**Table of Contents**

[1. Introduction 3](#_Toc77947215)

[2. Purpose 3](#_Toc77947216)

[3. Scope 3](#_Toc77947217)

[4. Configuration Management Activities 3](#_Toc77947218)

[4.1 Objectives 3](#_Toc77947219)

[4.2 Approach 3](#_Toc77947220)

[5. Configuration Management Activities 4](#_Toc77947221)

[5.1 Configuration Management Planning 4](#_Toc77947222)

[5.2 Configuration Identification 4](#_Toc77947223)

[5.3 Configuration Control 4](#_Toc77947224)

[5.4 Configuration Status Reporting 4](#_Toc77947225)

[5.5 Configuration Verification and Audit 5](#_Toc77947226)

[6. Roles & Responsibilities 5](#_Toc77947227)

[7. RACI 5](#_Toc77947228)

[8. Summary 7](#_Toc77947229)

**Document Control**

**Document Version History**

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# Introduction

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). This RACI document will reflect these roles across the Configuration Management stages.

# Purpose

The purpose of Configuration Management is to control, identify, record, and report IT components, including versions (where appropriate), constituent components, states, and most importantly, their 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 Activities

## 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 Activities

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.

# Roles & Responsibilities

|  |  |  |
| --- | --- | --- |
| **Role** | **Responsibility** | **Title** |
| CM executive sponsor CCB process owner | Oversees configuration management plan implementation in all departments within the company | Senior executive |
| CM process owner CCB chair | Has ownership and is accountable for its strategic development; Ensures CM plan is rolled out | Senior manager |
| Configuration manager | Manages delivery of CM services and documentation of operating procedures | IT manager |
| CM system analyst | Performs daily configuration management tasks with minimal direction | IT analyst |
| CM specialist | Performs daily configuration management tasks with direction from CM system analyst | IT admin |

# RACI

*<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 |

# Summary

It takes many people working as a team to have a viable CMDB. The other Service Management processes depend on the accuracy of the CMDB. Both people and technology (discovery) must be functioning at a high level to give these stakeholders the outcomes they desire.