change Management approvals
- Log all changes and when they occurred
- Identify and enable a communication plan
- Document rollback plans for all changes
- Lead retrospectives for **relentless** improvement

Questions?



Thank you for being a part of:

Document Management for ITSM & Change Enablement

Got follow-up questions on this topic?

Reach out to me at ed.gaile@appfire.com

Visit appfire.com/solutions/itsm

