

XYZ Medica Inc.

Change Management

December 2006

Suggested additions to this basic report template

- Classify Changes as per the recommendations of ITIL then report against the separate classifications. This will allow much better identification of problem areas within the Change management.

Implementation

Implementation of this reporting template should be carried out along the following lines.

1. Import the Change template package to a Captell database.
2. Identify data within your organisation that matches that found in the Captell table **CHANGES\TABLES\CHANGES_RAW**. This data may be in several different sources.
3. Create table definitions to store your incident management data.
4. Create queries to manipulate your Change management tables (step 3) into a form that matches the structure of the **CHANGES\TABLES\CHANGES_RAW** table.
5. Change the source data type of the **CHANGES\TABLES\CHANGES_RAW** to be query based and point it at your query (created in step 4).
6. Delete all data from the **CHANGES\TABLES\CHANGES_RAW** table and run a table update to load your data to the system.
7. Ensure the KPI thresholds defined in **GLOBAL\QUERIES\KPI_TOLLERANCES** are correct for your organisation.
8. Ensure your table definitions have appropriate update schedules and data retention parameters defined.

Version and Release information

Component	Version	Date
This report template was produced with and for the Captell Reporting System	6.7.14	01 Mar 2007
Change Template	1.0.0	01 Mar 2007
Updated to include new background colour in conditional formatting	1.1.0	08 May 2007

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Executive Summary

The contents of this report are fictitious. The report serves merely to provide an illustration of the Captell reporting system when used for **Change Management Reporting** against the **ITIL framework**. The entire contents of the report can be tailored to suit your organisations specific needs.




Change Management aims to manage the process of change and consequently limit the introduction of errors and so incidents related to changes.

KPI Summary

The following table sets out the Key Performance Indicators for Change Management Reporting, their current values and tolerances. KPI's indicate the performance level of an operation or process within Change Management.

KPI	Current Value	Service target	Warning Level	Status
Change Efficiency rate	53.85	90	below 80	
Change Success Rate	96.43	90	below 80	
Emergency Change Rate	1.92	5	above 10	
Change Reschedule Rate	1.92	20	above 30	
Average Process Time Per Change	3.12	8	above 12	
Unauthorised Change Rate	0	5	above 10	
Change Incident Rate	0	5	above 10	
Change Labor Utilisation	59.15	80	above 90	





Key:

-  Satisfactory
-  Between Service target and Warning level
-  Exceeding warning level




Trends of the various KPI's are provided in the body of the report.

CSF Summary

The following table sets out how well Change Management is being carried out at XYZ Medica Inc. CSF's are made up from various KPI's that when combined describe the performance from a customer or business focus.

Critical Success Factor	Performance Level	Status
Protect Services when Making Changes	HIGH	
Make Changes Quickly and Accurately in Line With Business Needs	HIGH	
Make Changes Efficiently and Effectively	MEDIUM	
Use a Repeatable Process for Handling Changes	HIGH	

Key:

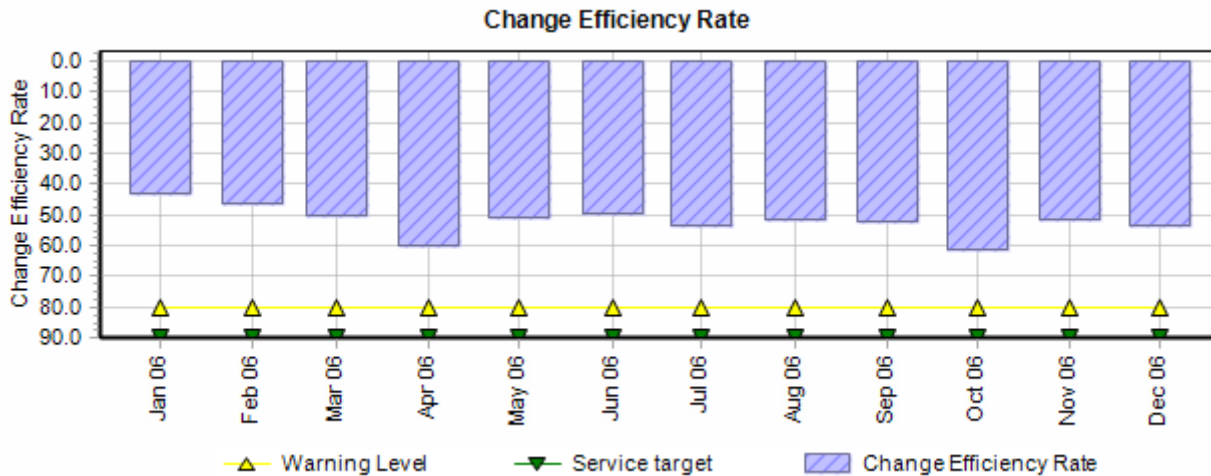
-  High All KPI's met
-  Medium Some KPI's met
-  Low No KPI's met.

Change Efficiency

Change Efficiency Rate

How efficient are we at handling changes?

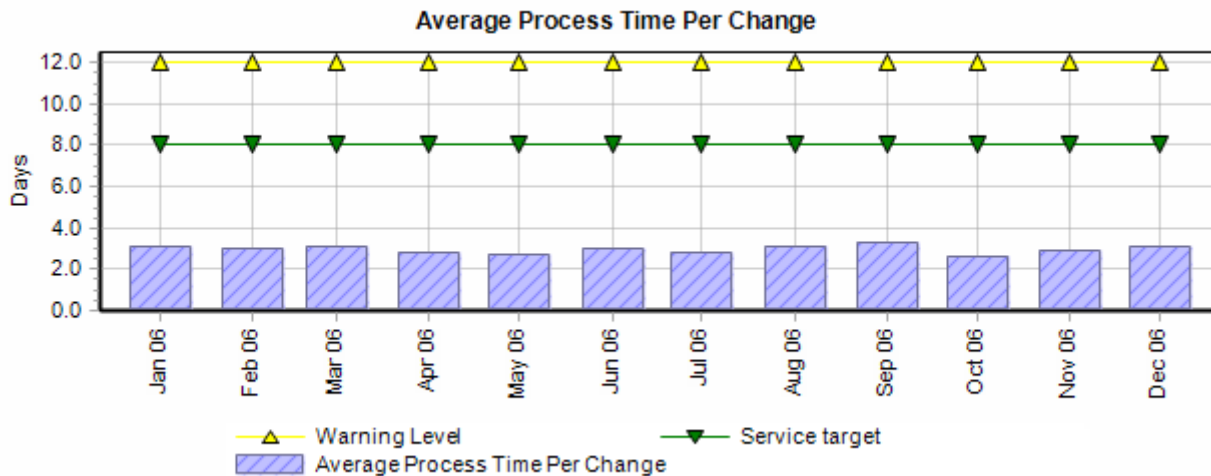
The following chart depicts the rate of change implementation as expressed by the number of implemented changes over the total number of changes in the pipeline. During the month of December 2006, 53.85 percent of changes in the pipeline were implemented. This represents an increase of 1.67 percentage points over the previous month. The Change Efficiency Rate is currently below the warning level **AND NEEDS URGENT ATTENTION**.



Average Process Time Per Change

How long does the average change take?

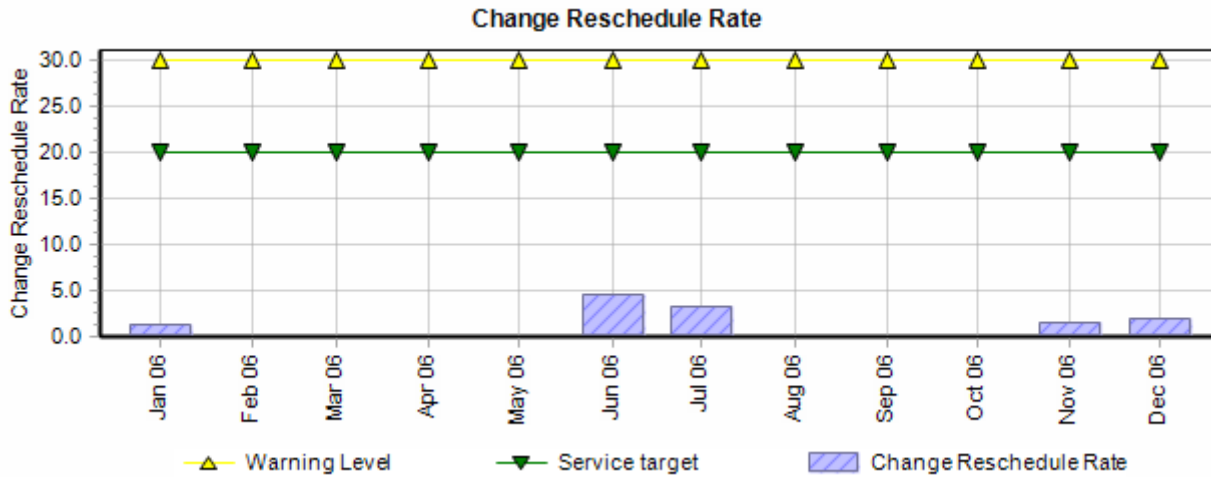
The following chart indicates the average time taken to implement a change. During the month of December 2006 on average it took 3.12 days to process a change. This represents an increase of 0.21 days over the previous month. The Average Process Time Per Change is currently within service targets.



Change Reschedule Rate

How well do we implement changes on schedule?

The following chart depicts the percentage of changes that needed to be rescheduled. During the month of December 2006, 1.92 percent of changes needed to be rescheduled. This represents an increase of 0.47 percentage points over the previous month. The Change Reschedule Rate is currently within service targets.

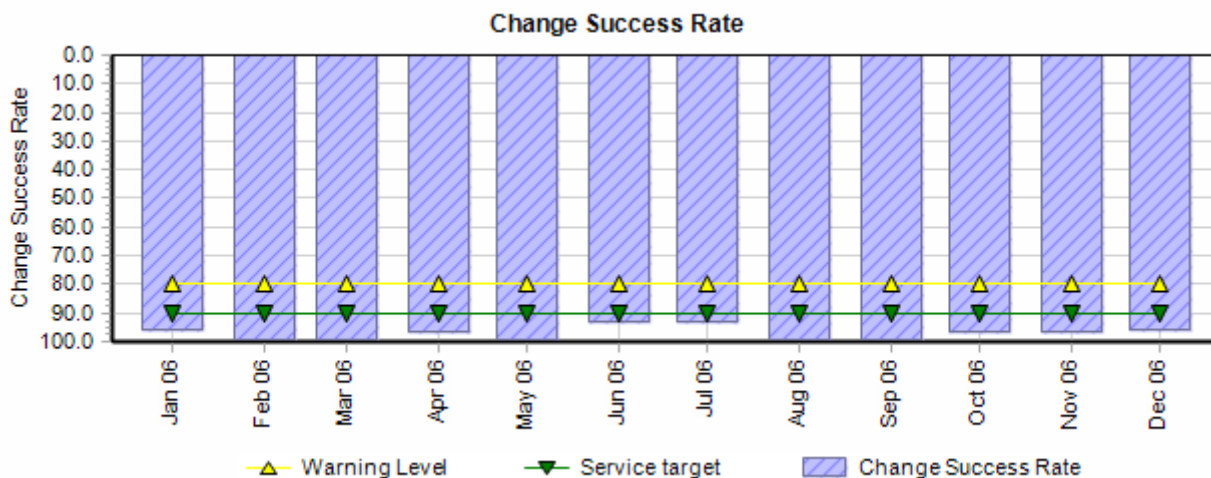


Change Effectiveness

Change Success

How effective are we at handling changes?

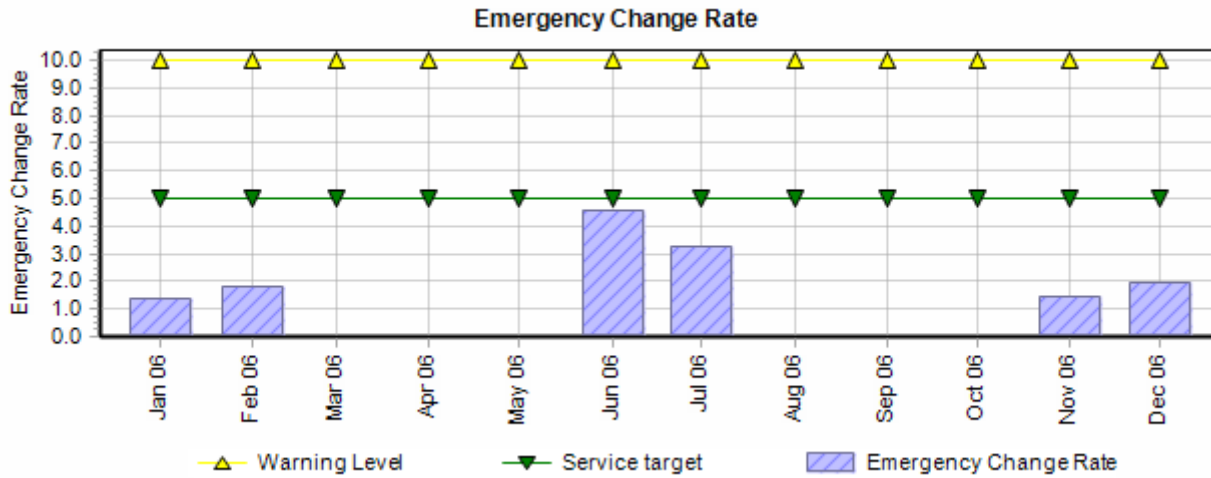
The following chart shows the rate of successful change implementation. During the month of December 2006, 96.43percent of changes were implemented successfully. This represents a decrease of 0.79 percentage points over the previous month. The Change Success Rate is currently within service targets.



Emergency Change Rate

What percentage of changes were emergencies?

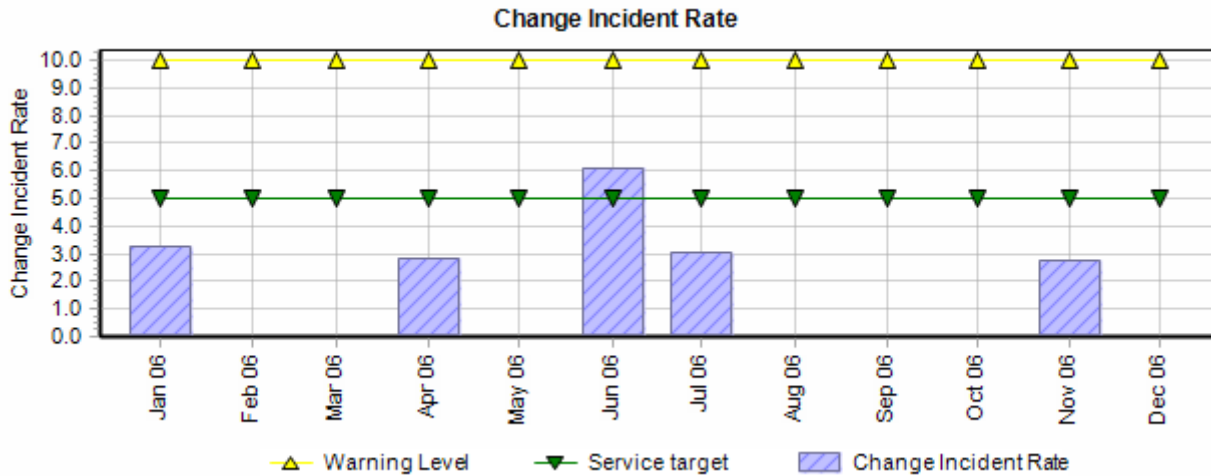
The following chart depicts the percentage of changes that were considered to be emergency changes. During the month of December 2006 1.92 percent of changes were considered to be emergency changes. This represents an increase of 0.47 percentage points over the previous month. The Emergency Change Rate is currently within service targets.



Change Incident Rate

What percentage of changes caused incidents?

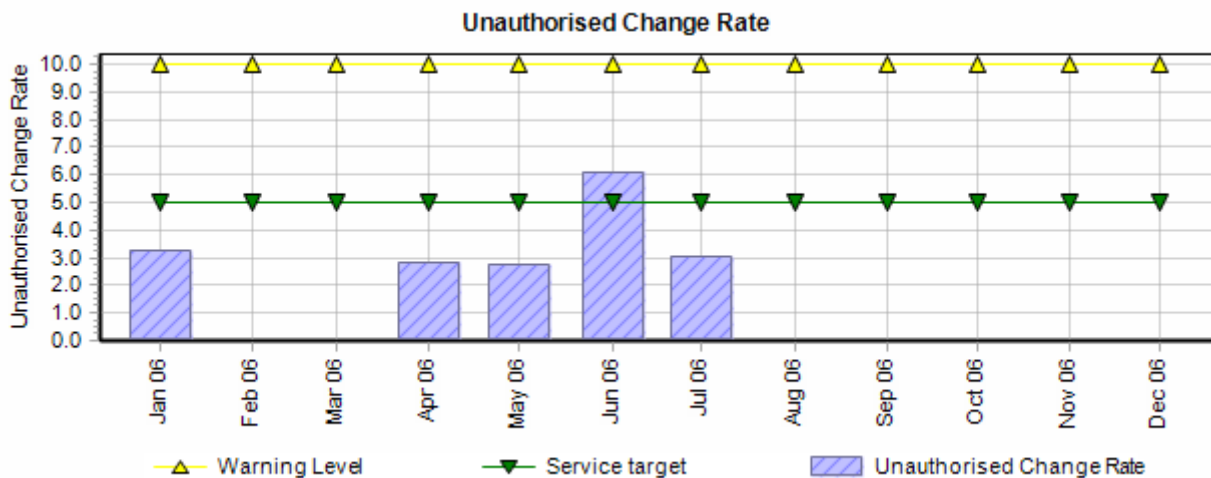
The following chart shows the percentage of all implemented changes that resulted in incidents being recorded in the Incident management system. During the month of December 2006, 0.00 percent of changes resulted in an incident being recorded. This represents a decrease of 2.78 percentage points over the previous month. The Change Incident Rate is currently within service targets.



Unauthorised Change Rate

What percentage of changes bypassed the Change Process?

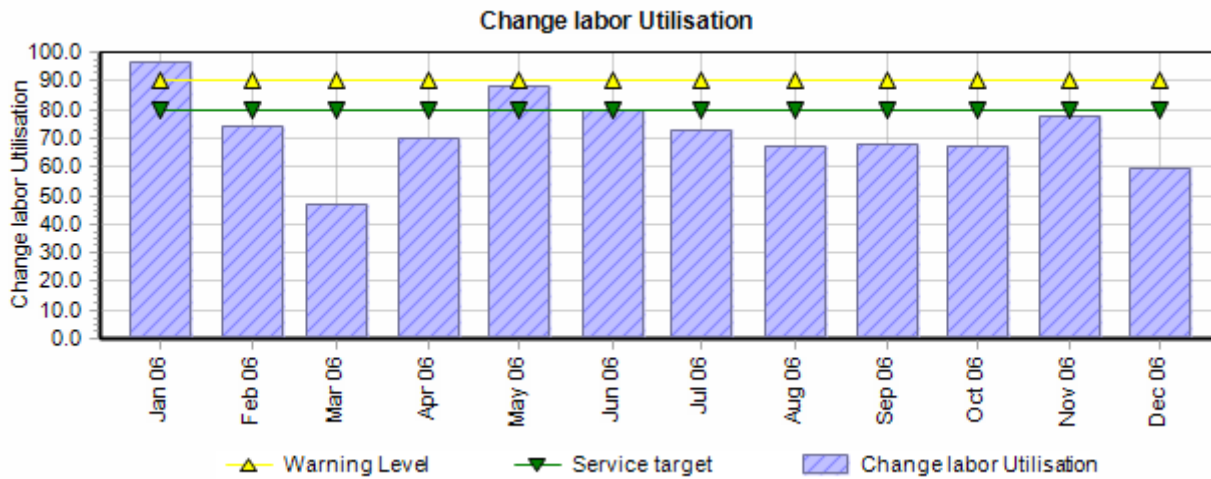
The following chart shows the percentage of all implemented changes that bypassed the change process. During the month of December 2006, 0.00 percent of all implemented changes bypassed the change management system. This represents no change of 0.00 percentage points over the previous month. The Unauthorised Change Rate is currently within service targets.



Change Labor Utilisation

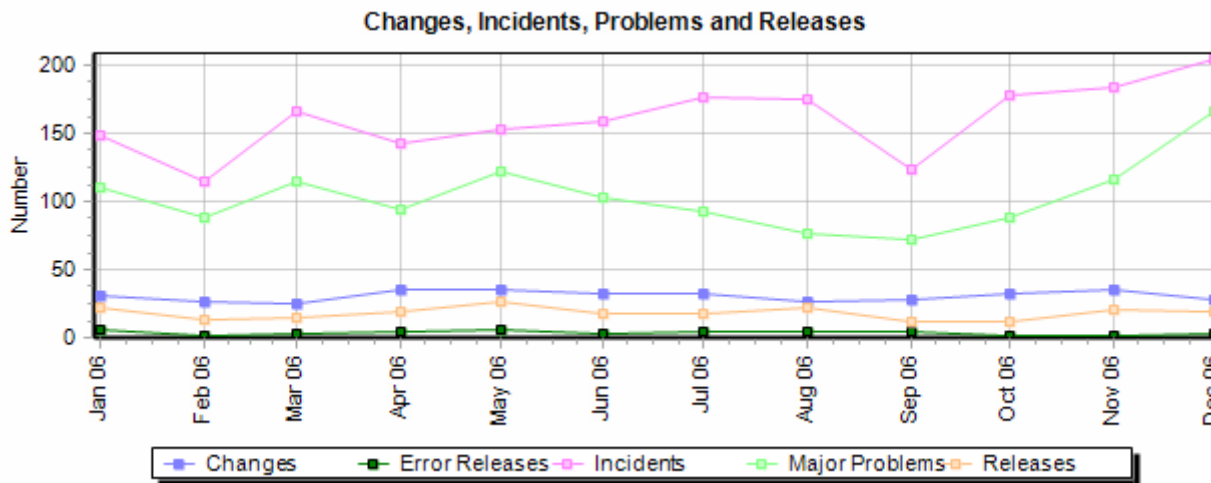
How much available labor capacity was used to handle and coordinate changes?

The following chart shows the utilisation of labor available for change management . During the month of December 2006, 59.15 percent of available labor was utilised for change management. This represents a decrease of 18.28 percentage points over the previous month. The Change Labor Utilisation is currently within service targets.



Changes, Incidents, Problems and Releases

The following chart shows the relationship between Changes, Incidents, Problems and Releases.



This report template produced for and using



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End of Change Report - Dec 2006
