

MERCURY LAUNCHES INDUSTRYS FIRST CHANGE CONTROL MANAGEMENT OFFERING

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•Executes Next Step in Application Change Lifecycle Strategy

•Unveils Breakthrough In Helping Change Advisory Boards and IT Decision Makers Mitigate IT Business Risk

•Enables ITIL-Compliant Change Management Across the Application Lifecycle

•End-To-End Change Management To Be Showcased To Thousands of IT Executives in Global Seminar Series

Mercury Interactive Corporation (OTC: MERQ), the global leader in business technology optimization (BTO)* software, announced Mercury Change Control Management, the industrys first change control management offering for change advisory boards (CABs) and IT decision makers. This breakthrough new product is the first to help customers automate the change management process and mitigate the risk of application and infrastructure changes from negatively impacting business outcomes. Using Mercury Change Control Management, customers can see one view of all changes, identify change collisions, and prioritise, schedule, and manage changes based on business impact.

The increasing rate of change and application complexity is making it virtually impossible for CABs and IT decision makers to control change impact with their current manual processes and existing systems, said David De Laine, Managing Director of Mercury in Australia. Mercury is executing the next step in our application change lifecycle strategy with the launch of Mercury Change Control Management. Mercury is the first to address customer demand for an automated change control offering that helps mitigate the risk of IT changes from negatively impacting business outcomes.

Many enterprise organisations establish CABs made up of decision makers from IT operations, application teams, and business analysts to manage change requests. CABs meet often to discuss major change requests including application enhancements, patches, and hardware, infrastructure and network modifications. CABs are responsible for reviewing the change requests, evaluating their risks, identifying colliding changes, accepting or declining changes, and prioritising and scheduling the deployment of accepted changes. Decisions made by CABs are subjective and often based on gut-feel and past experience. This approach can result in change collisions through deployment and into the production environment. These collisions and change related problems can often lead to production outages, application downtime, service disruptions, and in some cases publicly reported business failures.

Mercury Change Control Management is a unique business application built for the needs of change managers, application groups, CAB members and operations teams. This breakthrough new product:

•Aggregates requests for change from disparate service desk products into a unified ITIL-compliant view so all changes can be reviewed, prioritised and scheduled in a common model;

•Automatically identifies the impact of changes at the infrastructure, service and application levels;

•Generates business impact analysis of every change request based on pre-defined business risk;

•Identifies potential change collisions between multiple requests and automatically notifies key stakeholders of collisions; and

•Provides advanced change calendaring capabilities that displays a visual forward schedule of change detailing the impact and release time of each change.

More than 80% of business-critical service disruptions can be attributed to poor change control processes including flawed change impact assessment, said Stephen Elliot, research manager at IDC. Enterprises can no longer gamble with change management and are looking for new approaches to manage change. This has created strong demand for new automated processes for managing the entire change lifecycle from request to test, through deployment and monitoring changes in production.

Mercury Change Control Management is built on Mercurys Configuration Management Database (CMDB) and leverages capabilities through integrations between Mercury Application Mapping and Mercury IT Governance Center. Mercury Change Control Management is available today, and is offered as strategic part of the Mercury Application Change Lifecycle solution.

Mercury Application Change Lifecycle

Mercury Application Change Lifecycle is an integrated set of offerings that helps customers manage application changes across the lifecycle, from demand through production. Mercury Application Change Lifecycle is comprised of offerings and integrations between Mercury IT Governance Center, Mercury Quality Center, and Mercury Business Availability Center. This solution helps customers automate the process of capturing change requests, assessing change impact, testing and deploying changes, and monitoring application changes in production. Customers use Mercury Application Change Lifecycle to manage some of their most business-critical ITIL processes such as change, configuration and release management.

Kris Brittain said in a recent Gartner report, IT change management is a formalised process with documented procedures and workflows outlining activities such as documentation, approval, prioritisation, impact analysis, rollback, verification, scheduling, timing and issues of implementation, as

well as review of all requests for change (RFC). The goal is to enable controlled changes while preserving the integrity and service quality of the production environment. 1

ABOUT MERCURY

Mercury Interactive Corporation (OTC: MERQ), the global leader in business technology optimization (BTO) software, is committed to helping customers optimize the business value of information technology. Founded in 1989, Mercury conducts business worldwide and is one of the largest enterprise software companies today. Mercury provides software and services for IT Governance, Application Delivery, and Application Management. Customers worldwide rely on Mercury offerings to govern the priorities, processes and people of IT and test and manage the quality and performance of business-critical applications. Mercury BTO offerings are complemented by technologies and services from global business partners. For more information, please visit www.mercury.com.

*Business Technology Optimization

Business technology optimization (BTO) is a rapidly growing category in the IT industry. Companies use the principles and practices of BTO to automate and optimize IT itself. BTO is about ensuring that every dollar invested in IT, every resource allocated, and every application in development or in production is fully aligned towards meeting the goals of the business. In other words, BTO is about making sure IT is delivering the most value possible to the business.

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Source: Gartner, Inc. Optimize Change and Configuration Management With People, Processes and Tools by Ronni Colville, Patricia Adams, Kris Brittain, August 3, 2005