

IBM Global Technology Services

IBM

Configuration Management: The Powerhouse of Service Management...or is it?

Kate Robinson
Richard Lord

ISMF UK BCS 7/2/2008 © 2008 IBM Corporation

IBM Global Technology Services

ISMF UK BCS IBM

Introductions and Agenda



Kate Robinson
IT Management Consultant
IBM Global Technology Services



Richard Lord
IT Management Consultant
IBM Global Technology Services

In this session, we will cover:

- Introduction
- Q1 Is Configuration Management essential for all organisations?
- Q2 Does a lack of Configuration Management prevent progress?
- Q3 How can benefits and costs of Configuration Management be measured?

2 Configuration Management: The Powerhouse of Service Management...or is it? © 2008 IBM Corporation

IBM Global Technology Services

ISMF UK BCS IBM

To get started, a few questions for you...and a quick show of hands...

- Who has a Configuration Management initiative ongoing now or is considering starting an initiative?
- Who is seeing value from Configuration Management today?
- Who is unsure of the value of implementing Configuration Management?

3 Configuration Management: The Powerhouse of Service Management...or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS**

Agenda

- Introduction
- Q1 Is Configuration Management essential for all organisations?
- Q2 Does a lack of Configuration Management prevent progress?
- Q3 How can benefits and costs of Configuration Management be measured?

4 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS**

A quick overview of Configuration Management to make sure we all have a common view

The diagram shows a central 'Configuration Management' box containing a 'Configuration Management Database'. Inside the database is a hierarchical tree structure and a list of items: Configuration Items (CIs), Relationships, Attributes, and other information. Surrounding the central box are five ovals: 'Service Strategy', 'Service Design', 'Service Transition', 'Service Operation', and 'Service Improvement', each connected to the central box by a line.

Introduction

5 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS**

The changing business environment is placing higher demands on IT which are driving the need for Configuration Management

The diagram illustrates the flow from business drivers to Configuration Management. On the left, three boxes represent 'Complexity' (Increased complexity makes change much harder), 'Compliance' (Changing regulatory environment requires security, privacy and ongoing audit capabilities), and 'Competition' (Increased competitive pressure while IT has an increasing role in every business process). Arrows from these boxes point to a central 'Demands on IT' box, which is also influenced by a vertical 'Risk Management' box. The 'Demands on IT' box lists: Responsive, Flexible, Reliable, and Efficient. An arrow from this box points to a 'Configuration Management' box on the right, which includes an image of a book and text: 'Provides a common view of the infrastructure, infrastructure relationships and how these support service. Enables IT to meet business requirements.'

Introduction

6 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS** **IBM**

Configuration Management sounds fundamental to IT meeting the demands of the business, but do the perceived benefits become reality?

- CMDB is in the Early Adopter Stage
- When implemented, Configuration Management is not always used to its full potential
- Real 'financial' benefits appear to be difficult to quantify

Category	Percentage
Have a CMDB solution in place	46%
Are researching or in the process of implementing a CMDB	39%
No active underway on CMDB adoption	15%

Introduction

7 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS** **IBM**

Agenda

- Introduction
- Q1 Is Configuration Management essential for all organisations?**
- Q2 Does a lack of Configuration Management prevent progress?
- Q3 How can benefits and costs of Configuration Management be measured?

8 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS** **IBM**

Typical characteristics of large and small organisations may help to determine the need for Configuration Management

Typical Characteristics of Large Organisations	Typical Characteristics of Small Organisations
<ul style="list-style-type: none"> More formal, managed communication Careful management needed to maintain closeness to business Large number of configuration items Infrastructure information carefully controlled and managed to ensure all have access Tools needed to share knowledge 	<ul style="list-style-type: none"> Quick communication Close to the business Small number of configuration items Easy access to locally held infrastructure information Knowledge easily shared Informal culture Reliance on individuals Per capita complexity

Configuration Management essential

Configuration Management to be considered

Q1 Is Configuration Management essential for all organisations?

9 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS**

External forces such as legislation can influence the need for Configuration Management in any size or type of organisation

Changes in legislation

Changing demands from customers

Adherence to external standards and frameworks

Being the target of an acquisition

Increased competitive pressure

External Forces

Q1 Is Configuration Management essential for all organisations?

13 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS**

Even small organisations with stable infrastructures are affected by internal and external forces which may influence the need for Configuration Management

Size of Organisation

Stability of Infrastructure

External Forces

Internal Forces

Internal Forces

Internal Forces

Internal Forces

Configuration Mgt more essential

Configuration Mgt to be considered

Internal Forces

External Forces

Q1 Is Configuration Management essential for all organisations?

14 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS**

Agenda

- Introduction
- Q1 Is Configuration Management essential for all organisations?
- Q2 Does a lack of Configuration Management prevent progress?
- Q3 How can benefits and costs of Configuration Management be measured?

15 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS** **IBM**

Agenda

- Introduction
- Q1 Is Configuration Management essential for all organisations?
- Q2 Does a lack of Configuration Management prevent progress?
- Q3 How can benefits and costs of Configuration Management be measured?

22 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS** **IBM**

In order to understand the benefits we expect to derive from Configuration Management we should look at the requirements and drivers behind the decision to implement Configuration Management

- Configuration Management mission, vision and goals
- Configuration Management Guiding Principles
- Audit, regulatory or compliance requirements
- Frameworks and Process Models
- Security requirements
- Other work streams that may affect the Configuration Management requirements

Q2 How can benefits and costs be measured?

23 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services **ITSMF UK** **BCS** **IBM**

The requirements and drivers can be categorised to help with analysis of the related benefits

Mandatory	Compliance with legal requirements
Service quality	Such as improved resolution times for customers
Internal management benefits	Such as improved productivity
Productivity	Ability to perform more efficiently with resources
More motivated workforce	May enable increased productivity
Risk reduction	Enables an organisation to be more resilient in the future
Flexibility	Allows an organisation to be more efficient
Economic (cost reduction)	Reduce costs with improved productivity
Revenue enhancement and acceleration	Enable increased productivity and shorter time-to-market
Strategic fit	Enables the desired business objectives to be realised (dependent on the business strategy)

[Source: Office of Government Commerce] How can benefits and costs be measured?

24 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services

ISMF UK BCS IBM

So, do the benefits realised by implementing configuration management always outweigh the cost?

This is a subjective question. Factors that can affect the answer are:

- Ensure stakeholders are clearly identified
- Ensure that the stakeholders understand Configuration Management – what it can and can't do
- Perform a robust requirements gathering analysis to ensure requirements and expectations are appropriate
- Follow an approach that continually focuses on the requirements
- Select and implement a solution that addresses requirements

Lifecycle Approach

Q2 How can benefits and costs be measured?

28 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services

ISMF UK BCS IBM

In summary, Configuration Management can bring benefit to a range of organisations; help to deliver a responsive, flexible, reliable, efficient IT service; and financial and non financial benefits can be measured

Q1 Is Configuration Management essential for all organisations?

Nearly all organisations can benefit from Configuration Management

Factors to consider are:

- Organisation size
- Infrastructure stability
- Internal influences
- External influences

Q2 Does a lack of Configuration Management prevent progress?

Lack of Configuration Management can limit effectiveness and efficiency of other IT Service Management disciplines, which can impact the ability of IT to meet the demands of the business.

Q3 How can benefits and costs be measured?

Techniques exist to identify and analyse benefits and costs of Configuration Management. Following an approach which continually focuses on requirements can help to ensure that benefits outweigh the costs.

Configuration Management The Powerhouse of Service Management ... or is it?

29 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services

ISMF UK BCS IBM

In summary, Configuration Management can bring benefit to a range of organisations; help to deliver a responsive, flexible, reliable, efficient IT service; and financial and non financial benefits can be measured

Q1 Is Configuration Management essential for all organisations?

It depends upon a number of factors:

- Organisation size
- Infrastructure stability
- Internal influences
- External influences

Q2 Does a lack of Configuration Management prevent progress?



Lack of Configuration Management can limit effectiveness and efficiency of other IT Service Management disciplines, which can impact the ability of IT to meet the demands of the business.

Q3 How can benefits and costs be measured?

Techniques exist to identify and analyse benefits and costs of Configuration Management. Following an approach which continually focuses on requirements can help to ensure that benefits outweigh the costs.

Configuration Management The Powerhouse of Service Management ... or is it?

30 Configuration Management: The Powerhouse of Service Management... or is it? © 2008 IBM Corporation

IBM Global Technology Services  

Finally let's revisit who was unsure of the value of implementing Configuration Management...show of hands...

- Who has a Configuration Management initiative ongoing now or is considering starting an initiative?
- Who is seeing value from Configuration Management today?
- **Who is unsure of the value of implementing Configuration Management?**

31 Configuration Management: The Powerhouse of Service Management...or is it? © 2008 IBM Corporation

IBM 

IBM Global Technology Services

Configuration Management: The Powerhouse of Service Management...or is it?

Kate Robinson
Richard Lord

  7/2/2008 © 2008 IBM Corporation
