

Release Post Implementation Review (PIR)

1. Basic Implementation Information

Basic Implementation Table			
Project Name:	Gamma Implementation	Change Number:	DEF8900
Release Manager:	Swapnil Wale	Project Manager:	Swapnil Wale
Release Date:	8-Aug-2018	PIR Date	25-Aug-2018

2. List of Issues faced during the implementation

#	Description	Date	Status	Owner
1	The allotted downtime window was insufficient to run all the test scripts, and we requested a <u>2 hour</u> extension (which was approved)	8-Aug	Closed	Grzegorz Skorupa
2	The contract stated that the support for tier 2 issues is 24X6, while the client demanded we fix a port malfunction on Sunday	8-Aug	WIP	Daniella Was
3	No budget was allocated for logistical support, specifically transport of servers to the clients' site	8-Aug	Open	Manish Naik
4	Different SOP's were used by the back-office personnel	8-Aug	Open	Michal Zigelman
5	The release took 2 additional resources than what was planned.	8-Aug	WIP	Neel Wale

Itil Change Management Post Implementation Review Template

**Yatresh Agarwal,Bill Cary,Sandy
Cash,Leandro Cassa,Brian
Demartini,Chris Duplantis,Alisson
Negrisolo de Godoi,Douglas
Barranqueiros Gomes,Vasfi
Gucer,Murat Kipel,Antonio Orlando
Neto,Caio Elias Saad,Ghufran
Shah,Peterson Domingos
Tamarindo,Krishnan
Venkitasubramanian,IBM Redbooks**

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IBM Tivoli Change and Configuration Management Database (CCMDB) V7.2.1 Implementation Guide Yatresh Agarwal,Bill Cary,Sandy Cash,Leandro Cassa,Brian Demartini,Chris Duplantis,Alisson Negrisol de Godoi,Douglas Barranqueiros Gomes,Vasfi Gucer,Murat Kipel,Antonio Orlando Neto,Caio Elias Saad,Ghufran Shah,Peterson Domingos Tamarindo,Krishnan Venkitasubramanian,IBM Redbooks,2010-12-13 The IBM Tivoli Change and Configuration Management Database CCMDB is one of the key components of the IBM Service Management ISM strategy It is the foundation for automating and supporting change and configuration management processes as described by the Information Technology Infrastructure Library ITIL These process solutions provide best practice implementations of processes based not only on ITIL but on the IBM Process Reference Model for ITTM and other standards as well This IBM Redbooks publication provides information that can be used by clients partners or IBM field personnel who are looking to engage in an effort to implement change and configuration management processes in an enterprise environment utilizing the IBM Tivoli Change and Configuration Management Database CCMDB V 7 2 1 product It covers the new features available with CCMDB V7 2 and CCMDB V7 2 1 as well as details about the underlying components of the product and utilizing the product to support robust IT processes such as change and configuration management It also focuses on the details of the data model process engine and the Change and Configuration management Process Management Programs PMPs This book provides a reference for IT Specialists and IT Architects working with the CCMDB V7 2 1 product

ITSM Process Assessment Supporting ITIL (TIPA) Béatrix Barafort,Stéphane Cortina,Valérie Betry,1970-01-01 The key to any successful IT Service Management solution are strong clear processes that are fit for purpose The continual cycle of service improvements must therefore look at the existing processes and assess how effective they are within changing business requirements This innovative title not only looks at this fundamental process assessment it does it using the key ISO IEC standard in this area In brief this title explains the meeting between two standards ITIL the de facto standard in IT Service Management ISO IEC 15504 Information technology Process assessment Readers can therefore be confident of a strong well thought out and solid approach which will help identify The concepts of process assessment and process maturity How to plan and perform a process assessment How to use the approach How to launch an improvement process starting with an assessment project Because it focuses on 10 key processes the TIPA framework can be applied with equal success to ITILv2 ITIL v3 or to the ISO IEC 20000 This manual will also convey valuable information for understanding the roles and differences between process assessment traditional conformity assessment audit and self assessment suite Finally it is illustrated with real life case studies which highlight what should be done and what should be avoided The reader will thus learn process assessment based on genuine experiences

ICIME 2011-Proceedings of the 2nd International Conference on Information Management and Evaluation Ken Grant, Following on from the continued success of the European Conference on Information Management

and Evaluation we are delighted at the Ted Rogers School of Management Ryerson University to be able to host the 2nd International Conference on Information Management and Evaluation ICIME 2011 ICIME aims to bring together individuals researching and working in the broad field of information management including information technology evaluation We hope that this year s conference will provide you with plenty of opportunities to share your expertise with colleagues from around the world This year s opening keynote address will be delivered by Dr Catherine Middleton Ted Rogers School of Information Technology Management Ryerson University Toronto Canada Service transition ,2007-05-30 This publication offers guidance on managing service transition from design specification change configuration test release and deployment Service transition requires effective management of knowledge organisational culture and transition in difficult circumstances The volume is derived from decades of IT service management experience and is applicable to all sizes and types of organisations

Metrics for Service Management: Jan Schilt,Jan van Bon,Peter Brooks,2020-06-10 This title is the sister book to the global best seller Metrics for IT Service Management Taking the basics steps described there this new title describes the context within the ITIL 2011 Lifecycle approach More than that it looks at the overall goal of metrics which is to achieve Value The overall delivery of Business Value is driven by Corporate Strategy and Governance from which Requirements are developed and Risks identified These Requirements drive the design of Services Processes and Metrics Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements *ITIL for Optical Transport Network Excellence* Ayman Elmassarawy,2025-08-19 Optical transport networks are the silent arteries of the digital economy but world class performance doesn t come from photonics alone It happens when rigorous engineering meets rigorous service management ITIL for Optical Transport Network Excellence turns that union into practice a telecom native guide that maps ITIL principles directly to DWDM OTN realities so your network is not only fast and resilient but also predictable auditable and continuously improving Written as a toolkit rather than rigid chapters the book lets readers jump straight to what they need whether they re designing trustworthy services running high stakes operations or hardening the management plane Along the way you ll find field tested artifacts you can adopt immediately triage matrices runbooks CAB checklists CMDB modeling hints KPI menus and SLA templates What s inside is purpose built for optical engineers and operations leaders It translates ITIL s language of value practices and the service value system into the day to day motions of OTN work planning wavelengths operating multivendor ROADMs restoring service after fiber cuts rolling out software safely and proving compliance Who benefits Network and transmission engineers gain repeatable operating models that cut MTTR and raise change success rates NOC leaders service managers and security governance teams get clear roles communications playbooks and defensible controls Executives and program managers get a common vocabulary to align investments with outcomes What you ll be able to do Build a shared foundation SVS guiding principles utility vs warranty so

mixed v3 v4 environments can move forward together Design services people can trust latency jitter targets ODUflex profiles diverse routing and acceptance criteria that reflect what good looks like Operate with clarity under pressure incident request practices tuned to BER spikes OSNR degradation and control plane faults Stop repeat failures problem management anchored in TCM FEC power telemetry with a living known error library Make change safe and fast from MoPs and canary upgrades to automated rollbacks across line systems transponders and NMS SDN software See what matters Monitoring Event Management that collapses alarm storms to root cause and reports service level health customers understand Protect what matters information security for OTN multi layer encryption hardened management plane audit ready evidence Treat suppliers and assets like part of the service scorecards lifecycle plans and spares strategies tied to SLA risk Turn configuration into truth use the CMDB live inventory for impact analysis restoration and safe delivery Measure baseline improve build dashboards around MTTR change success OSNR FEC headroom and customer sentiment Why it matters now Adopting even a subset of these practices lowers operational risk increases reliability clarifies accountability and creates measurable customer visible improvement It replaces heroics with repeatable excellence and turns every wavelength you light into capacity and confidence

IT service management with FitSM Version 3 Anselm Rohrer,Dierk Soellner,2025-06-12 html body data pb style M6ADTQF html body data pb style R6MDHK9 justify content flex start display flex flex direction column background position left top background size cover background repeat no repeat background attachment scroll In this book the authors draw upon their extensive experience in small and medium sized organizations to provide a practical and application oriented path to address the many challenges in the world of IT service management Their approach is based upon the FitSM framework distinguishing 82 concise requirements It draws upon the ISO IEC 20000 standard and the COBIT and ITIL frameworks These requirements help organizations see through the details into what is important The author s motto drawn from FitSM is keep it simple describing what needs to be done and focusing on 14 core processes reducing the size and complexity of an ITSM adoption As the authors stress those requiring more can look to ITIL COBIT or other extensive frameworks For the authors the strength of the FitSM approach lies in the focus on the requirements to be met for a functioning IT service management system supported by the maturity assessment that provides a reference point for continual improvement Continual improvement needs to be a core capability This second book on FitSM provides practical tips and advice on how to use FitSM for small and medium sized IT service providers and IT departments This first book on FitSM might also interst you widget type Magento CatalogWidget Block Product ProductsList template Magento_CatalogWidget product widget content grid phtml anchor_text id_path show_pager 0 products_count 1 condition_option sku condition_option_value 978940181294C type_name Catalog Products List conditions_encoded 1 aggregator all new_child type Magento CatalogWidget Model Rule Condition Combine value 1 1 1 operator type Magento CatalogWidget Model Rule Condition Product attribute sku value 978940181294C sort_order position_by_sku

Accelerating Cloud Adoption Michael Kavis, 2020-11-25 Many companies move workloads to the cloud only to encounter issues with legacy processes and organizational structures How do you design new operating models for this environment This practical book shows IT managers CIOs and CTOs how to address the hardest part of any cloud transformation the people and the processes Author Mike Kavis Architecting the Cloud explores lessons learned from enterprises in the midst of cloud transformations You ll learn how to rethink your approach from a technology process and organizational standpoint to realize the promise of cost optimization agility and innovation that public cloud platforms provide Learn the difference between working in a data center and operating in the cloud Explore patterns and anti patterns for organizing cloud operating models Get best practices for making the organizational change required for a move to the cloud Understand why site reliability engineering is essential for cloud operations Improve organizational performance through value stream mapping

The Business Analyst's Handbook Howard Podeswa, 2009 One of the objectives of this book is to incorporate best practices and standards in to the BA role While a number of standards and guidelines such as Business Process Modeling Notation BPMN have been incorporated particular emphasis has been placed on the Business Analysis Body of Knowledge BABOK the Information Technology Infrastructure Library ITIL and the Unified Modeling Language UML

Change Management Process for Information Technology Carlo Figliomeni, 2011-12-13 The book is designed so that it can be used by either an existing Change Management Manager who wants to improve the way changes are introduced to their environment or by an organization that is planning to introduce a formal Change Management Process within the information technology group or any other business group The book provides the following A framework that allows for the initial creation of a Request for Change RFC and all the steps required for a successful implementation including the closure of the RFC Guidelines which provide checklists of questions to ask to validate the change request A structured format to conduct the formal Change Advisory Board CAB review meetings Step by step procedures to guide all the participants during the life of the change request Associated roles and responsibilities for each participant involved in the process Hints and tips to help the Change Manager better manage and control the change process Metrics to measure the results of the change process Templates that are useful when creating the change request and assessing the categorization of the change

Implementing ITIL Change and Release Management Larry Klosterboer, 2008-12-01 The Business Focused Best Practice Guide to Succeeding with ITIL Change and Release Management ITIL Information Technology Infrastructure Library can help organizations streamline and integrate their operations dramatically improving efficiency and delivering greater business value For the first time there s a comprehensive best practice guide to succeeding with two of the most crucial and challenging parts of ITIL change and release management Leading IBM ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries He helps you decide where to invest avoid ITIL pitfalls and build successful long term processes that deliver real return on investment You ll find detailed

guidance on each process integrated into a comprehensive roadmap for planning implementation and operation a roadmap available nowhere else Klosterboer offers in depth coverage of the crucial issues every implementer will face including make or break challenges most consultants can't or won't talk about For example he demonstrates how to set a reasonable project scope migrate data execute successful pilot programs and continually improve quality once ITIL practices are in place This book's practical insights will be invaluable to every IT executive professional and user who wants to bring their current change and release practices in line with ITIL and transform them from a source of frustration into a source of value Coverage includes Discovering and managing your change and release management requirements Identifying the resources you'll need to succeed Building comprehensive schedules for executing change release management projects Moving from planning to real world implementation Choosing the right tools or modifying the tools you've already invested in Using change release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change release management processes Covers ITIL version 3 *Post Implementation Review Second Edition* Gerardus Blokdyk, 2018 **An Efficient Holistic Implementation Plan of the Itil(r) Framework Version 3 for Smb** Jochen Hofenstock, 2016-03-04 Diploma Thesis from the year 2009 in the subject Computer Science Commercial Information Technology grade 2 Fachhochschule des bfi Wien GmbH Projektmanagement und Informationstechnik language English abstract The IT Infrastructure Library ITIL framework is a defacto standard for a holistic Service Management approach In its third version a five stage lifecycle model provides principles roles processes and functions next to a plurality of information for the history of a service from the cradle to the grave Preceding activities ensure an efficient implementation of ITIL framework for different kinds of management systems used by IT departments or service providers for small and medium sized business SMB This master thesis reviews the corresponding theory of ITIL and organisational change management as well as project management methods necessary for ITIL framework implementation Most small and medium sized businesses rush into the implementation of ITIL framework because an essential analytic planning was not or ineffectually done The dependences and coherences between the Service Strategy Service Design Service Transition Service Operation as well as Continual Service Improvement allege how to efficiently implement the holistic ITIL framework Based on a survey of SMBs experiences and level of organisational maturity this information gets combined and framed in an implementation plan in due consideration of all coherences and dependencies to assure optimum quality of implementation With such a plan SMBs are in a position to generate as much as possible achievement compared with an adequate scale of effort SMB has also the assurance that only the appropriate parts of ITIL framework are affected for its System or Service Management approach The chain of causation starts with a summary of all five ITIL lifecycle stages and its interfaces next to a survey of SMB's experiences with such a framework and level of organisational maturity It ends with a detailed *ITIL Intermediate Certification Companion Study Guide* Helen Morris, Liz Gallacher, 2016-04-18 Complete detailed

preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you re learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume Review the information needed for all five Lifecycle exams Examine real life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance organization implementation and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts processes and functions related to the modules The certification is recognized around the world as the de facto standard for IT Service Management and the skills it requires increase your value to any business For complete detailed exam preparation ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool

An analysis of the success factors in implementing an ITIL-based IT Change and Release Management Application Jane Jurkscheit, 2012-11-27 Master s Thesis from the year 2012 in the subject Computer Science Commercial Information Technology grade 68 von 70 ca 1 3 University of East London course Informatik Wirtschaftsinformatik BWL ITIL language English abstract To ensure the quality of the IT environment for the future the majority of IT managers followed a strategy to introduce an IT change and release management application in the past few years The present thesis researches if the implementations of the given success factors are leading to a successful implementation of a workflow based IT change and release management application and will moreover find further success factors This is done with help of five hypothesises The five hypothesises are based on the HR change management issues on the ITIL reference model and on general process issues The HR change management offers with the eight step model of Kotter critical success factor for changes in the business Publications of Kotter are used to illustrate that the described success factors lead to successful HR change implementation The ITIL reference model defines critical success factors for a successful IT change and release management implementation and are used for a research for the effectiveness of this model The ITIL reference model and process issues publications of the official ITIL source and literature of Laudon Laudon are used for the present thesis In addition other researchers in this field are important

mentioned as well Subsequent to that the findings were integrated into the questionnaire and the interviews and used as well get an initial assessment The mixture of the qualitative and quantitative approaches uses the strengths of both methods The given answers strongly depend on the respondent s point of view It becomes clear that a successful implementation of an IT change and release management application comes not only from the implementation of the HR change management issues but also from the implementation of the IT issues The combination of HR and IT issues with their specialised success factors is the best way to gain a successful IT change and release management implementation But the research discovered further improvements and optimisations which mainly deal with redesigned processes The process redesigns based on modification on the ITIL reference model to optimise the IT change process The optimisations include a skip of the formal RfC request form to shorten the whole process chain during the application of an IT change Furthermore an implementation of a key technical employee should be deploy to authorise the IT change instead of an authorisation of the central positioned change manager

Solving of issues with an ITIL framework, which occur during the shakedown phase in a software implementation Lars Büchner, Mahei Manhai Li, 2018-02-07 Seminar paper from the year 2017 in the subject Computer Science Commercial Information Technology grade 2 3 language English abstract This work is addressing major issues which occur during shakedown in a software implementation process

The ITIL V3 Factsheet Benchmark Guide Michael Wedemeyer, Claire Engle, 2007 New ITIL V3 Real life use insights and applications for all ITIL V3 processes 100% re researched edition includes 5 Lifecycle phases 19 Processes 4 Functions 51 Mindmaps and 29 other diagrams 150 hours of work poured into 132 pages of real life data for this Guide Known as the ITIL V3 Encyclopedia The Guide brings you exclusive data for all ITIL V3 s 19 processes plus implementation advice supporting info and related processes help into one handy Guide for you Use the 51 MindMaps and 19 tables of ITIL data to Compare your ITIL approach to your competitors and best practice Re design your ITIL processes and activities to improve results based on The new extensive MindMaps Get more insight in the processes activities Convince your boss or client to OK your implementation ideas and budget Discover if the new ITIL processes and activities or other advanced tactics are worth applying for your organization Find out how relations between processes differ by process lots of data

ITIL V3 Service Capability RCV - Release, Control and Validation of IT Services Best Practices Study and Implementation Guide Gerard Blokdijk, 2008-10 To implement new services in a controlled and cost effective manner IT departments must successfully implement Release Control and Validation RCV best practices This book covers practical guidance on the design and implementation of integrated end to end processes based on proven industry best practice guidelines It provides in depth knowledge of the ITIL RCV areas Change Management Release and Deployment Management Service Validation and Testing Service Asset and Configuration Management Request Fulfillment Service Evaluation and Knowledge Management Release Control and Validation Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management This book focuses on describing the

industry best practices for the release control and validation of services including Change Management The process that realizes successful service transition Release and Deployment Management The process that ensures the proper building testing and deploying of a release Service Validation and Testing The process that ensures the integrity and the quality of service transition Service Evaluation The process that considers whether the performance and value of a service is acceptable Request Fulfillment The process that ensures the effective and expedient fulfillment of service requests and provides a standard for evaluation Service Asset Configuration Management The process that monitors the state of service transition Knowledge Management The process that enhances the ongoing management decision support and service delivery capability The information provided in this book is based on version 3 of the ITIL framework predominantly focusing on the volume of Service Transition Other guidance provided includes Suggested templates and criteria for implementing Release Control and Validation RCV processes Explanation of the more abstract ITIL concepts to improve understanding Review questions to assist study for the ITIL Intermediate Capability RCV exam Service transition ,2007-05-30 This publication offers guidance on managing service transition from design specification change configuration test release and deployment Service transition requires effective management of knowledge organisational culture and transition in difficult circumstances The volume is derived from decades of IT service management experience and is applicable to all sizes and types of organisations

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