## What is Change Request Management for?

Change Request Management coordinates all changes in a software landscape, to ensure that changes do not conflict with each other. It also ensures that changes are made without disrupting the ongoing business. This results in improved quality of the software landscape, higher availability of IT solutions, and lower total cost of ownership. Change Request Management ensures that the performed changes remain transparent and traceable.

Change Request Management comes with a predefined set of workflows and processes, which are all compliant to the recommendations provided by the IT infrastructure library (ITIL).

Please see [Information for Managers](#) in Product Managers ITSM Wiki - IT Service Management and ChaRM Wiki Homepage if you look for:

- Whitepapers
- Overview Presentations
- Function lists

## More information

- EKT Material - > SAP Solution Manager 7.2 Learning Maps> Change Control Management
- NEW SAP Support Portal:
  - SAP Solution Manager 7.2 Overview
  - Media Center
  - SP03 Release Notes
- Help Portal: Change Request Management SP03
- "NEW" SAP Solution Manager 7.2 - Change Request Management: Usual questions and known errors
Demos:

- **General Overview Demo Change Request Management**
  You want to have a quick overview about Change Request Management, and see the look'n'feel of the functionalities in the system? This demo is probably the right entrance point for you. You will get a quick demo for the creation and processing of a Request for Change as well as the processing of a Normal Change.

- **Change Request Management: Request for Change**
  In this demo you can see how a Request for Change is created and processed in the SAP Solution Manager 7.1. You will see the standard process for an Request for Change from creating over approving the change, until it is handed over to development. The demo also covers the new functionality called “scope extension”.

- **Change Request Management: Normal Change**
  The demo shows the process of a normal change, as part of Change Request Management project which has dependencies to the project phases.

- **Change Request Management: Urgent Change**
  In this demo you will see the standard urgent change process, as it is delivered with SAP Solution Manager out of the box.

- **Change Request Management: Admin Change**
  When performing administrative changes in the system, you can use admin changes of Change Request Management. See how an administrative change can be performed and documented with Change Request Management.

- **Change Request Management: General Change**
  When using Change Request Management not only for SAP- or System-related components, but also for other IT components, you can leverage the functions of the general change to document and manage those changes with SAP Solution Manager. In this demo you can see how the standard process of a general change looks like.

- **Change Request Management: - Enabling a Project for Change Request Mngmt**
  Before using Change Request Management to control your transports in the landscape you need to define a project, add logical components and activate Change Request Management. This demo covers the basic steps to create such a project.

Technical details:

- **Defect Correction Details**
- **Administrative Change Details**
- **General Change Details**