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**Document Control**

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# Process Overview

Configuration Management is foundational to the Service Management organization. It ensures that all Configuration Items (CIs) supporting IT services are accurately identified, and relationships recorded, the status of the CIs and modifications are effectively recorded, tracked, and reported, and changes to CIs are controlled.

Configuration Items (CIs) are any assets that need to be managed to deliver a service. CIs that should be under the control of Configuration Management include hardware, software, systems, services, applications, their relationships, and associated or related documentation, (e.g., Service Level Agreements). Configuration Management establishes and maintains the integrity of services and their configuration information, enabling effective control and uptime of the services.

Configuration Management roles and responsibilities can be broad given the breadth of CIs in the enterprise. There should be one accountable party (i.e., Process Owner), one or more responsible parties (i.e., Process Managers), and many users and consumers of the Configuration Management Database (CMDB). The corresponding RACI document will reflect these roles in a more granular manner.

## Purpose / Objective

The purpose of Configuration Management is to control, identify, record, and report IT components, including versions (where appropriate), constituent components, states, and most importantly, relationships to other technology components and services.

The Configuration Management process carries out and is governed by the Configuration Management Policy.

## Scope

The scope of Configuration Management includes the Configuration Items throughout their respective lifecycles which are:

* Owned and operated by the organization
* Owned and operated by third-parties (or external service providers) where technology services are supported

# Configuration Management Process

## Configuration Management Process Flow

The below process flow shows the cycle of the lifecycle. Notice how the output of one stage is the input for the next. Further, the output from the Configuration Verification and Audit stage is input for the Configuration Management Planning stage as a mechanism for continuous improvement.

# Configuration Management Lifecycle

Configuration Management consists of five stages listed above, each with specific deliverables and outcomes.

## Configuration Management Planning

A strategy must be developed to define the scope and objectives of a Configuration Management process, plus the CIs (and their respective attributes) that shall be tracked within the CMDB. Each CI Class (or type) will have a unique set of attributes. Lastly, the Planning stage determines the data requirements for the stakeholders.

## Configuration Identification

This stage identifies, defines, and documents the classes of CIs under the control of Configuration Management, the CI naming conventions, attributes, relationships to other CI types, data integrity rules, and requirements and design documentation.

This lifecycle stage includes the following:

* Identification of applicable configuration items and their respective attributes
* Establishment of baselines for control; maintenance of versions and revisions Identification of approved configuration documentation of the physical and functional characteristics of the item or system
* Creation of CI records in the CMDB
* Provision of documentation for configuration management and external audits Management of configuration item document library in CMBD

## Configuration Control

This stage ensures that all CIs - and their respective relationships and statuses - are recorded accurately throughout each CI lifecycle. It leverages the configuration baselines and manages drift within acceptable limits. Change Management will tie any changes to baselines to Change records.

## Configuration Status Reporting

This lifecycle stage makes CI information available to authorized requestors. The information ranges from detailed CI attributes and relationships to summarized information for reporting. Status is one of the more important attributes as it denotes whether the CI is live in production or retired. The key to success is regular reporting as the CMDB data is used in the other Service Management processes.

## Configuration Verification and Audit

This stage ensures that CI information matches the physical reconciliation data, that naming conventions are adhered to, and that all accurate and secure repositories agree with the CI information. The audit is performed regularly, as stipulated by the Configuration Management Plan, or as requested by the Configuration Manager or other authorized personnel.

# Service Providers

All internal and external service providers must use this same process. It is imperative that there is just one Configuration Management process to protect the CMDB data.

# Governance

The CMDB and Configuration Management Policy, Plan, and Process will be governed by the Configuration Control Board (CCB). The CCB should have a broad representation from stakeholders to ensure the CMDB and respective supporting Policy, Plan, and Process produce the desired results, including metrics, reporting, and integrations.

The CCB is a vital ingredient in the success of the Configuration Management process. Further, the CCB should be established first, then govern how the supporting documentation is delivered.