

## Implementations in a Controlled Environment



increase control  
reduce risk

ICEflo is a unique Implementation Management SaaS solution that dramatically reduces the risks of implementing time-constrained change.

Developed by practitioners, for practitioners, it delivers a powerful and robust platform for the management of change through thorough planning and precise control.

How many of the following challenges do you face when planning and executing time constrained change?

- Is the schedule duration properly planned?
- What is the risk to service availability?
- Where are we now against the plan and when will we finish?
- When are my team members required?
- How do I know if and when I need to initiate a backout?
- How long will backout take?
- How do I keep everyone aware of the latest schedule?
- It's hard enough managing one implementation - what if we have several?
- How many changes have resulted in a service outage? Why?

## TYPICAL SCENARIOS

ICEflo can deliver real benefits in a variety of scenarios ranging from simple to highly complex technical change. Some examples of these are highlighted below:

- Implementing a new business service into full Production service
- Applying a maintenance or functional upgrade to an existing business service
- Recovering from an unplanned outage of an existing business service
- Constructing, rehearsing and executing Disaster Recovery/Business Continuity plans

## Maintain Tasks

### List Tasks

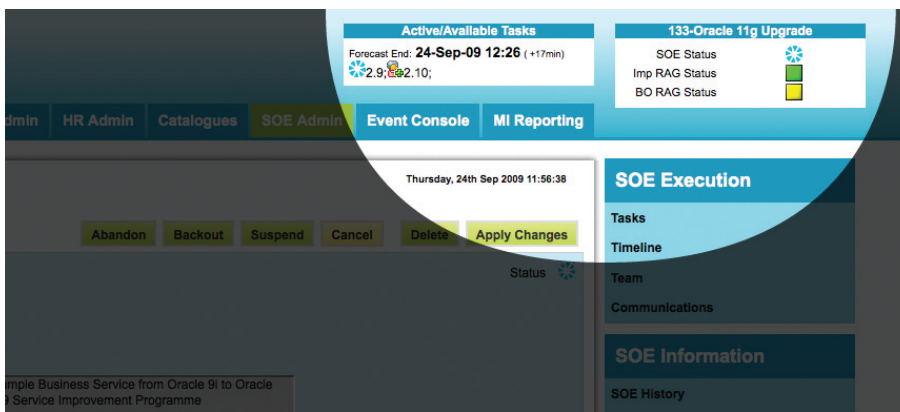
State	Stage	Title	Phase	id	Explicit Start Time	Forecast Start Time	Forecast Duration	Forecast End Time	Actual Start Time	Actual Duration	Actual End Time
✓	1	Stage: Positioning Changes	Pre-imp	1.1	-	-	-	-	23-09-09 11:39:52	00h 00m 30s	23-09-09 11:40:22
✓	1	Verify service up and as normal	Pre-imp	1.2	23-09-09 11:30	-	-	-	23-09-09 11:39:52	00h 00m 10s	23-09-09 11:40:03
✓	1	Make sure changes approved	Pre-imp	1.3	-	-	-	-	23-09-09 11:40:08	00h 00m 05s	23-09-09 11:40:13
✓	1	Stage CP: Positioning Changes	Pre-imp	1.4	-	-	-	-	23-09-09 11:40:18	00h 00m 05s	23-09-09 11:40:22
⚠	2	Stage: Implementation	imp	2.5	-	-	0h 31m	23-09-09 12:14:04	23-09-09 11:43:01	-	-
✓	2	Shutdown application	imp	2.6	23-09-09 11:13	-	-	-	23-09-09 11:43:01	00h 00m 07s	23-09-09 11:43:07
✓	2	Shutdown database	imp	2.7	-	-	-	-	23-09-09 11:43:18	00h 00m 09s	23-09-09 11:43:21
✓	2	Disable batch jobs	imp	2.8	-	-	-	-	23-09-09 11:43:33	00h 00m 30s	23-09-09 11:44:04
✓	2	Upgrade software	imp	2.9	-	23-09-09 11:44:04	0h 10m	23-09-09 11:54:04	-	-	-
✓	2	Restart database	imp	2.10	-	23-09-09 11:54:04	0h 05m	23-09-09 11:59:04	-	-	-

Each Schedule of Events (SoE) is built up with numerous stages and tasks which can be added rapidly and in parallel

## FEATURE OVERVIEW

- Built in standards, templates and rigorous processes
- Rapid and parallel SoE construction
- Real Time Update panel - forward forecasting engine
- Accurate and continuous forward forecasting engine using Red, Amber and Green indicators
- Automated Live Communications across the team
- Integrated dependency management between tasks
- Copying and cloning allow maximum reuse
- Gauge and Gantt reporting
- Centralised and standardised Management Information

### Real Time Update Panel (RTUP)



For active implementations, the innovative RTUP component of the ICEflo solution delivers an up-to-the-minute status view of tasks, schedule and health with enterprise visibility

## BENEFITS

- Deliver change and achieve service availability commitments
- Learn through experience and implement with confidence
- Increase the success rate of simple and complex changes
- Reduce financial, operational and reputational risk
- Enable better decisions based on timely, accurate information
- Contain manpower costs via increased efficiency
- Enable active collaboration of staff, partners and suppliers

Agenor Technology Limited is a SaaS Solution Provider based in Scotland.

Registered Office:

Tweed Horizons Business Centre  
Newtown St Boswells  
Melrose  
TD6 0SG  
United Kingdom

To register for a Free Trial or to request a demo, please contact us:

- 0800 917 5882
- [www.iceflo.com](http://www.iceflo.com)
- [contact@iceflo.com](mailto:contact@iceflo.com)

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Company Number  
SC311218

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