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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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**Approvals**

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# Introduction

Configuration Management is the ongoing process of identifying and managing changes to Configuration Items (CIs) under the scope of the current Configuration Management Policy. The Configuration Management Plan is developed to plan, identify, document, control, implement, account for, and audit changes to CIs. The Plan provides information on the requirements and procedures necessary for Configuration Management activities. It identifies requirements and establishes the methodology for configuration identification and control of releases and changes to CIs. It also describes the process for maintaining status accounting and verifying the completeness and correctness of configuration items throughout the system lifecycle.

The use of this plan enables IT Service Management (ITSM) outcomes by promoting standardization of policy, standards, process framework, and training.

Configuration Management should have four pieces of documentation to guide the implementation or improvement of the CMDB (or Configuration Management process as a whole):

1. Configuration Management Plan
2. Configuration Management Policy
3. Configuration Management Process
4. Configuration Management RACI/Roles and Responsibilities

Once these four are in place, the detailed procedures are developed using the guidance from both stakeholders and these four documents.

# Purpose

The purpose of this Configuration Management Plan is to identify and describe the overall methods for establishing and implementing the Configuration Management ITSM process.

# Scope

The scope of this plan is applicable to all Information Technology (IT) resources owned or operated by *<XXXXXXXXXXX>* that are considered to be under configuration control based on the Configuration Management Policy. All users (employees, contractors, vendors, or others) of IT resources are responsible for adhering to the current Policy.

The Configuration items under this scope include *<Use all that apply>*:

* Business Services and systems
* Technical Services and systems
* Hardware subsystems and their components (e.g., workstations, servers, routers)
* Software/applications and the components (e.g., computer applications, operating systems, and support tools)
* Data and database components (e.g., files and records that exist apart from software, which access the contents of a database)
* Virtual systems
* Release packages
* System architectures
* Business/service models
* Interfaces to internal and external services/systems
* Technical documentation or baselines describing the system
* Other components at the discretion of senior leadership
* Management documentation describing the processes used to develop (or manage the development of) the system.

# Configuration Management Plan

## Objectives

The overall objective of a Configuration Management Plan is to document and inform ITSM stakeholders, the types of tools that will be utilized, and how all resources will work together for the benefit of stakeholders. The Plan will describe the following:

1. Identifying, defining, and baselining configuration items (CI)
2. Controlling modifications and releases of CIs
3. Reporting and recording status of CIs and any requested modifications
4. Ensuring completeness, consistency, and correctness of CIs
5. Controlling storage, handling, and delivery of the CIs
6. Ensuring full lifecycle management of IT and service assets, from the point of acquisition through to disposal

## Approach

In order to ensure a successful implementation of this plan, the approach must be thorough to produce the desired outcomes. The approach will encompass the following steps:

1. Identify Configuration Management Stakeholders
2. Identify and utilize the Configuration Management Policy
3. Develop the Configuration Management Process to support the Configuration Management Policy and goals
4. Identify Configuration Items (CIs) that are required to be under Configuration Control
5. Obtain and update existing foundation data
6. Establish configuration baselines
7. Utilize a discovery tool to scan and identify configuration items in the IT environment
8. House the CI data in an enterprise ITSM CMDB
9. Train staff on processes, procedures, and tools to successfully support CfM.
10. Using the guidance provided in Section 3.6 of this CMP, establish regular audit schedules

# Configuration Management Stages

1. **Configuration Management Planning** – Understanding the scope (CI Classes and attributes) should be included in the CMDB and the roadmap for the future
2. **Configuration Identification** – Establishing naming convention to be used in the CMDB and how Cis will be reflected in the CMDB
3. **Configuration Control** – The intersection of Configuration Management and Change Management, Control ensures the accuracy of the CMDB data.
4. **Configuration Status Reporting** – Usually performed inside the ITSM (CMDB) tool, this stage includes understanding the CI Status (e.g., whether it is live or retired) and its relationship to other CIs.
5. **Configuration Verification and Audit** – An Annual audit of the CMDB to ensure the accuracy of the data for all consumers.

# Configuration Management Database (CMDB) Tool Requirements

As indicated in the “Approach” section, the CMDB has four types of requirements:

1. Start with desired outcomes and develop requirements
2. Document and implement scope (CI Classes and attributes)
3. Implement Discovery
4. Document the metrics required

*<Use this section to document your organizations’ CMDB requirements>*

# CMDB Schedules

The CMDB runs on a scheduled Discovery basis. Different CI Classes can be scanned at different intervals. In addition, Tasks to keep the non-Discovery data current are also performed on regular intervals.

*<Use this section to document your organizations’ CMDB Schedule requirements>*

# Configuration Management and CMDB Metrics

There are many Process and CMDB metrics to consider. Most are included in the ITSM tool, but it is wise to not use every metric available.

*<Use this section to document your organizations’ CMDB Metric requirements>*

# Roles & Responsibilities

*<Insert the responsibilities of all the stakeholders like user, CI owner, config analyst, config manager, change management, etc.>*

| **User** | **CI Owner** | **Configuration Analyst** | **Configuration Manager** | **Process Owner** | **Change Management** |
| --- | --- | --- | --- | --- | --- |
|
| **Configuration Management Planning** | | | | | |
| Produce configuration management plan |  | C | R | R/A |  |
| Define CMDB structure |  | C | R | R/A |  |
| Determine Cl selection guidelines |  | C | R | R/A |  |
| Populate CMDB |  | C | R/A |  |  |
| Perform initial audit |  | R | R/A | C |  |
| Baseline CMDB |  | I | R/A | I |  |
| **Configuration identification** | | | | | |
| Validate update request | C | R | R/A |  |  |
| Validate Cl attributes |  | R | R/A |  |  |
| Review invalid attributes | C | R | R/A |  |  |
| Update CMDB | C | R | R/A |  |  |
| Publish new Cl type | I | R | R/A | I |  |
| **Configuration Control** | | | | | |
| Ensure there is a CRQ for every CI change | C |  | R |  | A |
| Review results of discovery | C | R | A | I |  |
| Distribute report from CI changes | I | R/A |  |  |  |
| Reconcile CI changes found via discovery to CRQs | I | R | R/A | I | R/A |
| **Configuration Status Reporting** | | | | | |
| Authorize or reject report request | I | R | R/A |  |  |
| Create or update configuration management report |  | R | R/A |  |  |
| Generate configuration management report |  | R | R/A |  |  |
| Distribute configuration management report | I | R | R/A |  |  |
| **Configuration Verification and Audit** | | | | | |
| Approve verification and audit request |  |  |  |  |  |
| Execute audit |  | R/A |  |  |  |
| Reconcile with CMDB |  | R/A |  |  |  |
| Determine corrective action | R/A | I |  |  |  |
| Initiate corrective CMDB action |  | R/A |  |  |  |
| Execute corrective action | I | R/A |  |  |  |

|  |  |
| --- | --- |
| **RACI Legend** | |
| Responsible (**R**) | Those who do work to achieve the activity. |
| Accountable (**A**) | The resource ultimately accountable for the completion of the task. There must be exactly one A specified for each activity. |
| Consulted (**C**) | Those whose opinions are sought. Two-way communication. |
| Informed (**I**) - | Those who are kept up-to-date on progress. One-way communication |

# Processes

The Configuration Management Process utilizes two processes, the Configuration Control and Reconciliation processes. These will differ per organization and will depend on the processes innate in the ITSM tool.

*<Use this section for the designed processes.>*

# Training

Training is necessary to keep the CMDB current and relevant.

*<Define how and when training will be delivered and who is responsible for giving it.>*