IntaChange Case Study

IntaChange
Web-based Change Management

CHARLES STURT UNIVERSITY

Phil Sefton, Director of Client and Online Services at Charles Sturt University, explains why IntaChange was the obvious choice for their new change management programme.

Charles Sturt University (CSU), is Australia's largest provider of distance education with over 33,000 enrolments and 1500 staff.

The Division of Information Technology with around 150 staff is responsible for delivering a full suite of IT services to staff and students ranging from traditional student laboratories through to the delivery of a comprehensive array of online services.

The use of Technology services has been highly coupled with the provision of distance education such that everything from enrolment to results release is provided fully online.

In 2003, CSU began mapping a path for the introduction of the ITIL (Information Technology Infrastructure Library) service methodology and in 2004 implemented Change Management (CM) as the first step in the process.

One of the key requirements of the CM project was to select an application that was both easy to implement and use but yet provided the flexibility to suit the particular process flows that CSU required. Further the need to 'tune' an application on the fly meant that IntaChange soon became an obvious choice.

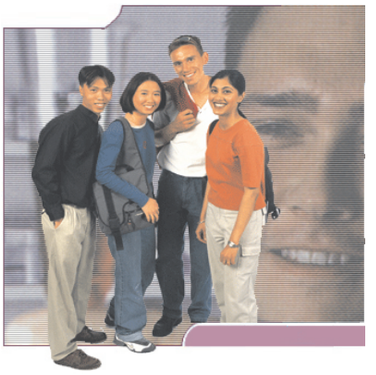
Intasoft, the developers of IntaChange, have their headquarters in the UK, but despite the distance between UK and Australia, this proved to be no problem at all, due to the web based nature of IntaChange.

The application was first tested using Intasoft's own platform and basic process flows were evaluated. Simple application sharing and software basic training was provided and minor issues solved.

Key to the introduction was the ease at which users could be trained in the product.

The subsequent installation and setup was a breeze with the application moving quickly from development to production.

Today, IntaChange is used to manage all non standard changes within the Division. The compliance with ITIL requirements meant that the transition from design to production was quick and painless and aligned well with our project requirements.



Key to the introduction was the ease at which users could be trained in the product. Being web based was a major advantage with no installation required at the users end. The use of basic web features meant that most users already had good skills and simply needed to understand the fundamentals of the product and the process of moving a change request from one stage to another.

Since October 2004, changes have flowed smoothly through IntaChange all with process flows based on their ITIL categories of minor, medium, major and emergency changes.

The flexibility has allowed CSU to make changes to the process flow easily and with minimal training for staff. The ability to control data entry, access rights to change and modify information and controls to ensure the right people enter the correct data at the appropriate time all lead to a product that suits the University's needs well.

IntaChange Reviews

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" ...don't despair! Intasoft has developed a tool that may well help you cling to the last vestiges of sanity. IntaChange is a Web-based change management application that runs in the client's browser (Internet Explorer Version 6 or later) without requiring any additional software."

Steve Cotterell, Project Manager Today

"IntaChange will be useful in any situation where records of tasks, proposals or problems need to be managed through various fixed stages that involve a range of people. It's a well-designed and well-implemented database workflow product."

Mike James, Computer Shopper

"Using IntaChange is remarkably easy and its running in a web browser makes it even simpler."

Mike James, Computer Shopper

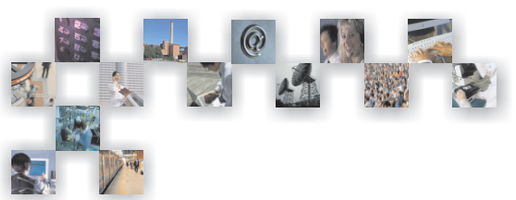
"The most obvious and important feature of IntaChange is its flexibility..."

"Anyone interested in change management should take a good look at IntaChange and this goes double if you are also using Microsoft Project."

Bloor Research

IntaSoft is one of my favourite companies. Partly this is because it espouses the "small is beautiful" approach to life rather than the delusions of grandeur that afflict some of the leading lights in our industry. As a company it has been around for nearly 20 years and although it has expanded into the United States, and has distributors in Germany and Australia, it is happy to be a small, self-funded private company with no pretensions.

Philip Howard, IT Director



If you manage change, you need IntaChange

For more information about IntaChange web based change management software, or to request a demo contact us at:

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IntaChange is developed and sold exclusively by

INTASOFT

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