# 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- Providing technical support to ChangeMan ZMF customers that are out of SERENA support (no longer current on M&E).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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