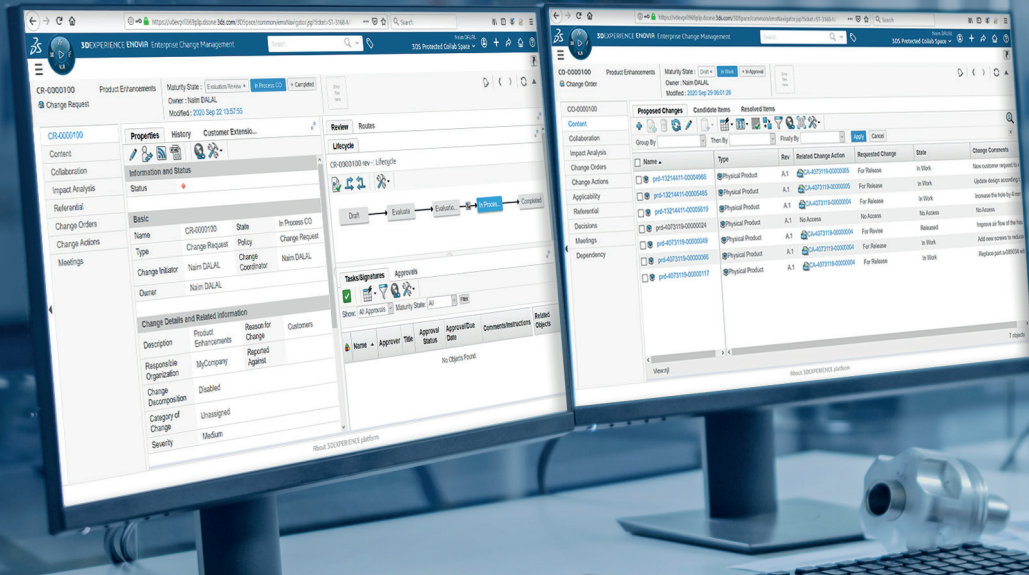# CHANGE MANAGER

OBJECTIVE:

Change Manager provides a closed-loop, collaborative change process that clearly communicates change decisions and assignments to all impacted domains.

Highlights:

- Provide closed-loop traceability on issues from submission to resolution
- Make informed decisions by obtaining a full impact assessment of change requests from all impacted organizations
- Orchestrate change scenarios from product governance to work-in-progress activities while maintaining strict controls and traceability
- Utilize change dashboards that clearly communicate change decisions and status across impacted organizations
- Reduce change orchestration time and cost with intelligent change management rules and automation

OVERVIEW

Change Manager helps companies improve operational efficiencies for global product development. The role brings organizations together under a single change methodology to streamline the coordination of change activities from product governance to work-in-process, while maintaining strict controls and traceability.

Change Manager accelerates product launch in multiple markets by supporting the parallel evaluation and implementation of changes.

Change Manager enables global product teams to collaborate on proposed changes and change assessments, and then implement product changes through an automated process.

CAPABILITIES

Issue Resolution

Change Manager provides closed-loop traceability on issues from submission to resolution. Organizations can allow any employee to submit issues against products. Review and analyze issues to determine their disposition. Issues identified as requiring a change in design can be resolved by a change request or change order.

Change Evaluation

Change requests capture the full assessment of a proposed change to allow stakeholders to make informed decisions before work is done. If approved, the change order process tracks all implementation activities.

Change Planning and Orchestration

The change order provides full visibility, validation and completeness of modifications done across impacted functions/domains. Change order owners can define the change scope and plan its execution across functional groups. The change order monitors the progress of the change and maintains traceability to each impacted function by creating change actions.

Change Implementation

Empower each technical function to incorporate required changes and obtain peer validation and approval. The change action provides the instructions of proposed changes and tracks realized modifications performed by assignees and contributors. Change coordinators define and assign change actions during the change proposal and assessment stage. Business owners and contributors have visibility to change status and can see the actions assigned to them.

Change Templates

Change administrators create enterprise, organization or personal templates. The change management framework provides two change templates: fast-track and formal. The fast-track change template executes simple changes that do not require a comprehensive approval process. The formal change template ensures the proper assessments and comprehensive Impact Analysis is done by all affected organizations.

Change Assessment

Comprehensive change assessments and Impact Analysis are available for evaluating a proposed change and the readiness for change. This allows stakeholders and change board members to make informed decisions before any change is done.

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