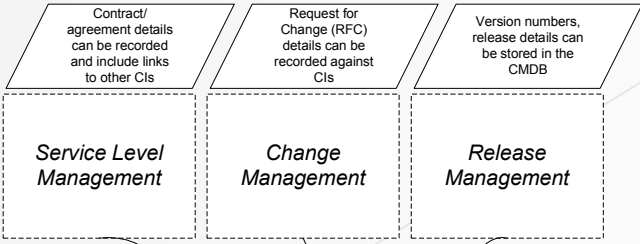


Configuration Management Process Flow

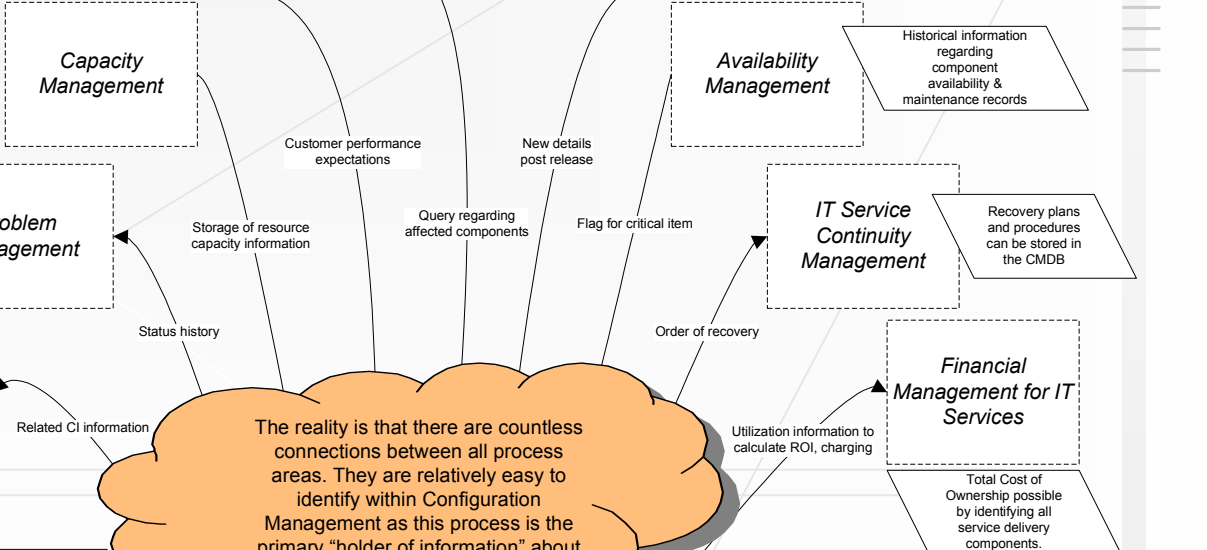
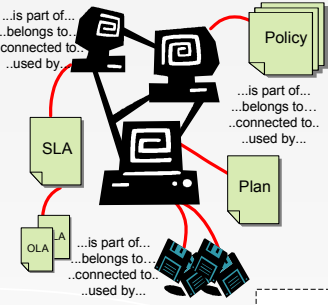
This flow chart has a specific process focus, but also indicates where other processes contribute.

Configuration Management offers more than asset management as we create relationships between components. Especially useful information for the Change Management Process

Configuration Items (CIs) are units of infrastructure used to delivery IT Services.



All processes are created equal; however Information = Power



The ultimate data store, where literally all aspects of good Service Management can come together. The CMDB can be incident database, problem management system, capacity data base, financial/assets control point, change management system.

The CMDB can be a collection of information to form a logical database. Most organizations do use the introduction of the process to look to consolidate into a single system. Many software vendors will offer you ITIL compliant solutions in this area.

Customer and End user details also recorded in the CMDB

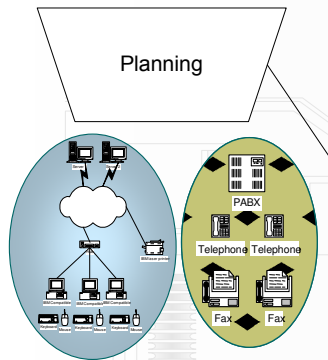
Configuration Management Database

...holds information about Configuration Items (CIs)

CIs can be the traditional elements (hardware, software); but also contracts, procedures, plans, policy statements, etc. In fact you can define a CI as anything in the IT infrastructure that you 'care' enough that you want to be able to control it and have information about it.

Facing difficulty about what to define as a CI? Look to Change Management. Changes should be made to CIs.

The most common metric or measurement for the Configuration audit is "number of non-conforming CIs". Look to Change Management as a potential related process area.



The libraries mentioned here fall into two principle categories. The Definitive Software Library and the Definitive Hardware Store

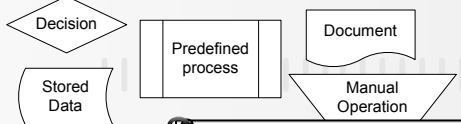
Part of the planning process includes establishing the scope of the process. Is the PABX part of the process responsibility of not? Also decisions about the level of granularity need to be made (do we count a mouse as a separate CI or as a component of a larger CI?). We also need to define who can make changes to the database/s and who can authorize changes to be made.

There are two primary roles that need to be filled with regard to the Configuration Management process.
1. The Configuration Manager; the process owner who will establish and manage the process and establish relationships with other process areas.
2. The Configuration Librarian; the person responsible for the actual receipt of CIs, CI reporting, establish libraries that will hold software and hardware CIs.

- Ordered
- Production
- Maintenance
- Lost
- Sold
- Donated
- Accepted
- Archived
- Registered
- Testing
- others

An 'audit' is a physical check of Configuration Items (CIs) against records in the CMDB. Verification takes place when a release contents are verified against the build specifications.

Important note:
 Internationally recognized flowchart symbols are used when their use is unambiguous



This flow chart prepared by The Art of Service as a representative example. Errors and Omissions Excepted