

**“Service Support”**

**Configuration  
Management**



# Goals of Configuration Management

- ◆ The goals of Configuration Management are to:
  - ◆ Account for all the IT assets and *configurations* within the organisation and its services
  - ◆ Provide accurate information on configurations and their documentation to support all the other Service Management processes
  - ◆ Provide a sound basis for Incident Management, Problem Management, Change Management and Release Management
  - ◆ Verify the *configuration* records against the infrastructure and correct any exceptions



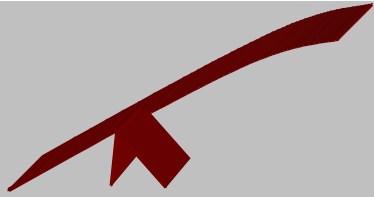
# Configuration Management Objectives

- ◆ Detailed objectives for Configuration Management should include:
  - ◆ Providing everyone working in Service Management and support with correct and accurate information on the present configurations with their physical and functional specifications
  - ◆ Defining and documenting the procedures and working practices to be followed
  - ◆ Identifying, labelling and recording the names and versions of the CIs that make up the IT services, infrastructure and their relationships (RD)
  - ◆ Controlling and storing definitive, authorised and trusted (CMMI – Masters) copies of specifications, documentation and software



# Configuration Management Objectives - 2

- ◇ Reporting the current status and history of all items on the IT infrastructure
- ◇ Ensuring that all Changes to CIs are recorded as soon as practicable
- ◇ Tracking and reconciling the actual state of the IT infrastructure against the authorised configuration records and data
- ◇ Educating and training the organisation in the control processes
- ◇ Reporting metrics on CIs, Changes and Releases
- ◇ Auditing and reporting exceptions to infrastructure standards and Configuration Management procedures



# **Scope of Configuration Management**



# Scope of Configuration Management

- ◆ Configuration Management covers the identification, recording, and reporting of IT components, including their versions, constituent components and relationships (CMMI – Identification, Baselineing, Status Accounting)
- ◆ Items that should be under the control of Configuration Management include hardware, software and associated documentation



# Scope of Configuration Management - 2

- ◆ The Basic activities of Configuration Management (ITIL) are as follows:
  - ◆ **Planning** - Planning and defining the purpose, scope, objectives, policies and procedures, and the organisational and technical context, for Configuration Management
  - ◆ **Identification** - Selecting and identifying the configuration structures for all the infrastructure's CIs, including their 'owner', their interrelationships and configuration documentation
    - ◆ It includes allocating identifiers and version numbers for CIs, labelling each item, and entering it on the *Configuration management database* (CMDB).



# Scope of Configuration Management - 3

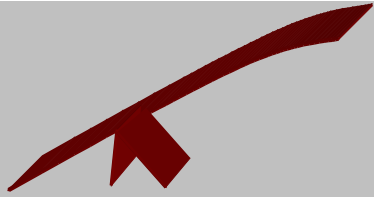
- ◇ **Control** - Ensuring that only authorised and identifiable CIs are accepted and recorded, from receipt to disposal
  - ◆ It ensures that no CI is added, modified, replaced or removed without appropriate controlling documentation, e.g. an approved Change request, and an updated specification
- ◇ **Status Accounting** - The reporting of all current and historical data concerned with each CI throughout its *life cycle*. This enables Changes to CIs and their records to be traceable
  - ◆ e.g. tracking the status of a CI as it changes from one state to another for instance 'under development', 'being tested', 'live', or 'withdrawn'
- ◇ **Verification and Audit** - A series of reviews and audits that verify the physical existence of CIs and check that they are correctly recorded in the Configuration Management System (CMMI – CMS)





# Scope of Configuration Management - 4

- ◆ Configuration Management is responsible for incorporating new and updated product deliverables by interfacing directly with:
  - ◆ Systems development
  - ◆ Testing
  - ◆ Change Management
  - ◆ Release Management



# Configuration Identification



# Configuration Identification

- ◆ Configuration Identification is the selection, identification and labelling of the configuration structures and CIs, including their respective 'owner' and the relationships between them
- ◆ CIs may be hardware, software or documentation and include:
  - ◆ Services
  - ◆ Servers
  - ◆ Environment
  - ◆ Equipment
  - ◆ Network components
  - ◆ Desktops
  - ◆ Mobile units
  - ◆ Applications
  - ◆ Licences
  - ◆ Telecommunication services
  - ◆ Facilities



# Configuration Identification - 2

- ◆ Configuration identification includes allocating identifiers for CIs
- ◆ Other records and data associated with a CI include:
  - ◆ Incidents
  - ◆ Known errors
  - ◆ Problems
  - ◆ Corporate data about employees
  - ◆ Suppliers
  - ◆ Locations
  - ◆ Business units
  - ◆ Procedures



# Summary

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- ◆ Businesses require quality IT services provided economically
- ◆ To be efficient and effective, all organisations need to control their IT infrastructure and services
- ◆ Configuration Management provides a logical model of the infrastructure or a service