LogiQwest q-change™

LogiQwest delivers the ultimate communications tool for IT change and configuration management

Configuration and user dependencies Online approval/rejection process Open standards compliant Compatible with IT Infrastructure Library (ITIL) 100% browser-based user interface Automatic contact notification via e-mail Multi-tier architecture uses J2EE, MySQL Seamless *i-Status* integration

configuration and change management functionality

q-change[™] is a powerful new tool that utilizes the latest technologies for supporting IT change management processes. By integrating change management and configuration management, LogiQwest is able to provide a comprehensive environment to process IT changes.

q-change[™] stores configuration data such as type, model, category, version and serial numbers, network data, supplier and maintenance contract information, life span, responsible user/owners, and location data. Configurations can be linked iteratively for all hardware and software components.

The easy to use functions in q-change[™] capture all of the pertinent data related to an IT change, including justifications based on financial, technical and business criteria, and resource and impact assessments. A powerful feature is the built-in set of prompts that ensures the user does not overlook important implementation, user, and documentation-related issues.



modern flexible architecture

solid database performance

q-change[™] adds configuration components to the change request's affected system list based on the established relationships. Responsible contacts/users are automatically notified via e-mail and can view their changes and respond to the change request on-line. Their actions and responses are stored in the q-change[™] database and can be viewed by authorized users.

LogiQwest has developed q-change[™] for the new generation of distributed computing, and leverages J2EE and other leading technologies to meet the demand for n-tier, web-enabled, cross-platform, server-centric software.

q-change[™] data resides on the industry standard Relational Data Base Management System (RDBMS), MySQL, making it the ideal partner for the vast majority of IT strategies. The sophisticated database engine is able to manage the complex changes across the corporate infrastructure from desktop to network to datacenter.

Product information

list of systems

change

affected by this

list of contacts

i.

drill down to

change detail

Application features and benefits

Automatic notification

q-change[™] submits a change announcement automatically via e-mail every time the administrator releases a change for review and approval by responsible users. q-change[™] stores the contact information and user notification preferences, and generates a phone list for those users that would rather be contacted by phone. Only users that are responsible for the systems affected by the planned change receive a change notification. This ensures that the right people are kept informed about the changes that affect them.

Online viewing of "my changes" and ability to approve or reject

Users that have the authority to make decisions on changes, are able to access "my changes" online and drill down for detail information. They can select and review any of the changes on their list for approval or rejection.

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] localhost qt <mark>est ph</mark>	pMyAdmin	2.4. <mark>0</mark> q-cha											
q-test My changes			Contact name			A D1-	ione		list for cr1036-1	Action	Reason	Action da	
my changes changer			Michael Barto	1.51.52	-			admin@logigwest.com		pending	Reason	Action da	aue
			Mariette van d	ersselaar		-596-0555	mariette@logiqwest.com pending						
			Marcelo De Ma	tos		310	-263-4813	admin	@loaiawest.com	pendina			
List Search	Detail	000					q-test	Syster	m list				an and
List Search	Detail	-					System list	for cr	r1036-1				
Related information: cor System IDT			System name	Network	name					Version	Location	ID	
Date entered	_	anadas10	anact02		anadas1		167.107.129.17		F6800	Sun Fire 6800			178
Change ID		anadbs20	anact02		anadbs2	0 1	167.107.129.17	71 SF	F6800	Sun Fire 6800			179
Description	update G	napdcs80	napdcspl01		q-test My changes								
Coordinator	mbarto	sys2003	Accounts pay				Installation considerations						
Location		sys2004	Accounts rec	Does	this chang	e impact	systems outsid				Yes		
Have contacts been notified?	res	sys2005	General Led	Does this change impact systems outside this system? Ye Does the installation indicate any possible problems? No									
Justification - based on financial, business, and technical criteria		Financial OS	ancial OS Are system privileges required?								Yes		
		Page: 1/1	Is additional disk space needed in order to complete the change?						Doe	Does not apply			
Planned napdcs8				Does this modify or add any OS files?						Yes	Yes		
System name napdcspl01				Could executing the software cause an unusual load to the system?						No			
Network name napdcs80				Is network support required:							No		
Change manager mariette Validation method unit				have required backups been scheduled with operations?							Yes		
Responsible for validation mbarto				nave required support personnel been notified:							s not apply		
Impact assessment				Are there maintenance issues to be resolved? No									
Prepared?				is supplier support personnel prepared to give support on standay?							No	s not apply	
Change Procedure No				is assistance from network support, communications, or facilities required?							No		
Backout Plan				Are there any warrancy/maintenance issues to be resolved?								No	
Test Procedure				Behoot required?								Yes	
Resource assessment		systems will t			ocrequiree							Clo	
pyright © 2003 LogiQwest	morning; s	ystem must b	e fully opera									CIU	
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mariette cr1035-9		latest 5/11 test mind			planned		pending		mariette	dlim	3		
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Page: 1/2				Disp	laying 1-12	of 13 total	I results		··• (H)			Ŧ	

Authorized users may view the responses and reasons entered of all of the contacts on the change list, thus enabling a quick assessment of the level of agreement on a particular change.

Optimum support for the change request process

Enter requests for changes (such as updates and new implementations), add justifications based on financial, business and technical criteria, as well as assessments of impact and required resources. A set of pre-defined questions ensures that the majority of all implementation, user, and documentation issues are addressed.

The administrator can review and edit the q-change^M-generated list of affected systems as needed.

The names of individuals that are responsible for the implementation of the change, such as implementers, coordinators, and testers, must be added to complete the change data request.

q-change[™] uses built-in logic to

list of "my changes"

prompts to assess change impact

generate a user-modifiable contact list based on system relations and change request specifications.

User contact and system dependencies

Managing your hardware and software systems and building relationships between systems becomes an easy task. Supporting complex hierarchies, q-change^M recursively analyzes system relations and contact relations, storing system types, network names and numbers, and locations for easy identification.



"sign in to sign up for IT change"

Configuration information

q-change[™] captures pertinent data for the company configuration items (computing and storage platforms, business applications, operating systems,

and network and application infrastructure) as supported by a library of configuration definitions.

Search capabilities

Effectively track your changes, system configurations, and user information with q-change^M built in search criteria.

"change is good"



i-Status integration

q-change^m is fully integrated with *i-Status*, the configuration monitoring tool used by Sun Microsystems' Professional Services organization, making it easy to import and maintain configuration data into your database.

ITIL compatibility

Statements made by managers at Fortune 500 companies indicate that ITIL[®] (IT Infrastructure Library) is recognized internationally as the standard for best practices across all industries. q-change[™] transactions closely follow the ITIL[®] change management process flow plus they support integrated configuration management.

The change management process

Implementation services

LogiQwest provides services to implement the q-change[™] application and to integrate its functions into your IT change management processes. These implementation services, with a focus on knowledge transfer and user synergy with the new change management processes, are an important part of the q-change[™] solution.

Change ...

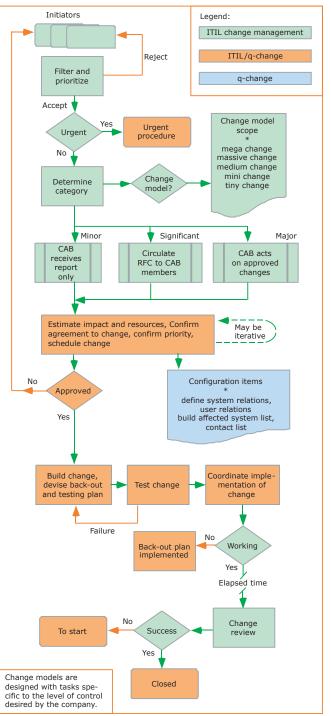
- business processes and models constantly have to adapt to the economic climate, competitive pressures, and opportunities to grow through innovation
- any business process change is likely to require significant technology changes
- IT operations must step in and address these changes

... Change management

- is the management of the implementation and approval process for any modifications to existing operational services or the addition of new services, using the appropriate change model
- is critical to improving availability, performance, and throughput
- enables an enterprise to successfully change the business process and business model that is intertwined with or dependent on technology

Formula for success

- provide a method and procedures to facilitate any change into the IT infrastructure with minimal risk and maximum efficiency
- the process must provide a proper balance between the 'need for change' and the 'impact of change'
- essential success factors for this process are high visibility and clear and open communications



Basic change management procedures

Deployment strategy

WEB Interface front-end

The thin client component that is part of the q-change™ multi-tier architecture uses a standard browser, making access possible from any location to any authorized user with an intranet or internet connection.

q-change™ features an intuitive, easy to use interface built on hypertext markup lan-guage (HTML) with embedded template elements, images, and JavaScript (enabling real-time field value validation).

Java processing technology

LogiQwest has built q-change^{\mbox{\tiny TM}} for the new generation of distributed computing using Java application programming interfaces (APIs) for web interface, multi-threading for handling requests, and java database connectivity (JDBC) to connect to the back-end.

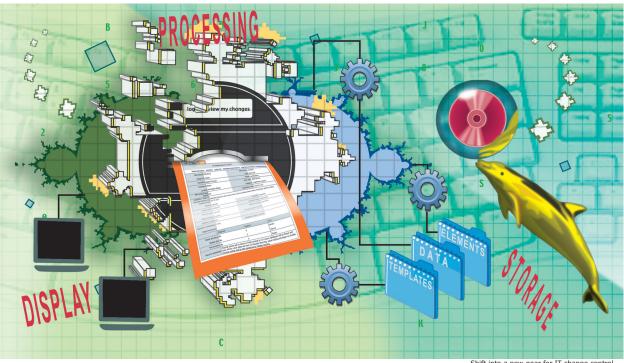
g-change[™] runs on any computer platform that has J2EE installed, including Windows, HP-UX, Solaris, Linux, MacOS X, and can be deployed with any J2EE servlet container. It has been most extensively tested with Tomcat.

Database back-end

q-change™ uses an industry-standard RDBMS to manage the company configuration, user contact, and change request data

q-change™ is delivered with the MySQL engine using InnoDB and ISAM tables, which provide both high performance and referential integrity at low cost

The g-change™ database implementation includes the use of meta-data for field headers, pull-down lists, and standard screen configurations



Shift into a new gear for IT change control ..

For all inquiries about LogiQwest and q-change[™], and additional q-changeTM implementation, training, and pricing information, please contact:

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