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.

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.

q-cup

modern flexible architecture

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.

solid database performance

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

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.

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™-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 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™ recursively analyzes system relations and contact relations, storing system types, network names and numbers, and locations for easy identification.

Configuration information

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

drill down to change detail

list of systems affected by this change

list of contacts

list of "my changes"

prompts to assess change impact

"sign in to sign up for IT change"

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™ built in search criteria.

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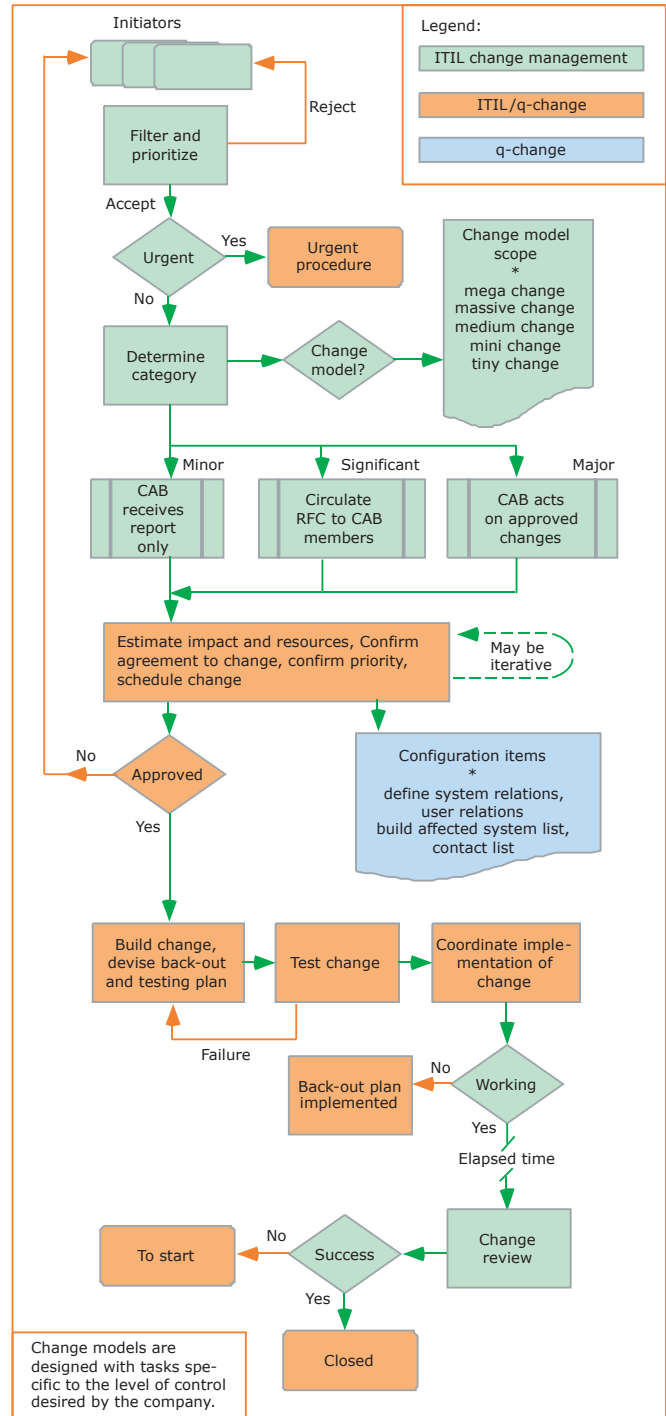
Change ...
- business processes and models constantly have to adapt to the economic climate, competitive pressures, and opportunities to grow through innovation
- any business process change is likely to require significant technology changes
- IT operations must step in and address these changes

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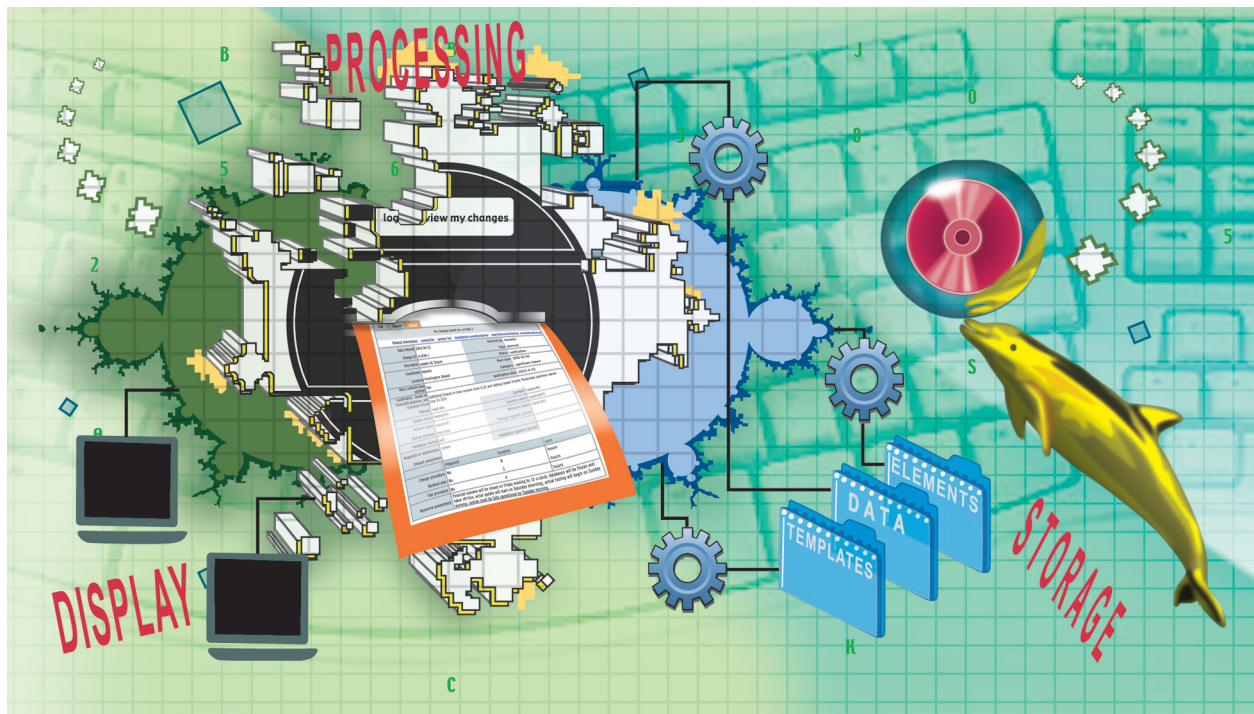
Formula for success
- provide a method and procedures to facilitate any change into the IT infrastructure with minimal risk and maximum efficiency
- the process must provide a proper balance between the 'need for change' and the 'impact of change'
- essential success factors for this process are high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

"change is good"

Basic change management procedures

Deployment strategy

WEB Interface front-end	Java processing technology	Database back-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 language (HTML) with embedded template elements, images, and JavaScript (enabling real-time field value validation).	LogiQwest has built q-change™ 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. q-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.	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 q-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-change™ implementation, training, and pricing information, please contact:

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