

# ITIL-basiertes Change Management

Das Department Wirtschaft der Hochschule für Telekommunikation Leipzig (HfTL) beteiligt sich mit einem Beitrag zum Change Management an der diesjährigen S-BPM ONE Konferenz an der Katholischen Universität Eichstätt. Prof. Dr. Frank Bensberg präsentiert ein subjektorientiertes Referenzmodell für das ITIL-basierte Change Management, das gemeinsam mit Masterstudenten der Wirtschaftsinformatik entwickelt worden ist.

## Abstract

The ITIL is an established presence in ICT practice, which allows some scope for domain-specific implementation. The complexity of existing IT solutions and ever shorter development times are causing increasing problems in implementing the ITIL processes. This paper takes up this problem with reference to Change Management and shows how it has been addressed in practice with the aid of subject-oriented Business Process Management (S-BPM) and reference modeling. The description of the problem is followed by a discussion of the conceptual foundations of the ITIL and the central features of S-BPM, which is used to design a conceptual reference model for the domain of Change Management. This model is presented with focus on the involved subjects, their interactions and behavioral patterns. We substantiate the practicability of the model using a generic example and finally conclude potential benefits.

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