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## What has configuration management become in the 21<sup>st</sup> century?



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## What has configuration management become in the 21<sup>st</sup> century?

### Topics

- Why do people think they need a CMDB?
- Where did my CMDB go?
- What has configuration management become in the 21<sup>st</sup> century?

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## Why do people think they need a CMDB?

Reason	Percentage
Support for inventory and asset management	26
Support for service assurance	25
Support for change management	45
Higher levels of automation for performing management	30
Support for IT governance and compliance	39
Capabilities for integrating data across multiple solutions	58
Support for ITIL best practices	23

Source: Enterprise Management Associates, Inc.

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Where did my CMDB go?

### ITIL V2 CMDB

**ITILV2 CMDB Definition**  
 – A database that contains all relevant details of each Configuration Item (CI) and details the important relationships between CIs

*.....a bit limiting*

**Myths**  
 – We need one big physical database (CMDB)  
 – We can buy a silver bullet  
 – Believing you can do it "out of the box"

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Where did my CMDB go?

### Where is my CMDB go?

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What has configuration management become in the 21st century?

### Industry challenges

- Business and IT integration
- Innovation and change
- Global sourcing
- Changing architectures - SOA, virtualisation
- Convergence of strategy, governance and management
- Compliance and control
- Security and risk
- Complexity of services and systems
- Impact assessment
- Need to clearly demonstrate ROI and ROV

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### ITIL® V3

- Value delivered by integrating business and IT services
- Portfolio driven *Services, Service Assets, Structures, Models*
- Move from proactive to predictive
- Service lifecycle and application lifecycle
- Integrated service management across the service lifecycle
  - Governance and control
  - Ownership, roles and responsibilities
  - Manage knowledge and information



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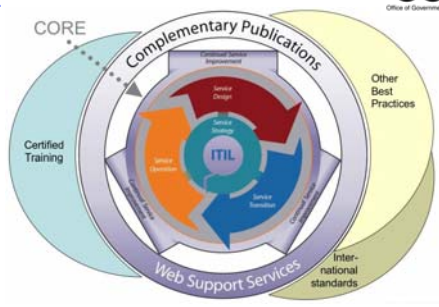
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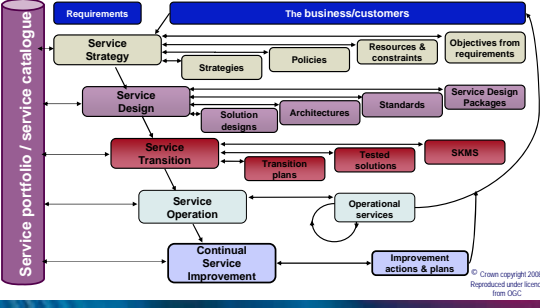
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### ITIL Service Lifecycle



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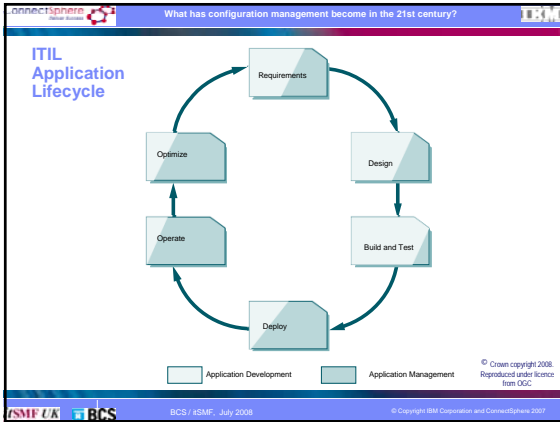
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- ### What is ...
- A service portfolio / service catalogue?
  - A service?
  - A service asset?
  - Configuration? / Configuration Item?
  - The service asset and configuration management process (SACM)
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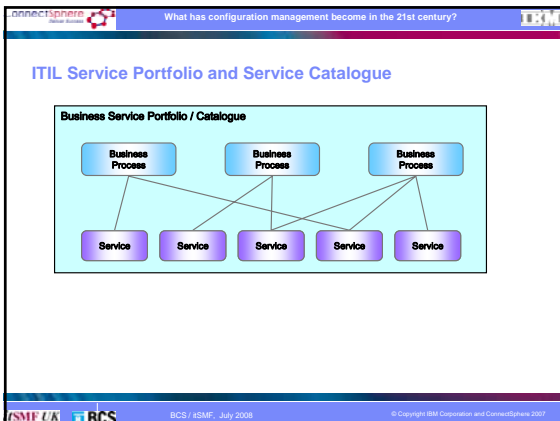
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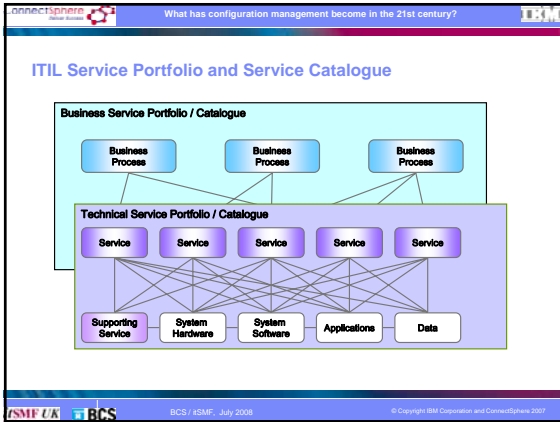
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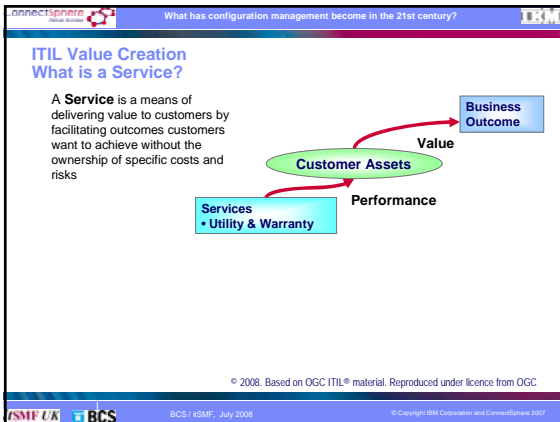
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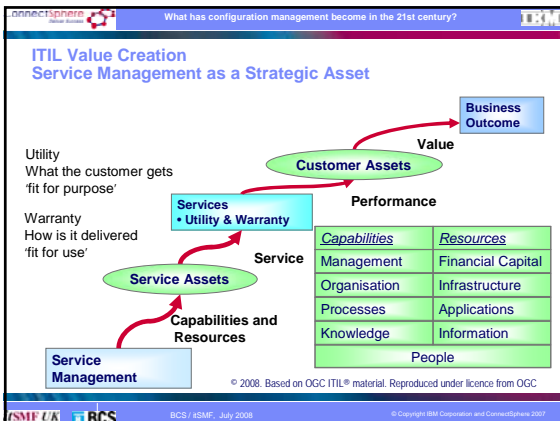
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### Service Asset & Configuration Management Practices (SACM)

- Re-packaged with more business and service focus
  - Value, compliance, control, risk, cost
  - Service assets as the basis of value creation - expanded to include service assets
  - Optimising service assets
  - Tighter interface to Service Portfolio and Catalogue
  - Scope across the lifecycle
  - Service models, service oriented architectures and structures
  - Linked into Knowledge Management
- How to guidance
  - Design and classification of Configuration Management System (CMS) and CMDB
  - Examples - SOA, virtualisation
  - Separation of data and information
  - Technology guidance for automation
  - CMDB/CMS and automation

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### Service Asset & Configuration Management Process (SACM)

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### Knowledge Management

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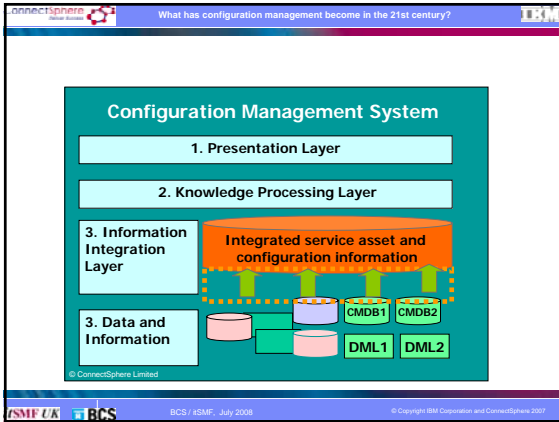
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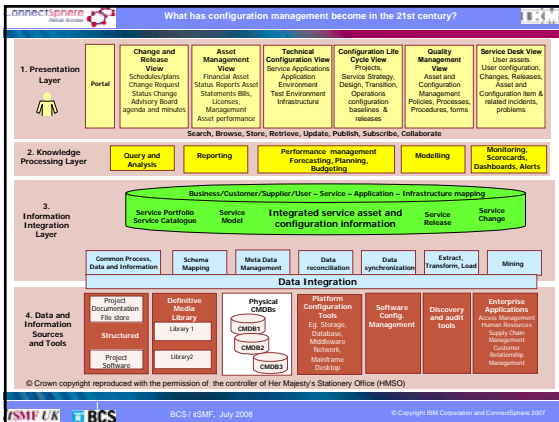
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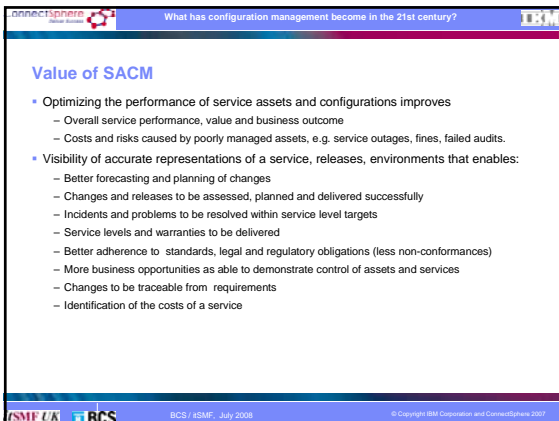
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### Summary

Questions?

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 **BCS**  **itSMF UK**  
The IT Service Management Forum

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