# Processes Alignment

Bassam Abdul Aziz AL Muhayteeb

Affiliation: Saudi Writer

*Abstract:* **It is important to always improve and streamline the integration between the processes in order to boost the maturity level and customer satisfaction.**

**In our article we will talk about the integration between the following processes: (Change Management, Problem Management, Assets Management and Business Continuity)**

*Keywords:* **Processes Alignment, customer satisfaction, Assets Management and Business Continuity.**

## 1. INTRODUCTION

In IT processes, and especially in its business part, consistency between the various stages and aspects of management plays an important role. Thus, it is possible to trace how integrated change management, problem management, asset management, and business continuity processes are. Understanding the relationship between these operations makes it possible to increase their integration in practice, consequently optimizing work processes.

First, it is essential to note that several business processes have links to change management. Change management is an important activity to prepare, support, and implement organizational changes because organizational work is always dynamic and fluid. Change management is critical to maintaining operational efficiency, responding correctly to crises, changing demand, resolving competitive pressures, adapting to technology development, and organizational restructuring.

Change management has a strong relationship with business continuity. The Business Continuity Process ensures the continuity of operational production systems by adhering to a disaster recovery plan for accidents or unplanned incidents. In this case, change management can help assess possible changes and their subsequent resolution or adaptation to them.

Another important aspect related to change management is asset management. Asset management is managing and realizing the value of tangible and intangible assets of an organization. The change management process, in this case, ensures that change requests are linked to configuration items before the approval of such modification requests. The asset management process informs the change management process about potential violations of the implementation of unauthorized modifications. Change management thus has a strong relationship with configuration items in the network that need to be assessed before implementation.

It is also helpful to view the processes of problem management and change management in integration. Problem management is the processes and activities responsible for managing the lifecycle of an organization's problems. The goal of problem management is preventing the issues and their negative consequences. The change management process creates a request for a shift in the solution to the problem, helps to fix the existing situation, and the corrections made to resolve the problem case. In addition, sometimes unforeseen issues arise during the change process that problem management can help solve.

Next, it is worth considering the integration of Asset management and Business continuity. Both of these aspects are related to the reduction of risks associated with certain unforeseen business situations. The Asset management process ensures that all dependencies are displayed for all configuration items are validated by their domain configuration managers. As a result, the business continuity process can develop business continuity plans and workflows in practice for various IT services.

In the other hand, Business continuity reviews and validates tiering related to IT Assets and ensure they are reflected in the relevant repositories, such as the CMDB.

Problem management and business continuity are also strongly linked. The Problem Management process acts as the basis for managing the continuity of IT services, as problems must be brought under control before they can have a disruptive effect on the business.

The last related aspects are problem and asset management. Problem management also relies heavily on the configuration item dependencies in the CMDB. It is necessary to assess the problem's impact and consider proposed solutions to maintain the required assets safely. Thus, it is crucial to have an accurate and up to date CI dependencies in the CMDB.

## 2. CONCLUSION

Thus, it can be summarized that the IT processes working in the integration perform an essential function for the operation of the general working mechanism. Understanding how the various aspects of management and business continuity are related and knowing the principles used in operating processes can significantly increase overall efficiency. Modern IT companies actively use these principles to apply business processes into practice.

### REFERENCES

[1]   The IT Infrastructure Library® for IT Service Management (ITSM)