

How Service Transition supports the need for effective Configuration Management – an ITIL V3 perspective

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- Service management based on ITIL standards

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Plan

- The problems and ITIL V2
- ITIL V3 and Configuration Management
- My experiences
 - Justifying configuration management
 - Implementing configuration management
- Summary



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The problems

- Everyone wants it, but few do it, yet still survive
- Perceived high cost of implementation and operation
- Lack of / presence of Tools
- Knowing where to start
- Wallowing in the detail
- ITIL V2
 - Important, but not embedded
 - Weak links between change/config/release
 - Monolithic single CMDB

ITIL V3

- Now Service Asset & Configuration Management
- Purpose:
 - Account for, manage and protect the integrity of service assets and configuration items **through the service lifecycle** by ensuring that only authorized components are used and **only authorized changes are made**
- Goal:
 - Support the **business and customer's control objectives and requirements**
- Scope:
 - Ensures that releases into controlled environments and operational use are done **on the basis of formal approvals**



Principles (an extract)

- Provide quality data, information and knowledge **at the right time to the right people** to reduce effort spent waiting for decisions and consequent delays
- Improve the quality of information and data **to improve user and stakeholder satisfaction** while optimizing the cost of production and maintenance
- Provide easy access to quality information **to reduce the time spent searching and finding information**
- Provide consolidated information to enable change, Release and Deployment Management to expedite effective decisions about promoting a release **through the test environments** and into production

No longer just 'keeping the books'



True synergy between Configuration and Change Management

Focus on the Value

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ITIL V3 – the opportunities - 1

- Configuration Management key element of Service Transition
- Clearly links config / release / change
- Configuration control synonymous with change control
- 'Projects' and 'Test' as well as 'Live'
 - All use same process
 - Project – service handover
- Applies not just to hardware & software

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ITIL V3 – the opportunities - 2

- Federated CMDB
- Strengthens use of DML for deployment
- Distinguishes **service assets** and **configuration items**

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Roles and Responsibilities

- V3 Combines Configuration and Change management roles under one Service Transition Manager e.g.
 - Configuration analyst is also change analyst
 - Configuration administrator is also change administrator
- Configuration Control Board
 - Ensure intentions and policies are employed in lifecycle
 - Can combine with Change Control Board

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Justifying Configuration Management – a different approach?

- Publicise your failures
 - 'It worked when we tested it'*
- Provide Demonstrable controls over assets
 - Sarbanes Oxley
- Reduce reliance on individuals
 - 'I'll ask Fred, he'll know....'*
- Propose to fix specific issues and evaluate benefits
- Estimate cost of failed changes
 - Config and Change are now joined at the hip!

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Implementing configuration management

- Service focussed CMDB population
 - 'What's the problem'
 - 'here's the solution'
 - Focus on priorities
 - Get feedback and change tack if needed
- Listen to your customers and give them what they need to do their job better

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Release driven implementation

- Incremental population of CMS
- 'Release' based
 - Desktop refresh
 - Major application release
- Add / review all CIs relevant to release
- Baseline
- Release notes
 - Configuration list
 - Component to service mapping
 - License lists

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My first CMDB – a case study

- Service desk brought in house for desktops & laptops
- Desktop/laptop refresh with discovery tools and 'standard' desktop
- Multi-supplier environment
- Problems
 - Who is using what?
 - Who supports what?
- Simple access database
 - Users
 - Services
 - Suppliers
 - Links

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Useful sources and Questions

ITIL V3 Service Transition !

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