

How To Improve An Existing Configuration Management Process

Interactive Session

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Improving Configuration Management Session Focus

- Feedback on findings gathered from previous CMSG & itSMF events.
 1. How do you know there is something wrong?
 2. What can you do about it?



How Do You Know There Is Something Wrong?

- No control over status/location of objects:
- Objects 'disappear' between environments
- Testing staff are testing wrong versions
- Bugs that were fixed suddenly reappear
- Wrong versions are released into production
- Free disk space kept running out
 - Company response was to ask users to delete unwanted files
 - One night the system locked

Thanks to Linda Newsom-Ray and Tom Brett - CMSG Conference & Exhibition - 24 & 25 June 2003
John Mitchell PhD, MBA, CEng, CITP, FBCS, MBCS, FHA, MIA, CISA, QCA, CFE Managing Director, LHS
Business Control, Editor BCS IRMA Journal : Joint meeting between The CMSG And Information Risk Management & Audit (IRMA) specialist groups. July 2007



What do you think?

- What are the 5 most effective techniques / processes have you in place to **detect** failures such as these?



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Improving Configuration Management 2.1. What can you do about it?

- **Find allies**
 - **Example:** Config Process = remote and “nothing to do with me”
 - **Solution:** Engaged stakeholders.
 - Confirmed data was: **Accurate, Relevant, Timely**

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Improving Configuration Management 2.2. What can you do about it?

- **Horseshoe Nails**
 - 1 router connected to a rack in the wrong computer room brought down a data centre
 - Solution:** Investigate, revise process and **publicise.**

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2.3. What can you do about it?

- **Routinely cross-check**
 - **Example:** Server on Capacity database not mentioned in main CMDB
 - **Solution:** Created logic plan and rules, Controlled origination of data.

What Do You Think?



- What techniques / processes does your organisation have to **resolve** problems.

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1. How do you know there is something wrong?

- Key points:
 - Process monitoring
 - Capturing user feedback on the process
 - Lessons learnt
 - Use of audits
- Where is this information held?

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2. What can you do about it?

- Key points:
 - Sponsorship
 - Cost Benefit analysis
 - Techniques
 - Getting buy-in



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PMIQ

- **PLUS - This is what I liked about what I heard**
- **MINUS - These are my issues and concerns**
- **INTERESTING - This is what I found interesting**
- **QUESTIONS - Questions for the speakers**



Summary:

- BCS CMSG Conference 2005: Glenn Ellis, Configuration Manager, ADI Limited (Australia)
 - Configuration Management must establish friendly and effective working relationships with all impacted parties within the program
- Implementation Stories - Change, Configuration and Release Management 3rd October 2001 Nick Hawkins, Telelogic:
 - Affordable solutions that work for 4 people lead to problems for larger teams.
 - Importance of "ownership" for a Configuration Management solution
- Linda Newsom-Ray and Tom Brett - CMSG Conference & Exhibition - 24 & 25 June 2003
 - Capability Maturity Model® goals for Software Configuration Management
 - Software work products are identified, controlled and available
 - Configuration Management activities are planned
 - Changes to identified work products are controlled
 - Affected groups are informed of the status and content of software baselines


