

Initial Results from the CMSG Survey into the Benefits of Change, Configuration and Release Management

Shirley Lacy

Shirley.Lacy@connectsphere.com

Michael Kennedy

Mike.Kennedy@sbu.ac.uk

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Configuration Management Benefits Survey 2002/3



THE BRITISH COMPUTER SOCIETY

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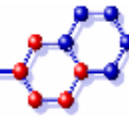
- The aims of the BCS CMSG include “Promote the benefit of Configuration, Change and Release Management, (CC&RM), within the industry at large”
- Managers often struggle to sell and realise the benefits of CC&RM
- Partly due to insufficient empirical evidence of the need for these disciplines, the related benefit measures and the best practice for their management

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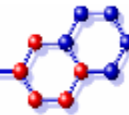
Configuration Management Benefits Survey 2002/3



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- The focus of this study is to examine current industry practices of CC&RM across the systems development life cycle and the associated benefits that add value to the products, systems and services being delivered and supported and so provide the empirical evidence needed.
- Initial survey and follow up interviews
- Produce reports of findings and best practice guidance notes to the publicize the findings

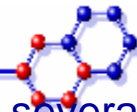
Configuration Management Benefits Survey 2002/3



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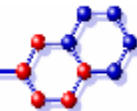
- Main Survey Topics:
 - What are the benefits of configuration management for your organisation?
 - Quantifying the benefits from configuration management?
 - CM tools your organisation uses
 - Standards or best practices adopted
 - Barriers to applying configuration management more effectively
 - Value for money of of configuration management

Data Collection



- Questionnaires were distributed at several events to BCS CMSG members, itSMF members and attendees at events run by Kenson, Unicom and other organisations
- 67 completed questionnaires completed
- The Information Management and Modelling research Group (IMMaGe), at South Bank University have analysed the Questionnaires

Data Collection



- An electronic version of the questionnaire is under consideration
- This will allow us to reach those who do not attend public events
- Also allow international comparison

Data Analysis



- The data collected was analysed using SPSS 10.0, a specialist statistical analysis package.
- The package permits a full range of statistical analysis to be performed including cross-tabulation between data items and a full range of display techniques.
- For this initial report a simple style is adopted and only the 'valid' sample are analysed in percentage terms. No cross-tabulations are presented. "Crosstabs" are the combination of two factors or analysis into groups

Data Analysis

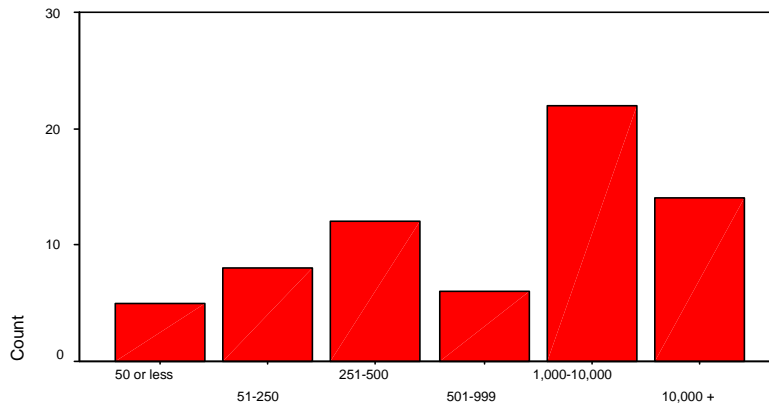


- This is because the validity of all statistics increases with sample size and the samples for some data elements will be small.
- As the sample population arises as more people complete the questionnaire these tools will be deployed.
- We would therefore ask any in the audience who have not yet completed the survey to do so now and we would ask you to get colleagues to do so as well.

Organisational Profile

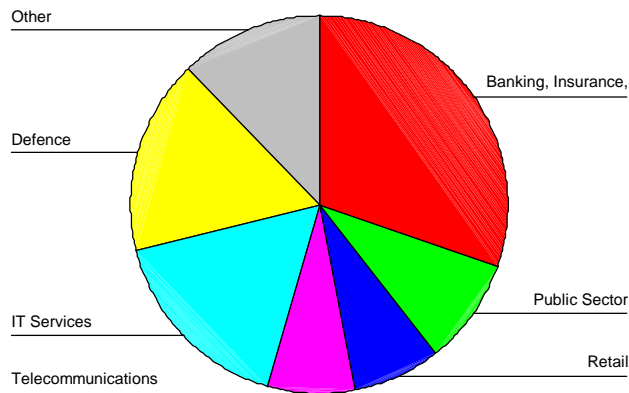


- All sizes of organisation, but fewer from SMEs



Q1: How many people in your organisation ?

Organisational Profile



Headlines



- Only 42% felt they have co-ordination across the lifecycle
- Only 22% felt they had a co-ordinated approach for managing configurations across boundaries with external parties
- Less than a quarter of respondents were able to quantify *any* of the benefits of CC&RM
- Only a third felt that their organisation had a consistent process for configuration management

What are benefits of CM for your organisation?



- Reduced cost of development
- Faster changes
- Better control of changes
- Effective use of staff
- Better control of suppliers
- Effective capacity management
- Better continuity planning
- Better resource planning
- Delivery on time and to budget
- Faster incident and problem solving
- Better quality of service
- Better control of company assets
- Better quality product
- Better security
- Risk management
- Meeting regulatory requirements

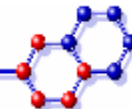
Standards Adopted in Organisation



		Valid Percent
Valid	ITTL	29.4
	ISO 9001	55.9
	CMM	5.9
	Bootstrap.org	2.9
	IEEE	2.9
	BEM	2.9
	Total	100.0

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Standards Adopted in own team



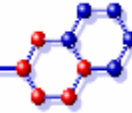
		Valid Percent
Valid	ITTL	50.0
	ISO 9001	43.3
	Bootstrap.org	6.7
	Total	100.0

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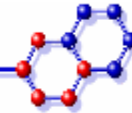
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Barriers to Applying Config. Mgt.



	Valid Percent
Valid Culture	43.1
Education/Knowledge	9.8
Lack of mandate/commitment from Management	9.8
Lack of resources	17.6
Not having a centralised team	2.0
Resistance to change	2.0
Lack of appreciation of CM benefits	5.9
Legacy systems seen as an overhead	2.0
Time constraints	7.8
Total	100.0

Value for Money



Do you consider that Configuration Mgt. has been Value For Money - on scale of 1 to 10:

	Valid Percent
Valid 5	3.8
6	9.4
7	28.3
8	26.4
9	15.1
Excellent value for money	17.0
Total	100.0

Conclusions



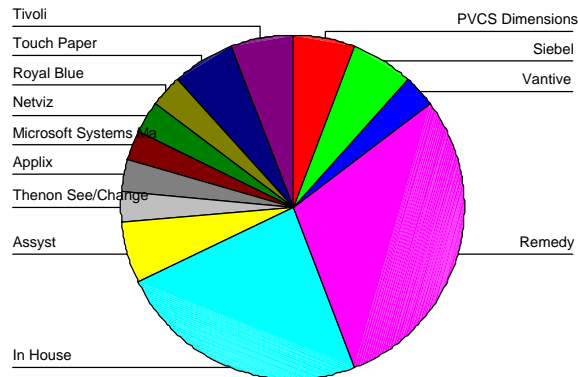
- These initial outcomes have significant implications for CM practice.
- Further analysis is needed to compare with a more representative sample. We would therefore welcome additional survey completions
- We would particularly welcome additional ideas on CM Benefits management- few respondents were using metrics in this area
- We will be conducting follow up interviews once this stage is complete
- Thank you for your interest and look forward to reporting further work in due course.

Thank you

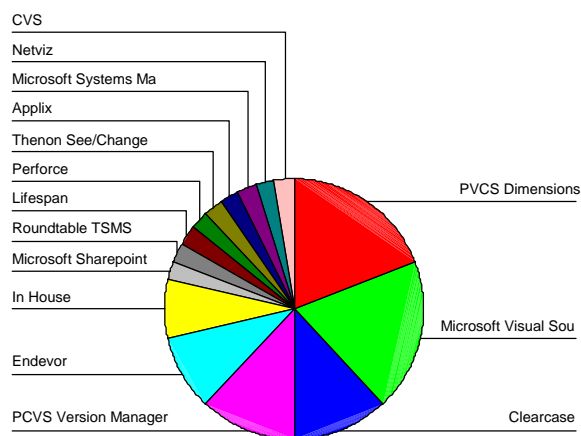


- If you want to know more visit www.bcs-cmsg.org.uk or contact Shirley Lacy, CMSG chair on 0207834 1515 or email Shirley.Lacy@connectsphere.com
- If you would like to be involved in the BCS CMSG Config. Management Benefits programme please contact Mike Kennedy on 020 7815 7416 or email Mike.Kennedy.sbu.ac.uk

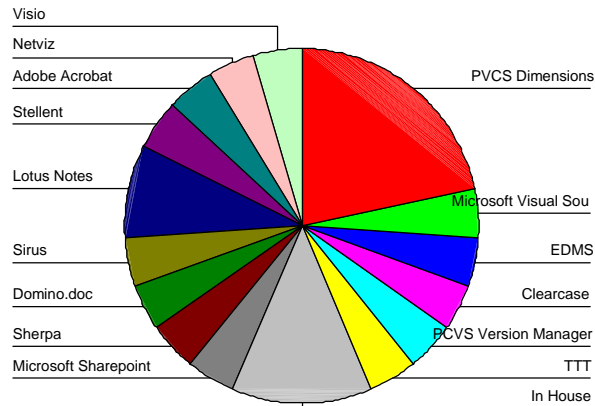
Tools Used- Service Management



Tools Used- Software Configuration



Tools Used- Document Management



Tools Used- Other tools for CC&RM

