



Change management may be a logical starting point for ITIL implementations.

However, release management should be the destination for those organizations wanting to achieve performance gain from standardizing on ITIL change and release practices.

## Improving Change Configuration and Release Performance

Study and benchmark reveal practices that are proven to improve performance

### From Best Practice to Proven Practice

The IT Process Institute completed a study of 57 common change, configuration and release best practices and 15 performance measures with data from 341 IT organizations. Our goal was to identify recognized best practices that are proven to impact performance for a broad range of IT organizations, and provide empirical evidence for IT decision makers who are directing IT process improvement efforts.

### CCR Performance Study - Research Report

The findings revealed that seven key performance drivers comprised of 30 common change configuration and release practices best predict top levels of performance. The implications of these findings are significant: IT organizations can refocus ITIL and process implementation efforts to achieve proven performance improvement.

The seven key performance drivers identified in the study include in order of most to least performance impact:

1. **Release scheduling and rollback** – Develop and maintain a fine tuned cycle of build, test, and scheduled release with tested roll back plans.
2. **Process culture** – IT executives demonstrate that following specific process is “how we do things here”. HR policies reinforce a basic job expectation that people are expected to follow documented process and procedures.
3. **Pre-release testing** – Changes are tested before release in a pre-production environment which is maintained to be sufficiently similar to the production environment.
4. **Standardized configuration strategy** –Standardize and control configurations provide IT personnel with information about what the configuration of a system should be, and information about what state it currently is in. With special focus on monitoring systems for unapproved changes or configuration drift.
5. **Change linkages** – Link change requests to specific infrastructure components and business needs, provide change history to administration and support personnel.
6. **Process exception management** – Key processes exceptions are identified, root cause is diagnosed, and fixes are implemented. Executives monitor exception rates and improvements efforts.
7. **Controlled access** – Remove developer access to the production environment, maintain well defined roles with separation of duties, and match users to appropriate system access permissions.

This 60 page research report provides hard evidence about specific change, configuration and release practices that best predict top levels of performance across the 341 IT organizations studied. It offers detailed analysis of specific practices that should be implemented to achieve higher levels of performance. It links 7 key performance drivers to 15 specific performance measures. It also details the performance improvement potential for organizations who want to improve performance based on the study findings.



## CCR Performance Benchmark

This benchmark provides detailed comparison of specific change, configuration and release practices that are shown to predict the highest levels of performance. It details a comparison of the use of the 7 key performance drivers, and all other practices in the study, to the top, medium and low performers studied. It ties performance drivers to specific performance measures to help quickly identify areas for potential process improvement efforts, and helps identify performance improvement potential based on the results of other organizations that have the key practices in place.

This is a fast but powerful tool for both top performing organizations who want to compare their results to 341 other IT organizations, and for organizations looking for guidance on where they can focus process improvement efforts based what is proven to work.

### Compare Practices

The benchmark includes 57 questions about recognized best practices

- Change practices
- Configuration practices
- Release practices
- Process enablers
- Tone at the top

### Compare Performance

The benchmark covers 15 key performance measures that broadly indicate the effectiveness and efficiency in the areas of:

- Overall performance
- Change measures
- Release measures
- Security posture

The output is a simple and compelling 17 page report that color codes comparison of your practices and performance to the population of 341 North American IT organizations studied in the research.

Once you submit your answers, you will have immediate online access to a customized benchmark report that shows:

- Color coded dashboard that compares your use of key performance drivers and overall performance.
- Detailed comparison of 7 key performance drivers and 57 individual practices.
- Detailed comparison of 15 measures and 15 demographic and size comparison markers.
- Linkage of key performance drivers to specific impacted measures, so you can easily identify practices that can be enhanced to improve key measures.

A .pdf copy of your benchmark report will also be e-mailed to you when you submit your answers, so you can easily distribute your results within your organization.

An executive summary of research findings is available at [http://www.itpi.org/home/white\\_papers.php](http://www.itpi.org/home/white_papers.php)

The full research report and benchmark are available for purchase at [www.itpi.org](http://www.itpi.org).

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