amicus its

Service Catalogue

Your secure data centric guardians

Change, Configuration & Release Management (CCRM)

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

We drive and manage continual changes within complex IT environments for our customers, protecting both their IT and business operations from unplanned and uncontrolled changes.

Change Management and Release Management are different but related functions. Changes are more related to the process of requesting changes, assessing changes, authorising changes and reviewing changes - whereas release activities include planning, designing, configuration, deployment, testing and communication.

Our combined approach to the change, configuration and release management processes provides our customers with the ability to maintain an efficient and continuous IT lifecycle. Our processes create a stable, reliable and predictable environment for our customers.

3 Service

Amicus ITS maintains a detailed inventory of each IT system's Configuration Item (CI) within the CMDB (Configuration Management Database). This enables us to patch and revise levels of individual software and hardware modules, components and subsystems, as well as map the relationship between different configuration items (CI).

We harness changes to such systems through a controlled standard process aligned to the ITIL framework. We ensure there is an audit trail around change requests, approvals, resets and results, installation / deployment dates and post installation quality assurance tests to support the system's operational baseline configuration document. This facilitates lifecycle management and operational consistency.

We use industry standard tools to automate the processes involved to deliver the service through agent-based discovery, custom workflows, pre-filled templates, auto-assigned tasks, visual relationship maps and other features.

We have a well-structured, technically competent and highly organised Change Approval Board (CAB) to monitor and manage non-standard and emergency change requests. Our customers are invited to the CAB meeting, along with our Change Manager, Release Manager, L3/L4 Technical Consultants and Service Delivery Managers to facilitate Change and Release Management effectively.

We offer CCRM service during core UK Business Hours, but extend this to 24x365 for emergency changes.

3.1 Software Asset Management

Software Asset Management is a separate discipline to Asset Management. With rapid change in business and technology needs, effective Software Asset Management (SAM) ensures that IT strategy adopts a long-term approach and costs and licence expiries are properly managed.   This can include implementing policies and procedures to support new and existing software assets and extensive licence management control to optimise spend and usage, mitigate software risks, as well as remaining compliant across the business.

4   Service Scope

CHANGE CONFIGURATION & RELEASE MANAGEMENT	Basic	Enhanced	Advanced
Raise change requests and submit for review in customers CAB	✓	✓	✓
L3/L4 Technical consultant to participate in customer CAB meeting	✓	✓	✓
Asset Management – software and hardware configuration through agent based discovery tools	Optional	✓	✓
All, non-standard and emergency changes are reviewed, authorised and scheduled in Amicus ITS CAB weekly meetings and managed by the Change Manager	Optional	Optional	✓
Define release content, dependencies, business approval, problem management on identified issues – Release Manager	Optional	Optional	✓
Monthly Change and Release audit reports	Optional	Optional	✓
Software Asset Management (licence management)	Optional	Optional	Optional

5   How We Provide This Service

The service is principally delivered by the Change department but is built up with input and actions from the customer and the following internal teams: NOC Team, Service Desk, Change and Configuration Management Team, Change Manager and Release Manager and CAB members.

The Change Manager and Release Manager maintain the interaction with the customer throughout the service lifecycle.

6   Service Reporting

Our standard monthly reports include:

- Monthly Change and Release audit reports
- Quarterly CI Report demonstrating changes from baseline configuration

7   Service Pricing

Pricing will depend on the average number of Change and Release Requests to be processed based on its type. Tool costs will be factored in based on the number of Configuration Items being managed within the CMDB. [**NOTE**: Does not also include any cost for additional Optional Services above]