Change and Configuration Management

Understand IT asset dependencies, automate manual tasks and achieve IT operational maturity

Most IT organizations have Change and Configuration Management capabilities in place. However, at Windward, we have discovered in over 12 years of working with IT organizations that there are many factors (political, geographical, organizational, and technological) that can impact the effectiveness of this important capability. We help IT organizations make smart decisions about implementing change, minimizing the impact on IT infrastructure for business and mission objectives.

Windward leverages industry best practices to help IT organizations achieve Change and Configuration Management operational maturity. As part of this improved process, organizations define acceptable change windows, and business impacts are more clearly understood and accommodated by the IT department.

Change and Configuration Management Solution Offerings

Windward's Change and Configuration Management Solution offers the following comprehensive set of services:

- **Change Impact Analysis and Modeling** – Defines processes and technologies that optimize the automation of an organization's change management policies and procedures.

- **Change Management Automation** – Automates workflow activities associated with the Change Management process.

- **Configuration Management** – Minimizes impact on business and mission objectives by defining asset dependencies, developing consistent and enforceable processes, managing configuration items, and integrating disparate data.

- **Asset Management** – Creates and maintains accurate records of all assets and configuration items within an IT infrastructure integrated with other IT Service Management (ITSM) solutions.

- **Software Configuration and License Management** – Creates and maintains an up-to-date record of all software licenses within an IT infrastructure and provides visual reports for stakeholders.
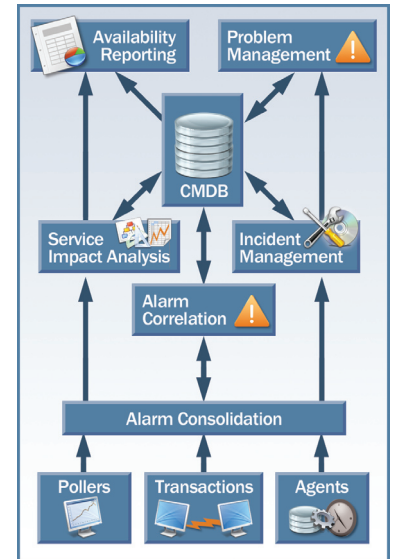
WINDWARD
IT SOLUTIONS

Strategic thinking. Real-world results.

Change and Configuration Management

How Windward helps Clients

- Windward facilitates role definition and configuration standards and integrates them into a unified change solution to help you **keep pace with increasing volumes of business changes and escalating costs.**

- Windward helps implement software solutions that identify dependencies among components and services and support change impact analysis, so **your IT department can better determine and manage the impact of changes.**

- Windward facilitates the evolution of existing procedures and systems to support the rollout of new services and technologies. Organizational change controls help keep pace with new technologies **improving your business with the agility to release new and exciting products, while boosting productivity and reducing the risk of IT outages.**

Advance Your IT Agenda with Business Technology Management

Regularly assessing, measuring, documenting, and evaluating processes are critical to a successful Business Technology Management (BTM) strategy. BTM unifies business objectives and technology investments to improve business operations, increase profitability, and reduce risks across the enterprise. Because BTM requires a level of organizational maturity difficult to attain with typical daily pressures and limited resources, IT organizations seek outside expert guidance. Windward is the 'go-to' BTM expert for our clients.

About Windward

Since 1997, Windward IT Solutions has remained at the forefront of BTM and is a trusted partner of Communication Service Providers, Fortune 1000 corporations, and the Federal government that run the world's most sensitive and mission-critical IT environments. With strategic consulting, unparalleled technical expertise and our proven Windward BTM Road Map, we help our clients align the core competencies of process, organization, information, and technology to address business priorities effectively. Windward offers a proven set of technology-independent solutions focused on the three core BTM disciplines — Service Management, Infrastructure Management, and Operations Management — to help our clients plan and deliver high-impact IT services.

Contact Us

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