



Z-Act

- [\[Z-Act\]](#) |
- [\[ZMF Administrator\]](#) |
- [\[Helpdesk operator\]](#) |
- [\[Release manager\]](#) |
- [\[IT Auditor\]](#)



Z-Act is about **outsourcing** ChangeMan ZMF activities like:

- Adding more customizations to an existing ChangeMan ZMF implementation, e.g. because of new business requirements or because of additional applications being added to ChangeMan ZMF.
- Upgrading to a new release of ChangeMan ZMF.
- Keeping an old (no longer supported by SERENA) release of ChangeMan ZMF up and running, e.g. for [issues like this one](#).
- Providing technical support to ChangeMan ZMF customers that are out of SERENA support (no longer current on M&E).
- [Running an ITIL compliant ChangeMan ZMF helpdesk](#).

Using this approach, we take care of all such activities (we perform them for you), whereas with [Z-Coach](#) we coach/assist/teach you so that you can complete such activities.

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