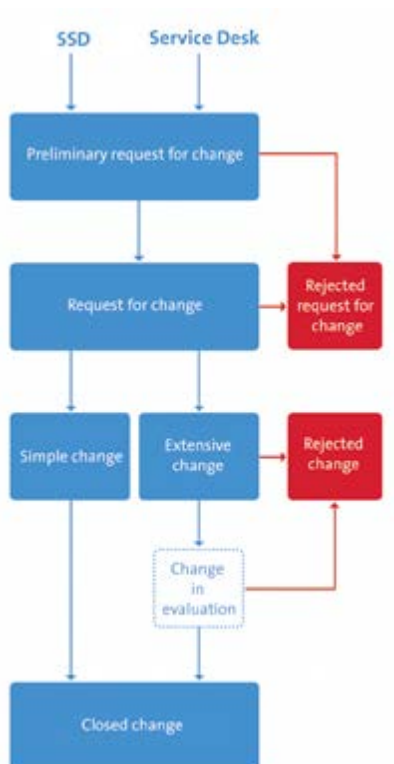


Supporting departments are often tasked with implementing changes. This could be as simple as replacing a PC, or as extensive as relocating an entire department. No matter the complexity of the task, Change Management makes it easy for everyone to get to work. Last-minute change to the schedule? No problem! Everyone is updated in a matter of clicks. Managing workflows has never been easier.

## ITIL-based service management software

TOPdesk's Change Management is based on ITIL and includes features such as:

- Workflow management based on ITIL3.
- Several change phases, from preliminary request for change to evaluation.
- Automatic task assignment for departments.
- Changes offer immediate access to objects registered in Asset Management.
- Escalating from Call Management or Problem Management.



➤ Register your changes in the dynamic planner

## Register your processes just once

A software upgrade has a number of standard phases, such as performing the implementation and evaluating the process. TOPdesk lets you register your processes, saving you time and money and immediately improving your services.

- Register your processes in templates that can be accessed and applied in a matter of clicks.
- Link activities to authorization moments.
- Enable customers to request changes from your service catalogue.
- Implement standard changes in seconds.

## Pinpoint bottlenecks

Managers often find themselves in charge of dozens of changes. TOPdesk helps you maintain clear overviews of all tasks and workflows.

- Use TOPdesk's handy Change Explorer to monitor changes in progress, spot possible problems and check whether deadlines will be met.
- Immediately update schedules with the user-friendly Planner.
- Authorize activities via email.

The Change Management functionality offers each user a clear and personalized work environment. The intuitive and user-friendly interface ensures that changes are processed swiftly and efficiently.



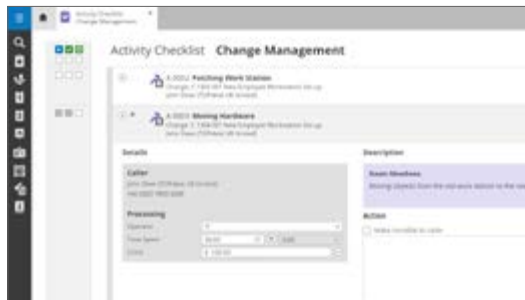
## Request

Need to perform an upgrade? Logging a request is straightforward with the Self Service-Portal's service catalogue.



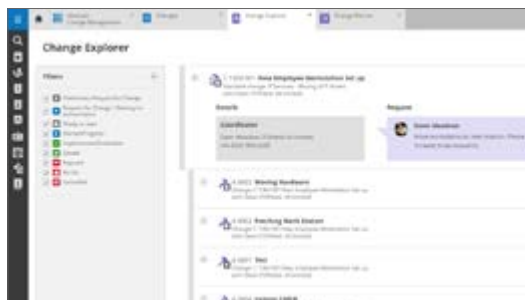
## Plan

Once your manager has authorized the change, you are ready to create a change schedule in the Planner. Add or edit activities in a few clicks.



## Process

Your colleagues can check their current activities in TOPdesk's personalized to-do lists. It is also possible to immediately close completed activities and add comments.



## Evaluate

TOPdesk's Change Explorer displays all changes in clear and insightful overviews. Stay on top of your team's progress and spot any potential obstacles with ease.