“Service Support”

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
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.
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, Baselining, Status Accounting)

- Items that should be under the control of Configuration Management include hardware, software and associated documentation
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)
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 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

- 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.