

The background of the slide is a dense field of 3D-rendered numbers in various shades of blue and white. The numbers are of different sizes and are scattered across the frame, creating a sense of depth and complexity. Some numbers are in the foreground, appearing larger and more detailed, while others are in the background, appearing smaller and more blurred. The overall effect is a dynamic and abstract representation of data or information.

How do we
manage
configuration
change within an
IT organization?

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Saab IT

Agenda

- ◆ Short presentation of the company and the IT organization
- ◆ How is change management handled in an IT organization according to ITIL
- ◆ What are the challenge's for Configuration Management
- ◆ Going from focusing on change to focusing on configuration change
- ◆ Advice from you

Saab

- ◆ Swedish defence company
- ◆ Founded 1937
- ◆ 22 000 employees
- ◆ Located in 30 countries
- ◆ Customers in 100 countries
- ◆ Acquisitions such as Bofors and Kockums
- ◆ One company with several business areas and group functions

Saab IT

- ◆ Group function IT
- ◆ Business Areas IT
- ◆ One common IT process that only follows ITIL
- ◆ ITIL doesn't cover Information Systems entire lifecycle
- ◆ The way Saab works with ITIL, limits the possibility to have configuration control from requirement to end of life
- ◆ Focusing on IT Services

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Change vs Configuration Change

- ◇ IT Change is mainly focusing on WHEN in time
- ◇ Configuration Management change is focusing on WHAT is changed
- ◇ A merged process of the two is needed

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How do we incorporate Configuration Management in to an IT organisation?

Challenges

- ◆ Acceptance that change also is a part of Configuration Management
- ◆ Acceptance that ITIL Configuration Management is not handling complete Configuration Management
- ◆ Acceptance that Configuration Management is needed in order to get traceability, control and integrity even in an IT organization
- ◆ Acceptance that an IT Service includes Information Systems that needs to be under Configuration Management Control
- ◆ Acceptance from upper IT Management

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Moving forward

- ◆ Involving the right stakeholders to get buy-in
 - ◆ Focusing on Service Owners and Service Managers instead of process leaders in order to explain how their work can be easier (win-win)
- ◆ Culture change

Wanted

- ◆ The process, including recording changes, should be incorporated in the decided Configuration Management tool(s) in order to achieve the smoothest configuration management control.

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Advice from the experts