

Project Identification

Project Title^a	A brief title for the project for reporting/ audit reference purposes	Project ID^a	Provide Project Tracking Number. This is where the effort spent preparing the Proposal will be tracked.
Client Name^a	The Project Sponsor name, the name of the individual responsible for funding approval and who will participate in these life cycles.	Project Manager Name^a	The Project Manager name.
Client School Name /SVP Center^a	The name of client school/SVP center that this Proposal is associated with.	Client School Name /SVP Center Org Unit^a	The name of the client school/SVP center Org unit that Proposal is associated with.

Project Closure Report

Project Name:

Department:

Focus Area:

Product/Process:

Prepared By:

Document Owner(s)	Project/Organization Role

Project Closure Report Version Control

Version	Date	Author	Change Description

Project Metrics

Effort

Guidance:

- Percent difference between the final effort, final approved baseline effort estimate, and the original effort estimate.
- Number of approved changes made to the original estimate.
- Number of "re-baselined" estimates performed.
- The actual project effort should be compared back to the estimated effort in the Project Proposal.

Cost

Guidance:

- Percent difference between the final cost, final approved baseline cost estimate, and the original cost estimate.
- Number of approved changes made to the original estimate.
- Number of "re-baselined" estimates performed.
- The actual project effort should be compared back to the estimated cost in the Project Proposal.

1 PROJECT CLOSURE REPORT PURPOSE

Project Closure Report Purpose

[Replace this text with your own statement of purpose, or use the following sample.]

The Project Closure Report is the final document produced for the project and is used by senior management to assess the success of the project, identify best practices for future projects, resolve all open issues, and formally close the project.

2 PROJECT CLOSURE REPORT GOALS

Project Closure Report Goals

[Replace this text with your own statement of goals, or use the following sample.]

This Project Closure Report is created to accomplish the following goals:

- Review and validate the intentions and success of the project.
- Confirm outstanding issues, risks, and recommendations.
- Outline tasks and activities required to close the project.
- Identify project highlights and best practices for future projects.

Itil Change Management Post Implementation Review Template

Gerard Blokdijk



Itil Change Management Post Implementation Review Template:

IBM Tivoli Change and Configuration Management Database (CCMDB) V7.2.1 Implementation Guide Yatresh Agarwal,Bill Cary,Sandy Cash,Leandro Cassa,Brian Demartini,Chris Duplantis,Alisson Negrisol de Godoi,Douglas Barranqueiros Gomes,Vasfi Gucer,Murat Kipel,Antonio Orlando Neto,Caio Elias Saad,Ghufran Shah,Peterson Domingos Tamarindo,Krishnan Venkitasubramanian,IBM Redbooks,2010-12-13 The IBM Tivoli Change and Configuration Management Database CCMDB is one of the key components of the IBM Service Management ISM strategy It is the foundation for automating and supporting change and configuration management processes as described by the Information Technology Infrastructure Library ITIL These process solutions provide best practice implementations of processes based not only on ITIL but on the IBM Process Reference Model for ITTM and other standards as well This IBM Redbooks publication provides information that can be used by clients partners or IBM field personnel who are looking to engage in an effort to implement change and configuration management processes in an enterprise environment utilizing the IBM Tivoli Change and Configuration Management Database CCMDB V 7 2 1 product It covers the new features available with CCMDB V7 2 and CCMDB V7 2 1 as well as details about the underlying components of the product and utilizing the product to support robust IT processes such as change and configuration management It also focuses on the details of the data model process engine and the Change and Configuration management Process Management Programs PMPs This book provides a reference for IT Specialists and IT Architects working with the CCMDB V7 2 1 product

ITSM Process Assessment Supporting ITIL (TIPA) Béatrix Barafort,Stéphane Cortina,Valérie Betry,1970-01-01 The key to any successful IT Service Management solution are strong clear processes that are fit for purpose The continual cycle of service improvements must therefore look at the existing processes and assess how effective they are within changing business requirements This innovative title not only looks at this fundamental process assessment it does it using the key ISO IEC standard in this area In brief this title explains the meeting between two standards ITIL the de facto standard in IT Service Management ISO IEC 15504 Information technology Process assessment Readers can therefore be confident of a strong well thought out and solid approach which will help identify The concepts of process assessment and process maturity How to plan and perform a process assessment How to use the approach How to launch an improvement process starting with an assessment project Because it focuses on 10 key processes the TIPA framework can be applied with equal success to ITILv2 ITIL v3 or to the ISO IEC 20000 This manual will also convey valuable information for understanding the roles and differences between process assessment traditional conformity assessment audit and self assessment suite Finally it is illustrated with real life case studies which highlight what should be done and what should be avoided The reader will thus learn process assessment based on genuine experiences

Service transition ,2007-05-30 This publication offers guidance on managing service transition from design specification change configuration test release and deployment Service transition requires effective

management of knowledge organisational culture and transition in difficult circumstances The volume is derived from decades of IT service management experience and is applicable to all sizes and types of organisations *ITIL Intermediate Certification Companion Study Guide* Helen Morris, Liz Gallacher, 2016-03-11 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you are learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume Review the information needed for all five Lifecycle exams Examine real life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance organization implementation and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts processes and functions related to the modules The certification is recognized around the world as the de facto standard for IT Service Management and the skills it requires increase your value to any business For complete detailed exam preparation ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool *IT service management with FitSM Version 3* Anselm Rohrer, Dierk Soellner, 2025-06-12

In this book the authors draw upon their extensive experience in small and medium sized organizations to provide a practical and application oriented path to address the many challenges in the world of IT service management Their approach is based upon the FitSM framework distinguishing 82 concise requirements It draws upon the ISO IEC 20000 standard and the COBIT and ITIL frameworks These requirements help organizations see through the details into what is important The author's motto drawn from FitSM is keep it simple describing what needs to be done and focusing on 14 core processes reducing the size and complexity of an ITSM adoption As the authors stress those requiring more can look to ITIL COBIT or other extensive frameworks For the authors the strength of the FitSM approach lies in the focus on the requirements to be met for a functioning IT service management system supported by the maturity assessment that provides

a reference point for continual improvement Continual improvement needs to be a core capability This second book on FitSM provides practical tips and advice on how to use FitSM for small and medium sized IT service providers and IT departments This first book on FitSM might also interest you widget type Magento CatalogWidget Block Product ProductsList template Magento_CatalogWidget product widget content grid phtml anchor_text id_path show_pager 0 products_count 1 condition_option sku condition_option_value 978940181294C type_name Catalog Products List conditions_encoded 1 aggregator all new_child type Magento CatalogWidget Model Rule Condition Combine value 1 1 1 operator type Magento CatalogWidget Model Rule Condition Product attribute sku value 978940181294C sort_order position_by_sku

System Center Service Manager 2010 Unleashed Kerrie Meyler,Alexandre Verkinderen,Anders Bengtsson,Patrik Sundqvist,David Pultorak,2011-08-03 System Center Service Manager 2010 offers enterprises a complete integrated platform for adopting and automating service management best practices such as those found in ITIL and Microsoft Operations Framework MOF Now there s a comprehensive independent reference and technical guide to this powerful product A team of expert authors offers step by step coverage of related topics in every feature area organized to help IT professionals quickly plan design implement and use Service Manager 2010 After introducing the product and its relationship with the rest of Microsoft s System Center suite the authors present authoritative coverage of Service Manager s capabilities for incident and problem resolution change control configuration management and compliance Readers will also find expert guidance for integrating Service Manager with related Microsoft technologies This book is an indispensable resource for every IT professional planning installing deploying and or administering Service Manager including ITIL MOF and other IT consultants system administrators and developers creating customized solutions Understand Service Manager s architecture and components Discover how Service Manager supports ITIL and MOF processes Accurately scope and specify your implementation to reflect organizational needs Plan to provide redundancy ensure scalability and support virtualization Design deploy and maintain Service Manager with security in mind Use Service Manager s consoles and portals to provide the right resources to each user Create complete service maps with Service Manager s business services Fully automate incident management and ticketing Implement best processes for identifying and addressing root causes of problems Systematically manage the life cycle of changes Use Service Manager to strengthen governance risk management and compliance Customize Service Manager s data layer workflows and presentation layer Use management packs to simplify service desk customization Make the most of Service Manager s reporting and dashboards

The Business Analyst's Handbook Howard Podeswa,2009 One of the objectives of this book is to incorporate best practices and standards in to the BA role While a number of standards and guidelines such as Business Process Modeling Notation BPMN have been incorporated particular emphasis has been placed on the Business Analysis Body of Knowledge BABOK the Information Technology Infrastructure Library ITIL and the Unified Modeling Language UML

ITIL for Optical Transport Network Excellence Ayman

Elmassarawy,2025-08-19 Optical transport networks are the silent arteries of the digital economy but world class performance doesn't come from photonics alone. It happens when rigorous engineering meets rigorous service management. ITIL for Optical Transport Network Excellence turns that union into practice: a telecom native guide that maps ITIL principles directly to DWDM OTN realities so your network is not only fast and resilient but also predictable, auditable, and continuously improving. Written as a toolkit rather than rigid chapters, the book lets readers jump straight to what they need, whether they're designing trustworthy services, running high stakes operations, or hardening the management plane. Along the way, you'll find field tested artifacts you can adopt immediately: triage matrices, runbooks, CAB checklists, CMDB modeling hints, KPI menus, and SLA templates. What's inside is purpose built for optical engineers and operations leaders. It translates ITIL's language of value practices and the service value system into the day to day motions of OTN work: planning wavelengths, operating multivendor ROADMs, restoring service after fiber cuts, rolling out software safely, and proving compliance. Who benefits? Network and transmission engineers gain repeatable operating models that cut MTTR and raise change success rates. NOC leaders, service managers, and security governance teams get clear roles, communications playbooks, and defensible controls. Executives and program managers get a common vocabulary to align investments with outcomes. What you'll be able to do: Build a shared foundation. SVS guiding principles, utility vs warranty, so mixed v3 v4 environments can move forward together. Design services people can trust: latency, jitter targets, ODUflex profiles, diverse routing, and acceptance criteria that reflect what good looks like. Operate with clarity under pressure: incident request practices tuned to BER spikes, OSNR degradation, and control plane faults. Stop repeat failures: problem management anchored in TCM, FEC power telemetry with a living known error library. Make change safe and fast: from MoPs and canary upgrades to automated rollbacks across line systems, transponders, and NMS. SDN software. See what matters: Monitoring, Event Management that collapses alarm storms to root cause and reports service level health customers understand. Protect what matters: information security for OTN, multi layer encryption, hardened management plane, audit ready evidence. Treat suppliers and assets like part of the service scorecards: lifecycle plans and spares strategies tied to SLA risk. Turn configuration into truth: use the CMDB live inventory for impact analysis, restoration, and safe delivery. Measure baseline, improve, build dashboards around MTTR, change success, OSNR, FEC headroom, and customer sentiment. Why it matters now: Adopting even a subset of these practices lowers operational risk, increases reliability, clarifies accountability, and creates measurable customer visible improvement. It replaces heroics with repeatable excellence and turns every wavelength you light into capacity and confidence.

[Implementing ITIL Change and Release Management](#) Larry Klosterboer,2008-12-01 The Business Focused Best Practice Guide to Succeeding with ITIL Change and Release Management. ITIL Information Technology Infrastructure Library can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best practice guide to succeeding with two of the most

crucial and challenging parts of ITIL change and release management Leading IBM ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries He helps you decide where to invest avoid ITIL pitfalls and build successful long term processes that deliver real return on investment You ll find detailed guidance on each process integrated into a comprehensive roadmap for planning implementation and operation a roadmap available nowhere else Klosterboer offers in depth coverage of the crucial issues every implementer will face including make or break challenges most consultants can t or won t talk about For example he demonstrates how to set a reasonable project scope migrate data execute successful pilot programs and continually improve quality once ITIL practices are in place This book s practical insights will be invaluable to every IT executive professional and user who wants to bring their current change and release practices in line with ITIL and transform them from a source of frustration into a source of value Coverage includes Discovering and managing your change and release management requirements Identifying the resources you ll need to succeed Building comprehensive schedules for executing change release management projects Moving from planning to real world implementation Choosing the right tools or modifying the tools you ve already invested in Using change release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change release management processes Covers ITIL version 3 Post Implementation Review Second Edition Gerardus Blokdyk, 2018 Post Implementation Review Second Edition An Efficient Holistic Implementation Plan of the Itil(r) Framework Version 3 for Smb Jochen Hofenstock, 2016-03-04 Diploma Thesis from the year 2009 in the subject Computer Science Commercial Information Technology grade 2 Fachhochschule des bfi Wien GmbH Projektmanagement und Informationstechnik language English abstract The IT Infrastructure Library ITIL framework is a defacto standard for a holistic Service Management approach In its third version a five stage lifecycle model provides principles roles processes and functions next to a plurality of information for the history of a service from the cradle to the grave Preceding activities ensure an efficient implementation of ITIL framework for different kinds of management systems used by IT departments or service providers for small and medium sized business SMB This master thesis reviews the corresponding theory of ITIL and organisational change management as well as project management methods necessary for ITIL framework implementation Most small and medium sized businesses rush into the implementation of ITIL framework because an essential analytic planning was not or ineffectually done The dependences and coherences between the Service Strategy Service Design Service Transition Service Operation as well as Continual Service Improvement allege how to efficiently implement the holistic ITIL framework Based on a survey of SMBs experiences and level of organisational maturity this information gets combined and framed in an implementation plan in due consideration of all coherences and dependencies to assure optimum quality of implementation With such a plan SMBs are in a position to generate as much as possible achievement compared with an adequate scale of effort SMB has also the assurance that only the appropriate parts of ITIL framework are affected for its System or Service

Management approach The chain of causation starts with a summary of all five ITIL lifecycle stages and its interfaces next to a survey of SMB s experiences with such a framework and level of organisational maturity It en **Solving of issues with an ITIL framework, which occur during the shakedown phase in a software implementation** Lars Büchner, Mahei Manhai Li, 2018-02-07 Seminar paper from the year 2017 in the subject Computer Science Commercial Information Technology grade 2 3 language English abstract This work is addressing major issues which occur during shakedown in a software implementation process The ITIL Process Manual James Persse, 2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise practical guidance easy to follow and implement It avoids the complex enterprise wide issues which are not required for many organisations Each chapter has the following structure Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program *ITIL Intermediate Certification Companion Study Guide* Helen Morris, Liz Gallacher, 2016-04-18 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you re learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume Review the information needed for all five Lifecycle exams Examine real life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance organization implementation and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts processes and functions related to the modules The certification is recognized around the world as the de facto standard for IT Service Management and the skills it requires increase your value to any business For complete detailed exam preparation ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool **An analysis of the success factors in**

implementing an ITIL-based IT Change and Release Management Application Jane Jurkscheit, 2012-11-27 Master's Thesis from the year 2012 in the subject Computer Science Commercial Information Technology grade 68 von 70 ca 13 University of East London course Informatik Wirtschaftsinformatik BWL ITIL language English abstract To ensure the quality of the IT environment for the future the majority of IT managers followed a strategy to introduce an IT change and release management application in the past few years The present thesis researches if the implementations of the given success factors are leading to a successful implementation of a workflow based IT change and release management application and will moreover find further success factors This is done with help of five hypotheses The five hypotheses are based on the HR change management issues on the ITIL reference model and on general process issues The HR change management offers with the eight step model of Kotter critical success factor for changes in the business Publications of Kotter are used to illustrate that the described success factors lead to successful HR change implementation The ITIL reference model defines critical success factors for a successful IT change and release management implementation and are used for a research for the effectiveness of this model The ITIL reference model and process issues publications of the official ITIL source and literature of Laudon Laudon are used for the present thesis In addition other researchers in this field are important mentioned as well Subsequent to that the findings were integrated into the questionnaire and the interviews and used as well get an initial assessment The mixture of the qualitative and quantitative approaches uses the strengths of both methods The given answers strongly depend on the respondent's point of view It becomes clear that a successful implementation of an IT change and release management application comes not only from the implementation of the HR change management issues but also from the implementation of the IT issues The combination of HR and IT issues with their specialised success factors is the best way to gain a successful IT change and release management implementation But the research discovered further improvements and optimisations which mainly deal with redesigned processes The process redesigns based on modification on the ITIL reference model to optimise the IT change process The optimisations include a skip of the formal RFC request form to shorten the whole process chain during the application of an IT change Furthermore an implementation of a key technical employee should be deployed to authorise the IT change instead of an authorisation of the central positioned change manager

The Shortcut Guide to Improving IT Service Support Through ITIL Realtimepublishers.com, 2007 *ITIL V3 Service Capability RCV - Release, Control and Validation of IT Services Best Practices Study and Implementation Guide* Gerard Blokdijs, 2008-10 To implement new services in a controlled and cost effective manner IT departments must successfully implement Release Control and Validation RCV best practices This book covers practical guidance on the design and implementation of integrated end to end processes based on proven industry best practice guidelines It provides in depth knowledge of the ITIL RCV areas Change Management Release and Deployment Management Service Validation and Testing Service Asset and Configuration Management Request Fulfillment Service Evaluation and Knowledge Management Release

Control and Validation Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management. This book focuses on describing the industry best practices for the release control and validation of services including Change Management. The process that realizes successful service transition. Release and Deployment Management. The process that ensures the proper building, testing, and deploying of a release. Service Validation and Testing. The process that ensures the integrity and the quality of service transition. Service Evaluation. The process that considers whether the performance and value of a service is acceptable. Request Fulfillment. The process that ensures the effective and expedient fulfillment of service requests and provides a standard for evaluation. Service Asset Configuration Management. The process that monitors the state of service transition. Knowledge Management. The process that enhances the ongoing management, decision support, and service delivery capability. The information provided in this book is based on version 3 of the ITIL framework, predominantly focusing on the volume of Service Transition. Other guidance provided includes suggested templates and criteria for implementing Release Control and Validation (RCV) processes. Explanation of the more abstract ITIL concepts to improve understanding. Review questions to assist study for the ITIL Intermediate Capability RCV exam.

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