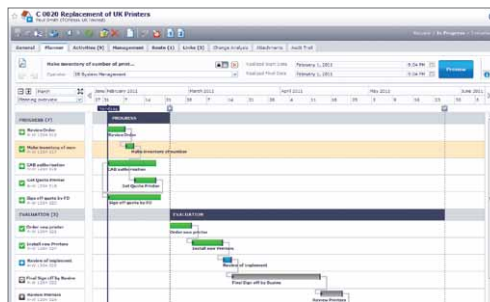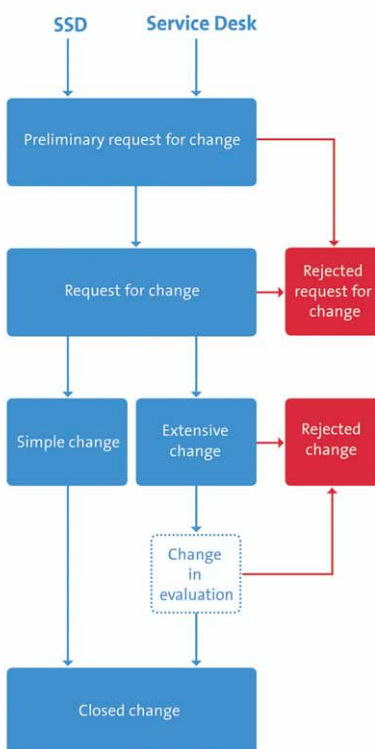**TOPdesk**
Service Management Simplified

Change Management

TOPdesk ensures that all changes within your organization go off without a hitch. Whether you are coordinating a software upgrade or moving an entire department, everyone has the information they need to perform their tasks on time. Last-minute change to the schedule? No problem! Everyone is updated in a matter of clicks. Managing workflows has never been easier.

ITIL-based service management software

TOPdesk's Change Management is based on ITIL and offers seamless integration with other TOPdesk modules. Change Management's features include:
- Workflow management based on ITIL3.
- Several change phases, from preliminary request for change to evaluation.
- Automatic task assignment for departments.
- Changes offer immediate access to objects registered in Asset Management.
- Escalating from Call Management or Problem Management.

▲ Register your changes in the dynamic planner

Register your processes just once

A software upgrade has a number of standard phases, such as performing the implementation and evaluating the process. TOPdesk lets you register your processes, saving you time and money and immediately improving your services.

- Register your processes in templates that can be accessed and applied in a matter of clicks.
- Link activities to authorization moments.
- Enable customers to request changes from your services catalogue.
- Implement standard changes in seconds.

Pinpoint bottlenecks

Managers often find themselves in charge of dozens of changes. TOPdesk helps you maintain clear overviews of all tasks and workflows.

- Use TOPdesk's handy Change Explorer to monitor changes in progress, spot possible problems and check whether deadlines will be met.
- Immediately update schedules with the user-friendly Planner.
- Authorize activities via email.

Service Management Simplified | **TOPdesk**

The Change Management module offers each user a clear and personalized work environment. The intuitive and user-friendly interface ensures that changes are processed swiftly and efficiently.

Request

Need to perform an upgrade? Logging a request is straightforward with the Self Service Desk's service catalogue.

Plan

Once your manager has authorized the change, you are ready to create a change schedule in the Planner. Add or edit activities in a few clicks.

Process

Your colleagues can check their current activities in TOPdesk's personalized to-do lists. It is also possible to immediately close completed activities and add comments.

Evaluate

TOPdesk's Change Explorer displays all changes in clear and insightful overviews. Stay on top of your team's progress and spot any potential obstacles with ease.

Service Management Simplified

TOPdesk believes in the power of simplicity. Every day, millions of demanding users across 45 countries trust in TOPdesk as their service management solution. TOPdesk is among the top five service management tools worldwide.
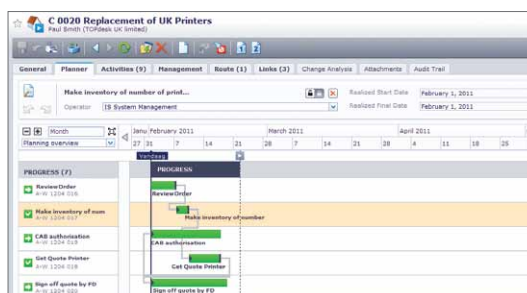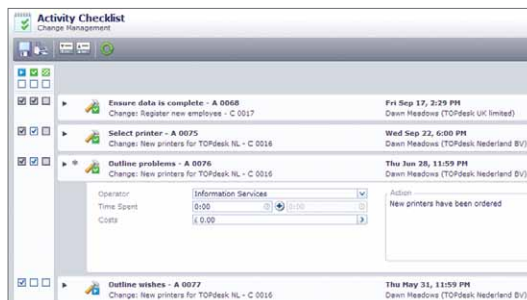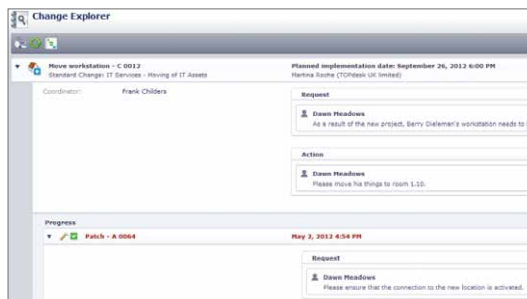
Free demonstration or more information?

We would be pleased to show you what TOPdesk can do for your organization or provide you with more information.

You can reach us by telephone on +44 20 7803 4200 or by email at info@topdesk.co.uk.

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