

Tried and tested

A closer look at the latest project management software product releases. On show this month, Agenor Technology's ICEflo web-based implementation management solution.

Agenor Technology says...

ICEflo is a unique Implementation Management SaaS solution that dramatically reduces the risks associated with implementing change against key business services. ICEflo complements your existing ITIL Change Management solution, delivering a replacement for spreadsheet

implementation plans (aka runbooks or playbooks). If you do use spreadsheets to plan and manage change activities, there are strong benefits to be gained by using ICEflo, increasing control and reducing risk.

Benefits

By using ICEflo to manage time-critical change, teams can plan and deliver complex change whilst protecting availability of key business services. The increased control and real-time status visibility enables informed

decision making and increases the success rate of implementing simple and complex changes alike. Increased control, reduced risk and cost savings are the three primary benefits of ICEflo. For more information visit www.iceflo.com.

You say...

Colin Lennox, technical services manager for Baillie Gifford - an independent investment management firm based in Edinburgh, uses the ICEflo tool to manage changes associated with complex IT projects.

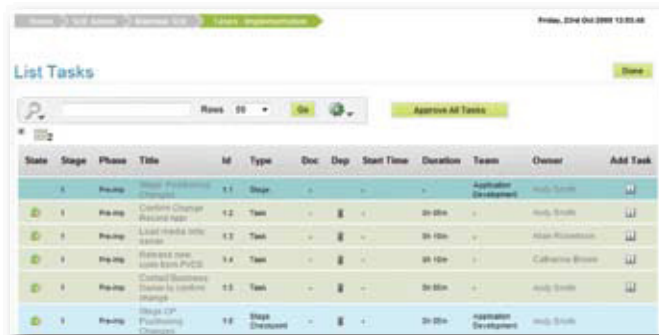
ICEflo has quickly become an intrinsic part of our change control process allowing the team to schedule events, outline a detailed timeline and more importantly a back-out timeframe against our plans. It also gives us the ability to inject communication points, via

either email or SMS, into the live implementation process.

The application is supported by an easy-to-adopt template concept which cuts down on repetition and results in reusable events which can be 'cloned' and reused by any team member.

Since trialling the product in the early part of 2009, we have been in regular dialogue with the ICEflo team. The team have been receptive to our suggestions and this has resulted in several developments within the product to meet our functional requirements. A good example is the ability to directly communicate with project team members via email while being logged into the system and composing change events.

I would recommend ICEflo to anyone looking to 'dip their toes' into a product which will improve the preparation and execution of changes without the traditional up-front costs associated with such a product.



State	Stage	Phase	Title	Id	Type	Doc	Dep	Start Time	Duration	Team	Owner	Add Task
1	Planning	Phase	Implement Problem Management	1.1	Step	-	-	-	-	Application Development	Andy Smith	+
1	Planning	Phase	Configure Cluster	1.2	Task	-	-	20-08-10	30-08-10	-	Andy Smith	+
1	Planning	Phase	Load media into server	1.3	Task	-	-	20-08-10	30-08-10	-	Andy Smith	+
1	Planning	Phase	Extract new code from POC	1.4	Task	-	-	20-08-10	30-08-10	-	Catherine Brown	+
1	Planning	Phase	Control System - Update to confirm change	1.5	Task	-	-	20-08-10	30-08-10	-	Andy Smith	+
1	Planning	Phase	Stage 01 - Provisioning	1.6	Step	-	-	20-08-10	30-08-10	Application Development	Andy Smith	+