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Demographical statistic; 4.1.1. Questionnaire; 4.1.2. Interview; 4.2. Results of questionnaire; 4.2.1. Need of an IT Change Management; 4.2.2. General Success Factor Analysis; 4.2.3. Additional success factor analysis; 4.2.4. Adoption of ITIL® process success factors for RfC and IT change; 4.2.5. Justification the adoption of ITIL® process for RfC and IT change; 4.2.6. ITIL® process success factors of the RfC / change authorisation
4.2.7. Justification of the RfC / change authorisation
4.2.8. Personal ITIL® benefits; 4.3. Results of the interview; 4.3.1. Additional success factor analysis of question 4.2.3; 4.3.2. Justification the adoption of ITIL® process for RfC and IT change of question 4.2.5; 4.3.3. Justification of the RfC / change authorisation of question 4.2.7; 4.3.4. Additional issues of the interview; 5. Conclusions and recommendations; 5.1. Conclusion of the need of the IT change and release management; 5.2. Conclusion of the demographical statistic; 5.3. Conclusions of the hypotheses; 5.3.1. Hypothesis 1
5.3.2. Hypothesis 2
5.3.3. Hypothesis 3; 5.3.4. Hypothesis 4; 5.3.5. Hypothesis 5; 5.4. Managerial recommendations for the organisation; 5.5. Managerial recommendations for other companies; 5.6. Theoretical implications; 6. List of references; 7. Appendices; 7.1. The five ITIL® units; 7.2. ITIL® Transition unit with IT change and release management; 7.3. ITIL® IT Change Management Process Workflow

Sommario/riassunto

In the past few years, the majority of IT managers followed a strategy to introduce an IT change and release management application in order to ensure the quality of the IT environment for the future. The present book investigates if the implementations of the given success factors are leading to a successful implementation of a workflow-based IT change, and release management application. Moreover, further success factors will be introduced and discussed. First, the author discusses the HR change management in relation with the eight step model of Kotter, and the outcome of its critic
