Configuration Management & Change Management ITIL - CMMI
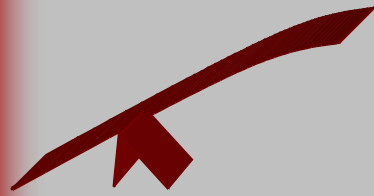
CM – ITIL-CMMI

◆ The goal of the Change Management process is to ensure that standardised methods and procedures are used for efficient and prompt handling of all Changes, in order to minimise the impact of Change-related Incidents upon service quality

◆ This means that changes to any components that are under the control of an applications development project – for example, applications software, documentation or procedures – do not come under ITIL Change Management!

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◆ Configuration Management provides a logical model of the infrastructure or a service by identifying, controlling, maintaining and verifying the versions of Configuration items (CIs) in existence

◆ It is generally accepted that Change Management and Configuration Management are best planned and implemented concurrently

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