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TCM and Architecure

- ? Introduction
- ? TCM and TPM
- ? TCMM
- ? TCM and Technical Architecture
- ? TCM and Organizational Structure
- ? TCM and IT Infrastructure
- ? Best Practices
- ? Conclusion

Introduction

? **Technical Change Management**

? **Systematic Approach to manage changes made to information technology infrastructure of production/test/development environments in order to minimize risks and maximize/optimize on architectural objectives.**

? **TCM deals with moving IT infrastructure from Known State A to Known State B.**

TCM and TPM

- **Technical Project Management**
- **Scope/Resources/Schedule**
- **Applies to large TCM initiatives**
- **Technical Change Management Methodology (TCMM)**

TCMM – Phase I

Phase I
Evaluation and Approval (of Change)

- Identify source for change (Individual like SA or Group like development team)
- Define change in technical terms
- Identify feature layer(s) and components affected or impacted by change
- Assess potential impact (positive/negative) on architectural objectives
- Categorize change using Matrix A

TCMM – Phase II

Phase II
Development and Test (of Procedure)

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TCMM – Phase III

Phase III
Implementation (of Change)

- Develop detailed project plan (DPP) with task assignment of tasks and dates
- Notify all relevant parties
- Monitor system before, during and after change is done
- Roll out change to all relevant systems
- Review all current processes and add to DPP.

TCM and Tech. Architecture

? Adaptive Architecture

? Open Systems

? Standards

? Tools

? Phase I of TCMM

TCM and Organization

- Organization Structure

- Architect(s)

- Implementation and Support Staff

- Management Team (Change Mgr./CAB)

- Communication

TCM and IT Infrastructure

- ? ITIL Framework

- ? ITSM - Delivery and Support Model

- ? Service Support – Config., Incident, Problem, Release, Help Desk Mgmt. are related to TCM

- ? Sun's SRAA

Best Practices

? Apply TCMM

? Divide and Rule

? No downtime is better than planned downtime

? Planned downtime is better than unplanned downtime

Best Practices

- ? Test before implementing change
- ? Backup before implementing change

Conclusion

- ITIL

- TPM and TCM

- TCMM

- Best Practices

Q & A