



Why, What, and How of Configuration Management

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Goals for IT Service Management

- **Release Management** - is responsible for all legal and contractual obligations for all hardware and software in use within the organization. In order to achieve this and protect the IT assets, Release Management establishes secure environments for both hardware in the Definitive Hardware Store (DHS) and software in the Definitive Software Library (DSL).
- **Problem Management** - is responsible for minimizing the adverse impact of Incidents and Problems on the business. To achieve this, Problem Management assists Incident Management by managing all major Incidents and Problems, while endeavoring to record all workarounds and 'quick fixes' as Known Errors where appropriate, and raising Changes to implement permanent structural solutions wherever possible. Problem Management also analyses and trends Incidents and Problems to proactively prevent the occurrence of further Incidents and Problems.
- **Change Management** - Changes must be carefully managed throughout their entire lifecycle from initiation and recording, through filtering, assessment, categorization, authorization, scheduling, building, testing, implementation and eventually their review and closure. One of the key deliverables of the process is the Forward Schedule of Change (FSC) a central programme of Change agreed by all areas, based on business impact and urgency.
- **Incident Management** - is responsible for the management of all Incidents from detection and recording through to resolution and closure. The objective of Incident Management is the restoration of normal service as soon as possible with minimal disruption to the business.

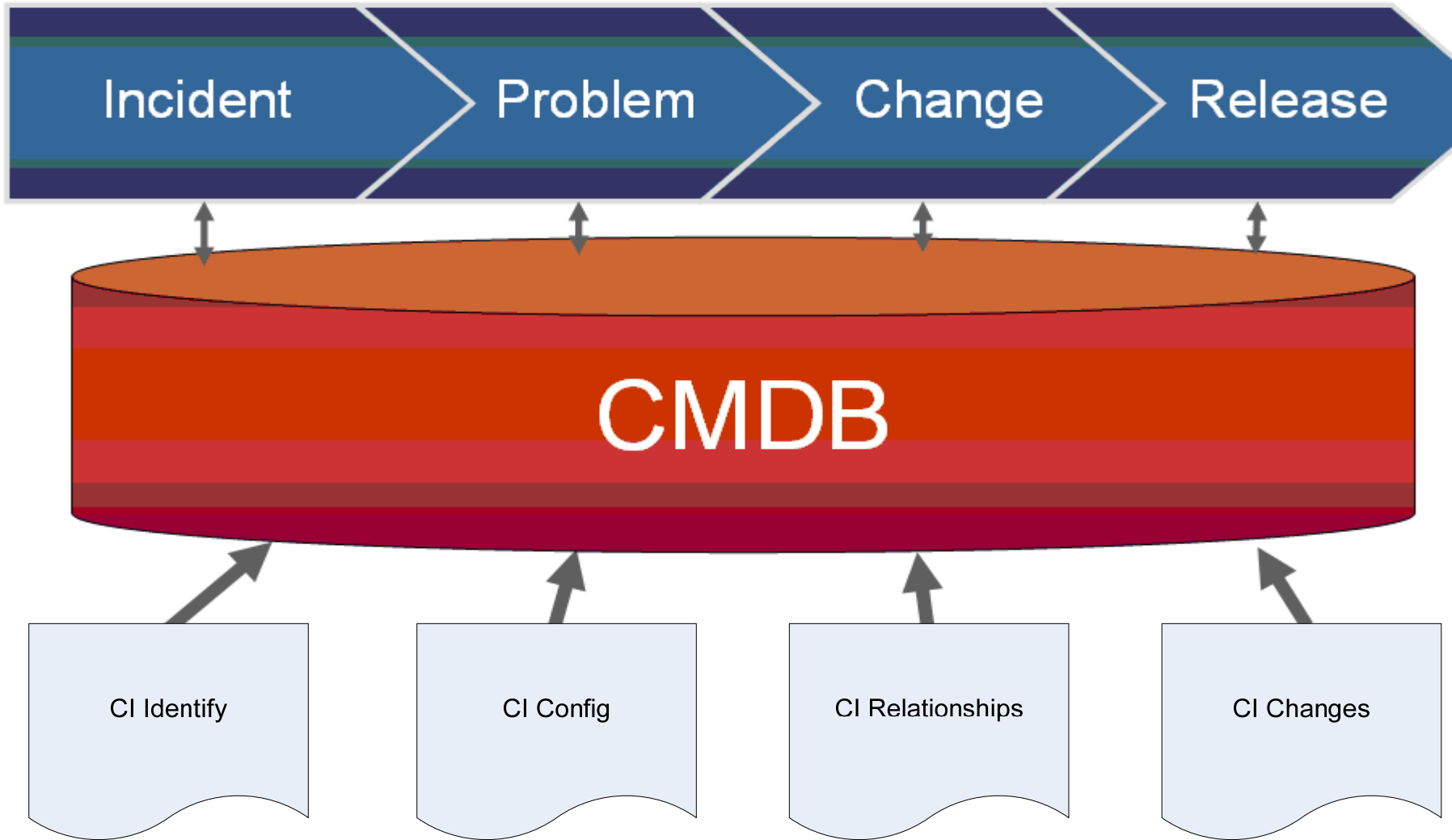


What Is Configuration Management

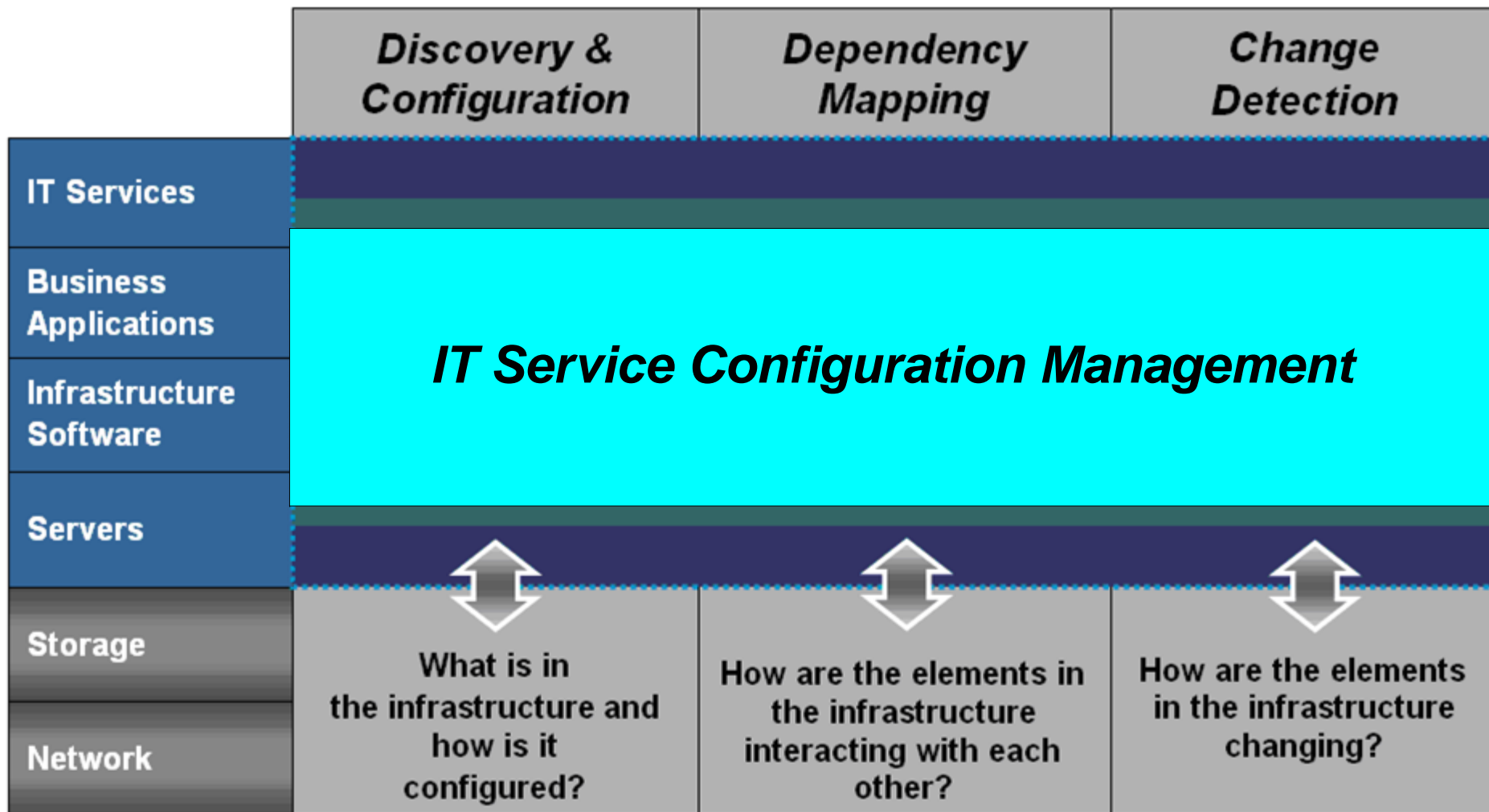
“Configuration Management provides the foundation for successful IT Service Management and underpins every other process. The fundamental deliverable is the Configuration Management Database (CMDB), comprising one or more integrated databases detailing all of the organization’s IT infrastructure components and other important associated assets. It is these assets that deliver IT services and they are known as Configuration Items (CIs). What sets a CMDB apart from an ordinary asset register are the relationships, or links, that define how each CI is interconnected and interdependent with its neighbors. These relationships allow activities such as impact analyses and ‘what if?’ scenarios to be carried out. Ideally the CMDB also contains details of any Incidents, Problems, Known Errors, and Changes associated with each CI.” – Source: ITIL V3.0



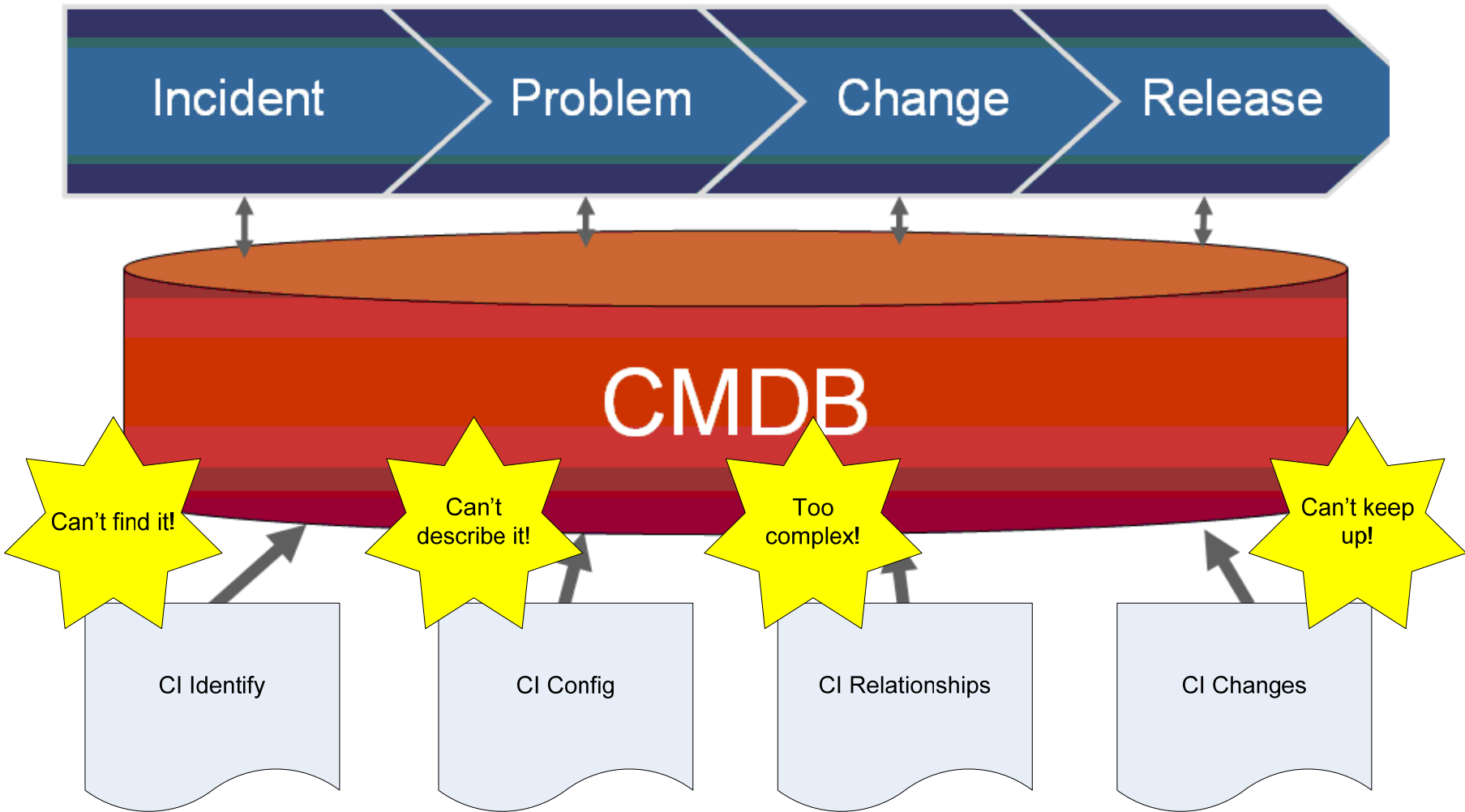
Fundamental Deliverable – Configuration Management Database (CMDB)



IT Service Configuration Management Framework

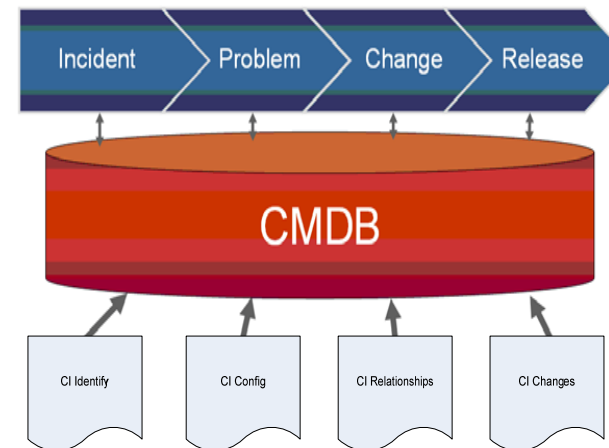


Support Challenges



Key Considerations

- **Automated component, configuration, and service discovery**
- **Real-time accuracy**
- **Complete change history**
- **Enterprise scalability**
- **Systems management platform integration**



- ***BMC Atrium***
- ***CA Service Desk***
- ***HP Universal CMBD***
- ***IBM CCMDB***
- ***Novell Managed Objects***
- ***ASG-Rochade***
- ***EMC Infra***
- ***Service-now.com***

