

Configuration Management

The Basics According to ITIL,
Gartner, Pink Elephant.....and
Sarasota County

The Definition

“A logical model of the infrastructure or a service by identifying, controlling, maintaining and verifying the versions of Configuration Items in existence.”

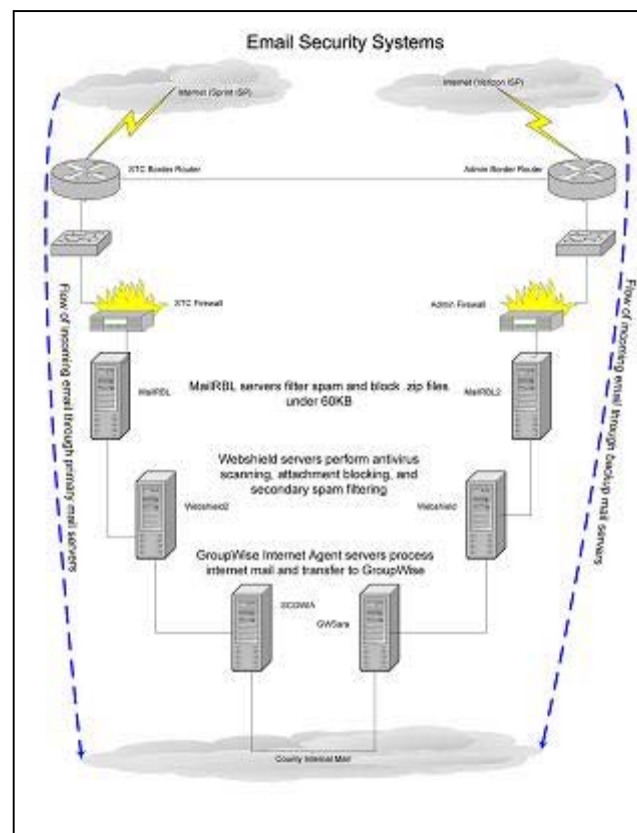
- ITIL Service Management Essentials, 2005, Pink Elephant

The Jargon

- IT Service
 - From a business perspective, the service being supplied via an IT System. This is the top level of a relationship hierarchy used for rolling up costs and includes people and technology.
- IT System
 - At a physical level, the hardware, software and documentation that supply an IT Service.
- Configuration Items or CI's
 - The components of an IT System. Can be hardware or software.
- CMDB
 - The repository of CI attribute information, documentation, and relationships.
- Relationships
 - Descriptions of the interconnectivity of CIs.

The Example

- IT Service
 - Email Security
- IT System
 - Webshield
- CI's
 - Hardware components shown in diagram
- Relationships
 - Dependencies shown in diagram



The Activities

- Planning
 - Defining the drivers for configuration management
 - Determining the scope of what will be tracked based on those drivers
 - Identifying KPIs
 - Documenting procedures
- Identification
 - In a nutshell...setup of the CMDB
- Control
 - Procedures designed to make sure that the critical CI information being tracked in the CMDB is kept up to date.
- Status Accounting
 - Lifecycle tracking for the CI's in the CMDB.
- Verification and Audit
 - Comparison of a CI's current location and configuration with that recorded (authorized) in the CMDB.

The Drivers

- Cost accounting and control
- Software license compliance
- Ensure that CI information is accurate in support of Service Level Management in general and related ITIL process specifically
- Aids in Inventory and Disaster Recovery

The Beginning

- Define the drivers for your organization's implementation of configuration management
- Identify what CI information you currently have documented and what Services and IT Systems are critical in relation to your drivers.
- Develop a plan to close any gaps!

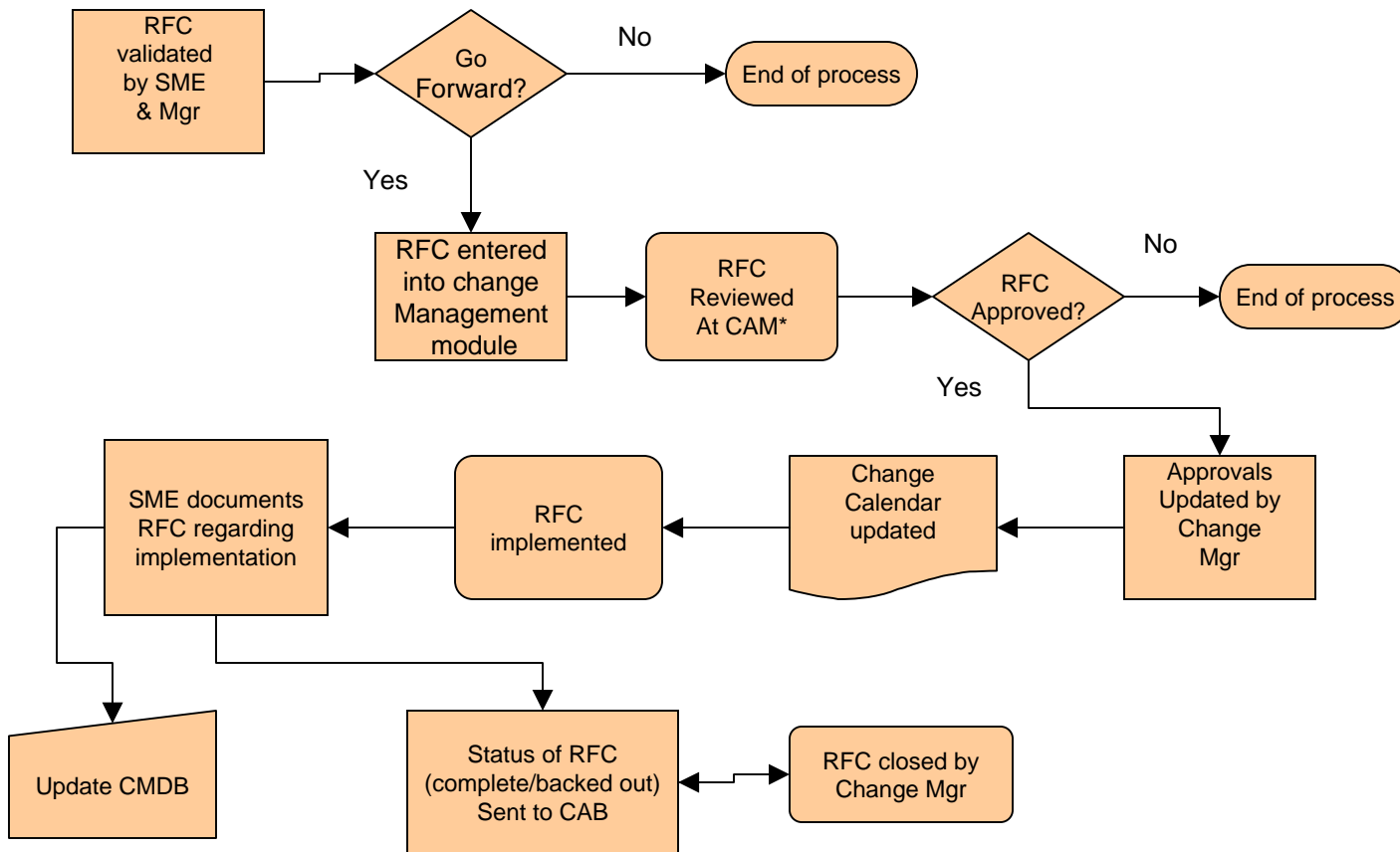
The Tools

- A discovery tool to report the current configuration of a CI.
- A repository to house your authorized configurations.
- Software Library
- Process modeling software
- Process Improvement Methodology

The Challenges

- Time intensive for organizations with many CIs without proper tools
- Difficult without a standardized environment
- Scope can be overwhelming
- Impossible without strong change management policies and procedures used by the entire IT organization

Change Management Process Flow



*Change Advisory Meeting

The Recommendations

- Complete each Configuration Management Activity in Sequence.
- Put as much time and energy into defining procedures and training staff as you can afford. More work here will create less work elsewhere.