

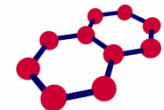
An Insight into Configuration Management in ITIL V3

Shirley Lacy

Director, ConnectSphere;

Co-author of ITIL V3 Service Transition;

BCS representative on BSI committee for IT Service Management.



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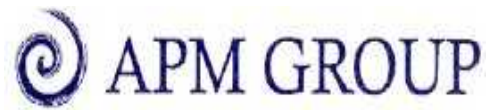
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Why ITIL[®] V3?

- Greater business need to
 - Deliver value on investment
 - Meet legal and regulatory compliance requirements
 - Demonstrate governance and control
 - Manage assets, resources and costs
- Need for greater business and IT integration
- Need for more integrated service management as IT service provider's capability matures



ITIL® V3 Service Definition

..... a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks



ITIL® V3 Core Books



Strategy Generation
Strategy Implementation
Value Networks
Service Portfolio Mgmt,
Financial Management,
ROI



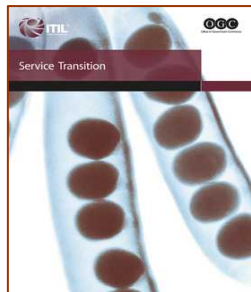
Event, Request, Incident,
Problem, Technology,
Operations, Access,
Monitoring & Control



Policy, Planning & Imp
Five Aspects of Service Design
Availability, Capacity,
Continuity, Service Level Mgmt,
Supplier Mgmt.
Outsourcing Design



Measurement, Trends,
Reporting & Analysis,
Review, Assessment, SIP



Change, Build and Test,
Release & Deployment,
**Service Asset and
Configuration**,
Knowledge Mgmt

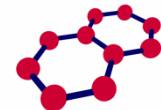


The Big Picture,
Service Model Maps,
Practice Basics,
Getting Started



Common issues with configuration management

- Lack of understanding of the CMDB – it's not a silver bullet
- Often too technically and operationally focussed
- Too much poor quality data - not enough appropriate information to make good decisions
- Knowledge transfer during transition a serious issue
- Degradation over time leads to poor quality that affects performance
- Funding difficult if try to justify CMDB investment in isolation
- Lack of service design meant that configuration management was left defining complex services



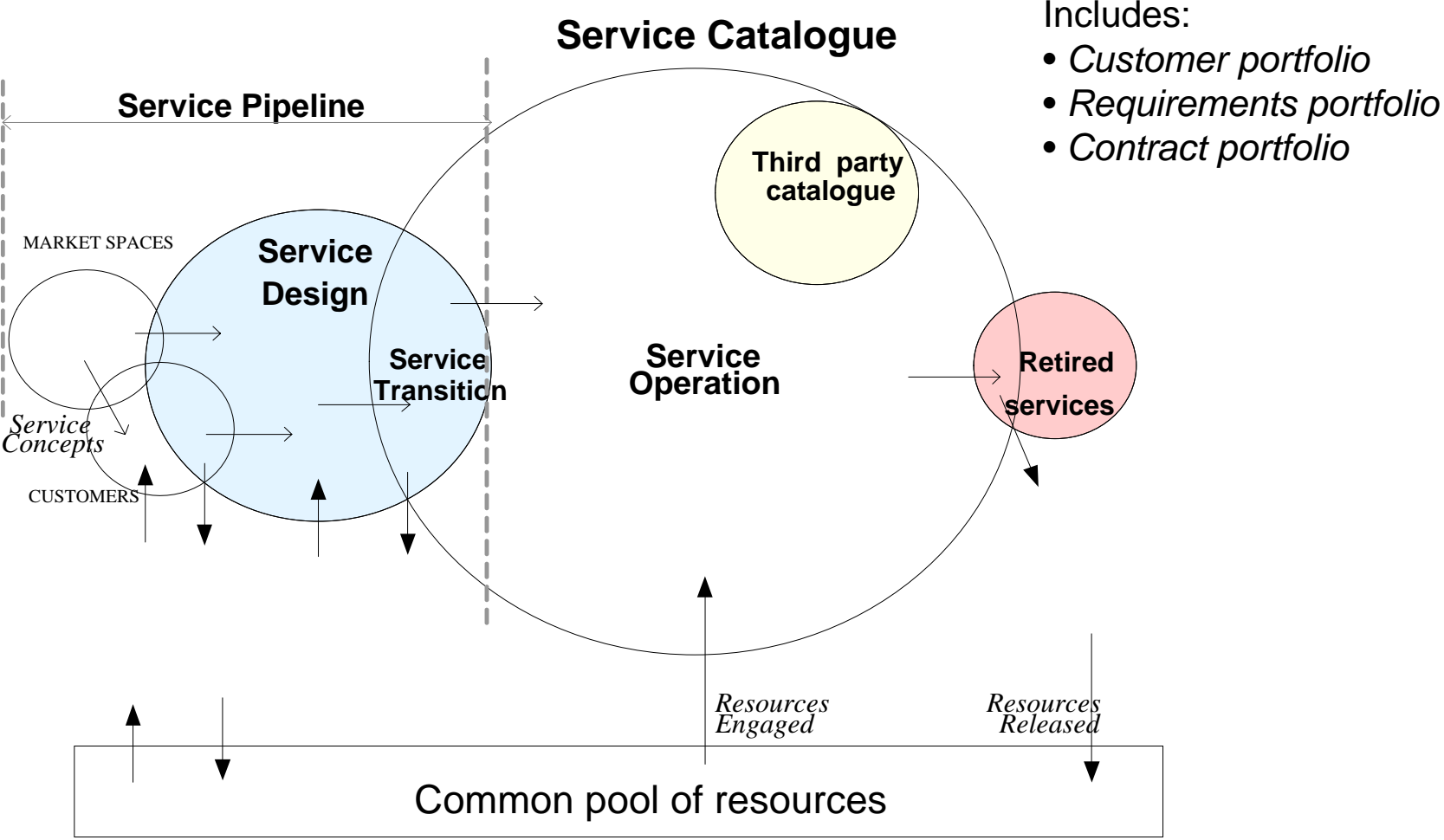
Configuration Management at ITIL® V3

- Re-packaged with more business and service focus
 - Service Asset and Configuration Management
- Expanded to include service assets
- Tighter interface to Service Portfolio and Catalogue
- Examples of service models and structures
- Deeper how to guidance on design and classification of Configuration Management System (CMS) and CMDB
- Linked into the Service Knowledge Management system
- Separation of data and information
- Technology guidance for automation

ITIL V3 concepts that help configuration management

- Service portfolio management
- Service value, service assets, structure, models
- Knowledge management
- Configuration Management System (CMS)
- Service lifecycle management
- Service management system
 - Governance and control
 - Ownership, roles and responsibilities

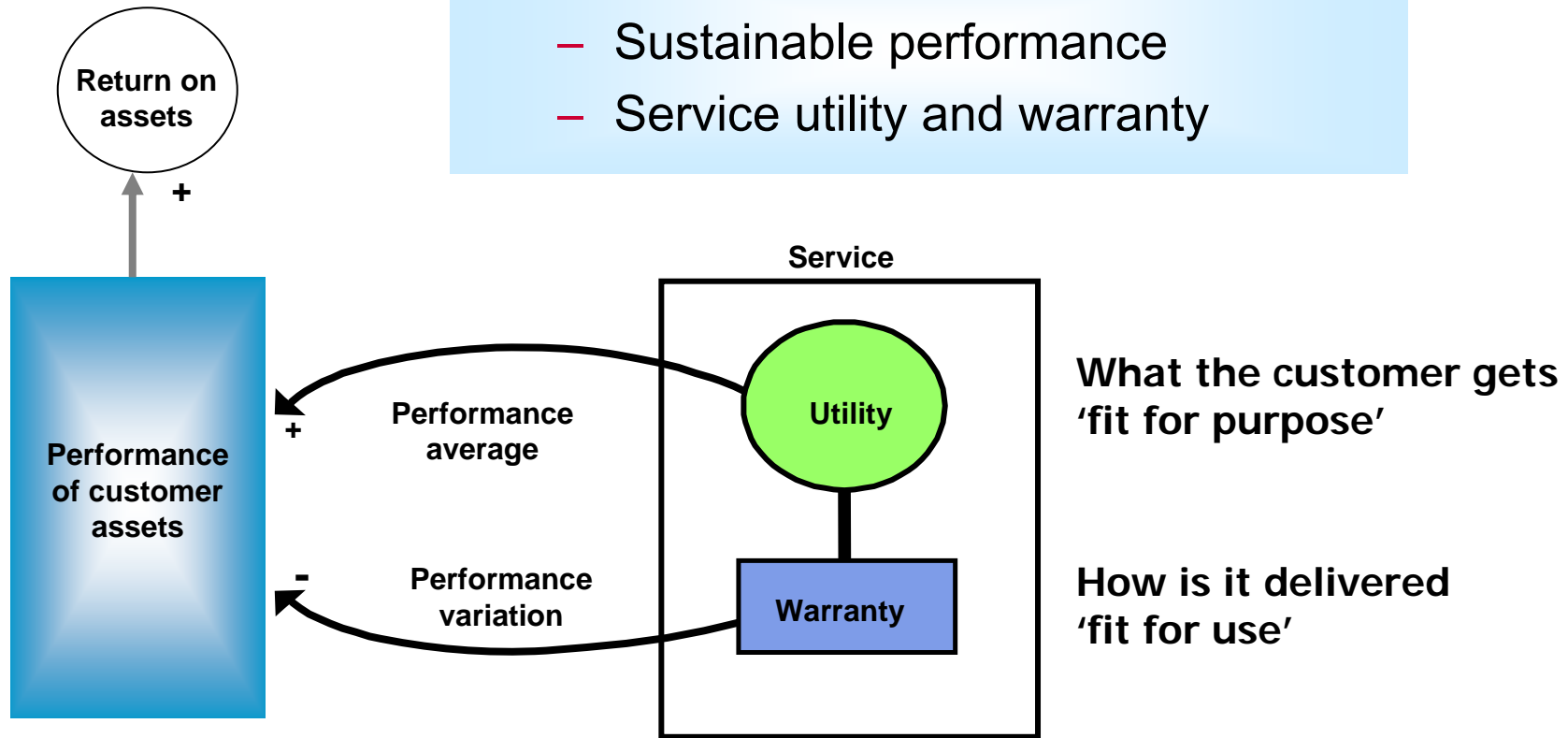
ITIL® Service Portfolio Management



ITIL® Value and Service Assets

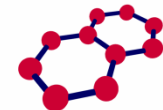
Services as assets

- Sustainable performance
- Service utility and warranty



ITIL[®] Service Assets

<u>Capabilities</u>	<u>Resources</u>
Management	Financial Capital
Organisation	Infrastructure
Processes	Applications
Knowledge	Information
People	People



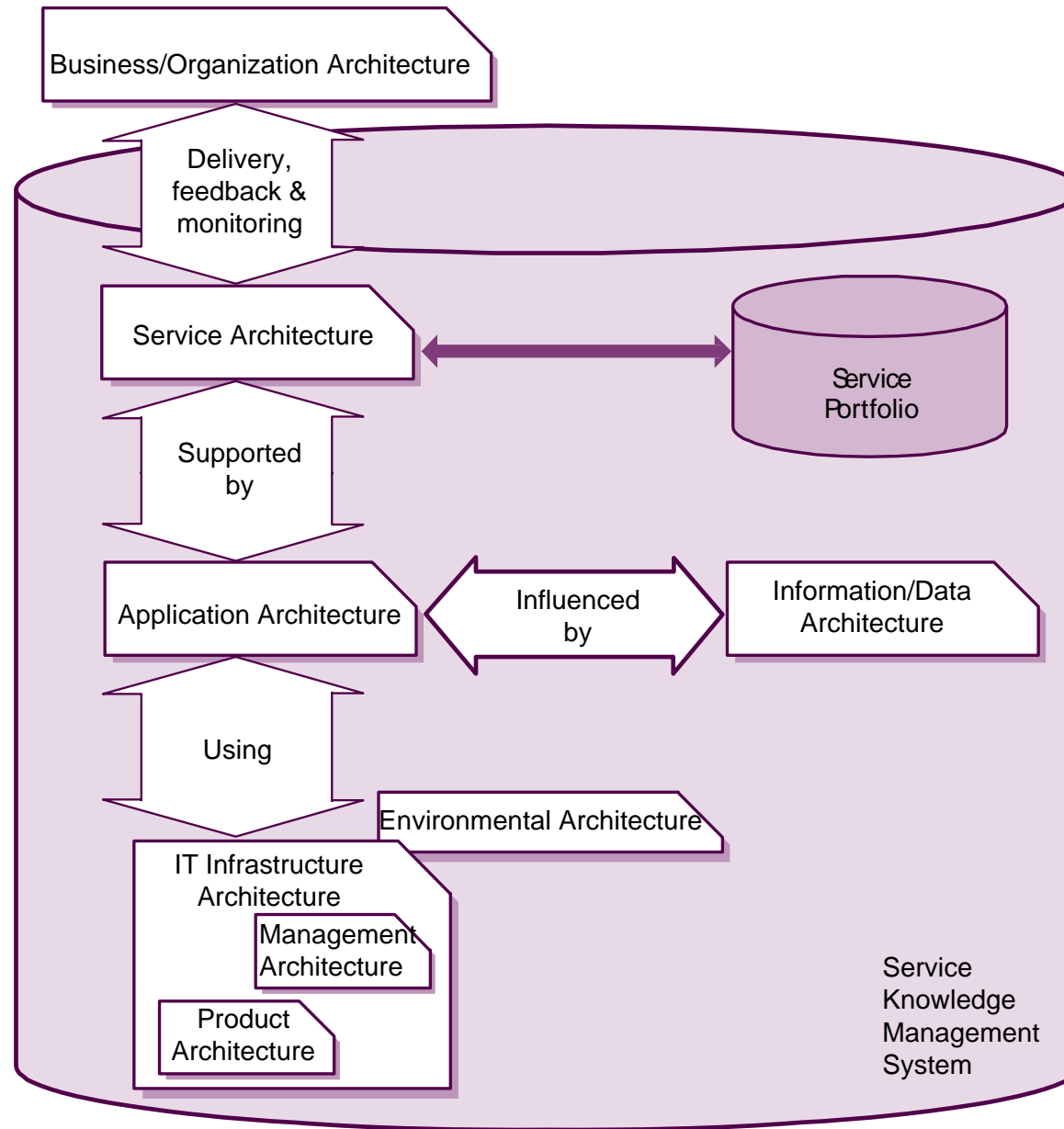
Service Design's Role in Change & Config.



**IT Managers
Consultants
Practitioners
Outsourcers
Vendors**

- Converts strategic objectives into portfolios of services and service assets
- Guidance on the design & development of
 - Technical Service Catalogue and link to CMS
 - Services and service models
 - Sourcing models
 - Technical Architecture Design
 - Design parameters – CMS, CIs, AMIS, CMIS
 - Requirements engineering
 - Information management
 - Service management system and practices
 - Processes, people, technology
 - Change Models
 - Release & Deployment execution
 - Asset & Config. care and feeding





Service Management System

Clear accountability and responsibilities

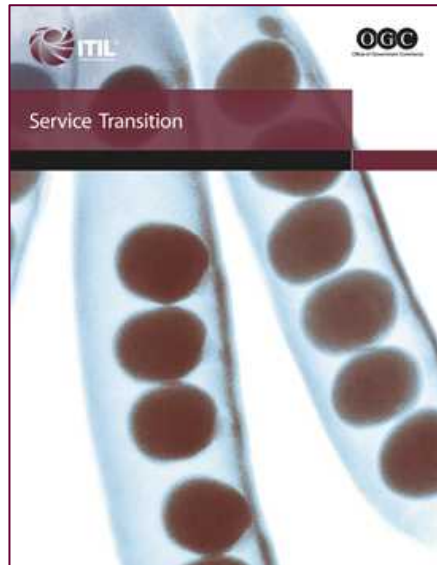
Portfolio /
product manager

Service owner

Process owner

	S1		S2		S3	
P1						
P2						
P3						

Service Transition's Role in Change and Config.



**IT Managers
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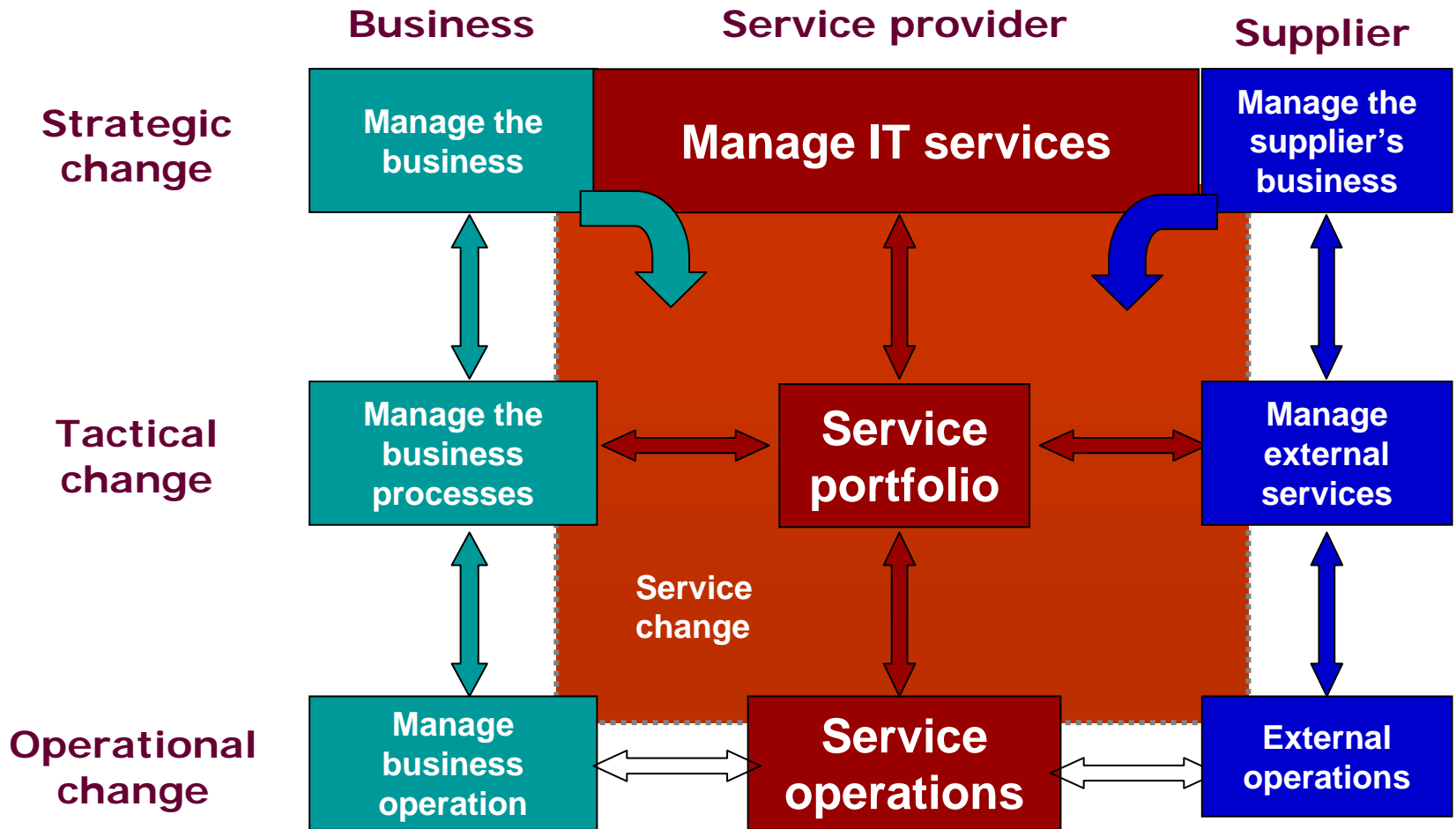
- Enables integration with the business change, programmes and projects
- Assures that the service can be used in accordance with the requirements & constraints
- Integration of change and config. across the service lifecycle, with customers and suppliers
- To reduce
 - Variations in the predicted and actual performance of the transitioned services
 - Known errors and risks from service transition
- Key processes and practices
 - Change management
 - Service Asset and Configuration Management
 - Release and deployment
 - Knowledge management and transfer



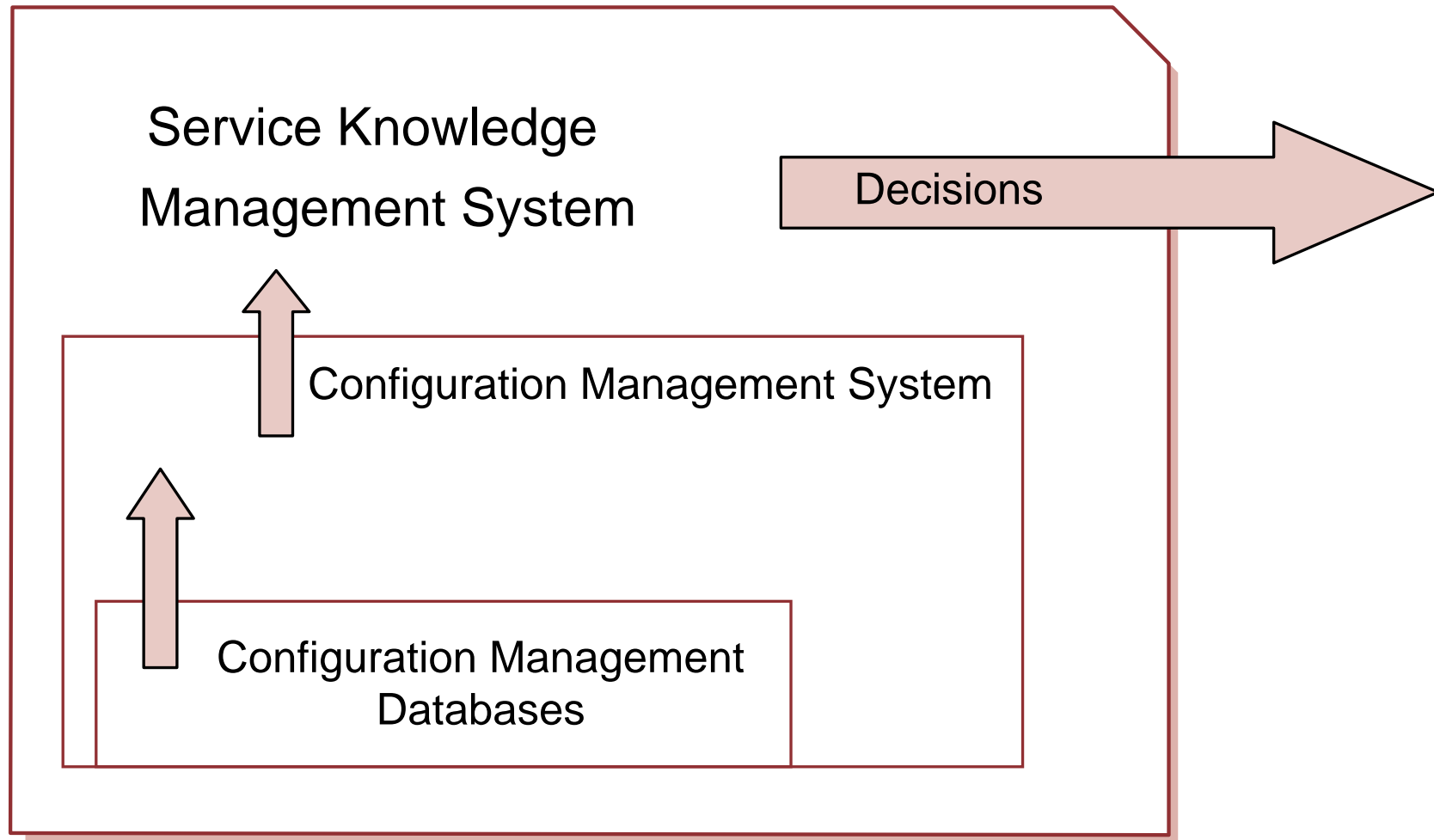
Service Asset & Configuration Management Improvements

- Scoping and modelling
- Linking asset and configuration practices
- Configuration management
 - Baselines and variant configurations
 - Support Release & Deployment
 - Within build and test practices
- Change, Release & Deployment interfaces to CMS
- Role of Service Operation
- Leveraging CMDB with broader CMS and Service Knowledge Management

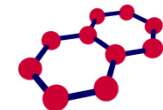
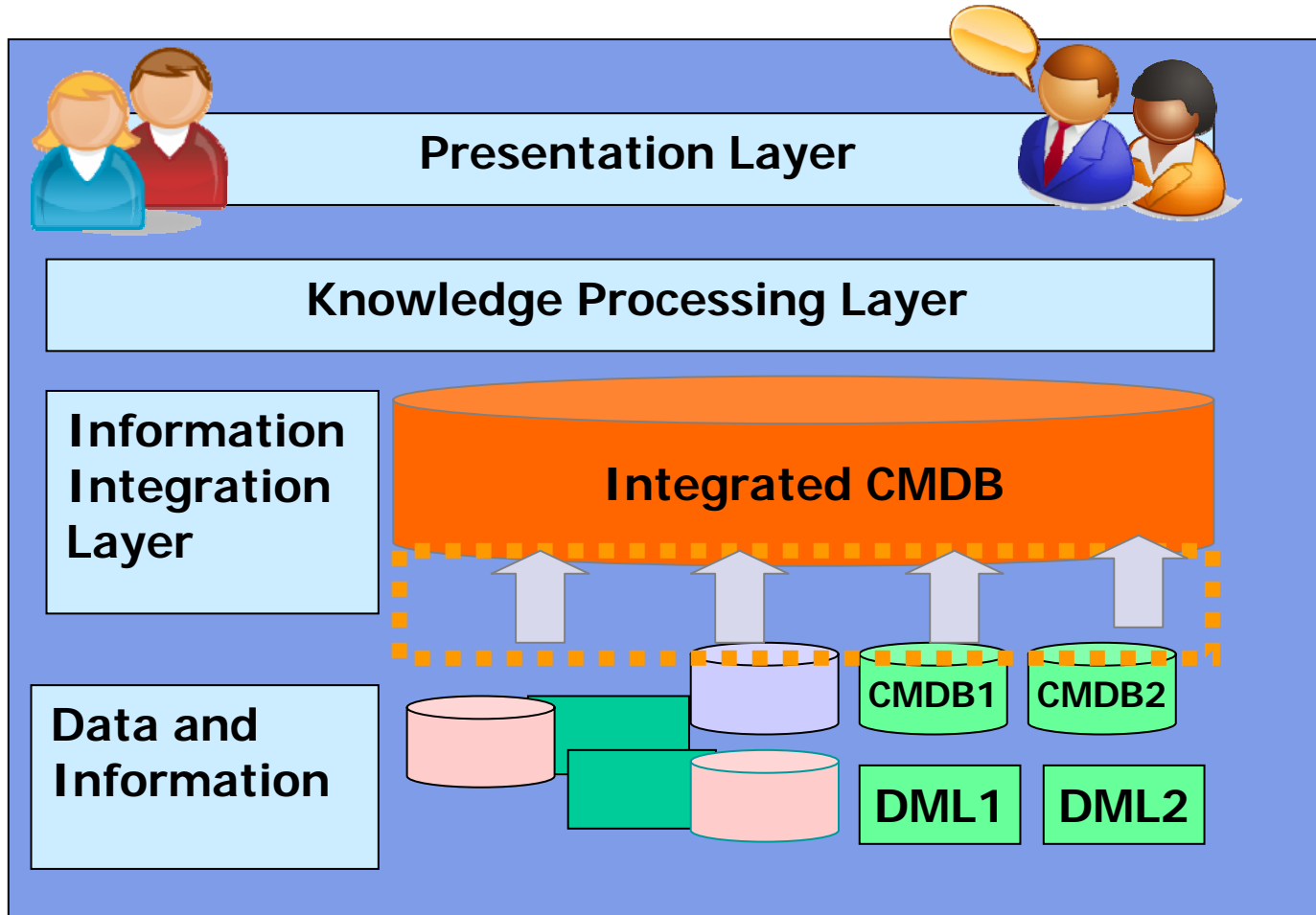
ITIL V3 scope of change and configuration management



Leveraging CMDB with broader CMS and Service Knowledge Management



Configuration Management System - CMS

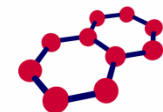


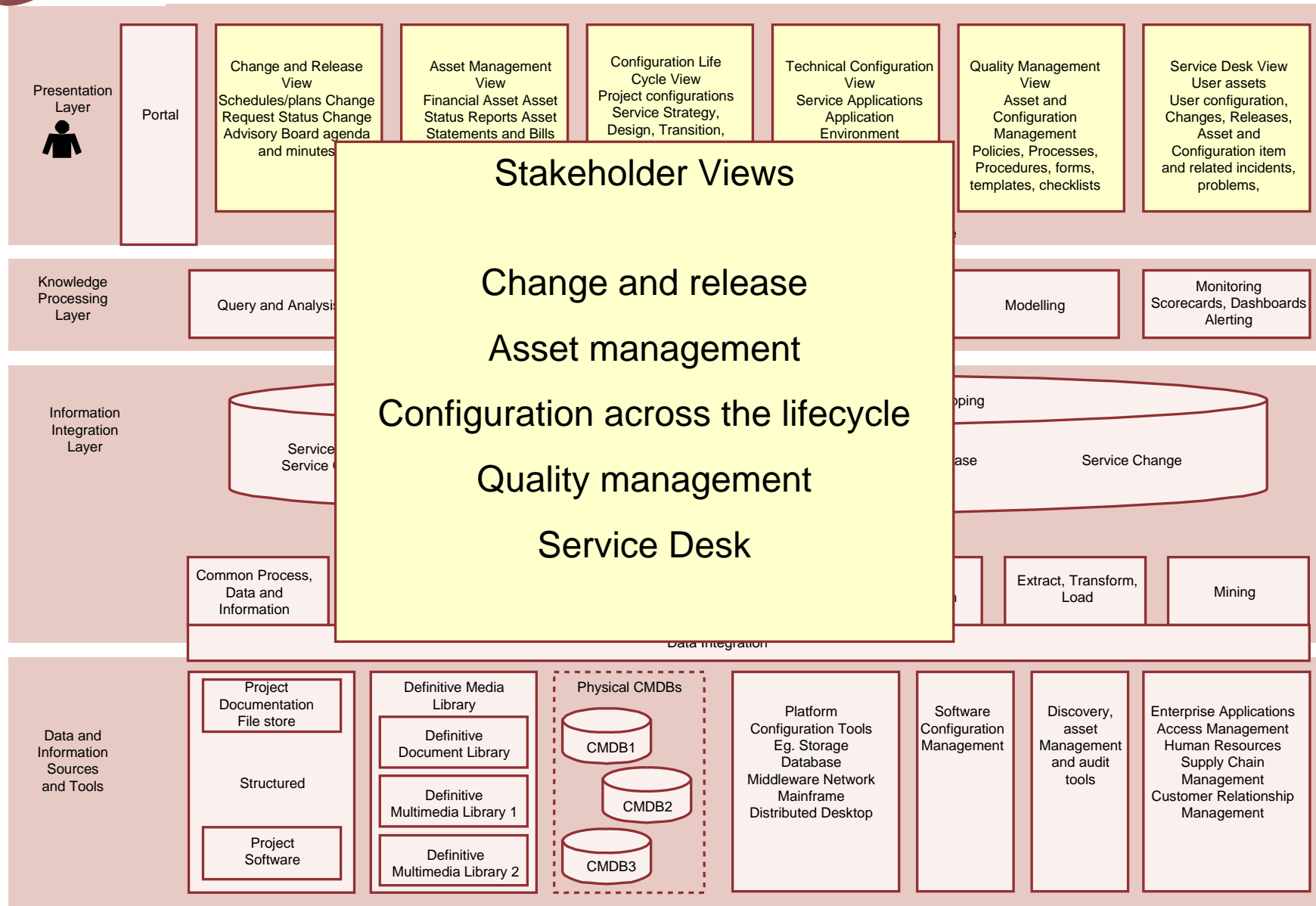
Critical Success Factors in Implementing a CMS/CMDB

1. Link requirements back to delivering value to the business
2. Analysing current capability and developing the right strategy
3. Defining appropriate scope at each implementation stage
4. Design and transition - Structure, configuration models, process
5. Maintain the integrity of all identified service assets / configurations
 - Define 'who is doing what, when and where' at handovers
 - Automate where possible for efficiency and effectiveness
6. Aim to provide good-quality knowledge and information
 - Link to decision making and control points through the lifecycle
7. Stakeholder management
 - Customer, User, IT function, Programmes and projects, Supplier
 - Service management roles e.g. process manager, service manager
 - Plus others e.g. Customer's customer

Link CMS/CMDB capability back to delivering value

- Optimise the performance of service assets / configurations
 - To improve overall service performance
 - To optimise costs and risks caused by poorly managed assets
- Provide visibility of assets / configurations to enable:
 - Better forecasting and planning of changes
 - Better adherence to standards, legal and regulatory obligations (less non conformances)
 - More business opportunities as able to demonstrate control of assets and services
 - Changes to be traceable from requirements
 - The identification of the costs for a service





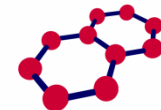
Scenario for CMS user role

Change and Release Management

- Planning and controlling programmes of business and technology change
 - A technology refresh programme e.g. desktop, email
 - Patching programmes
 - Business applications
 - Intranet/Internet
- Handling an emergency change in production

CMS Change and Release View

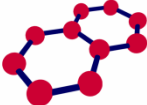
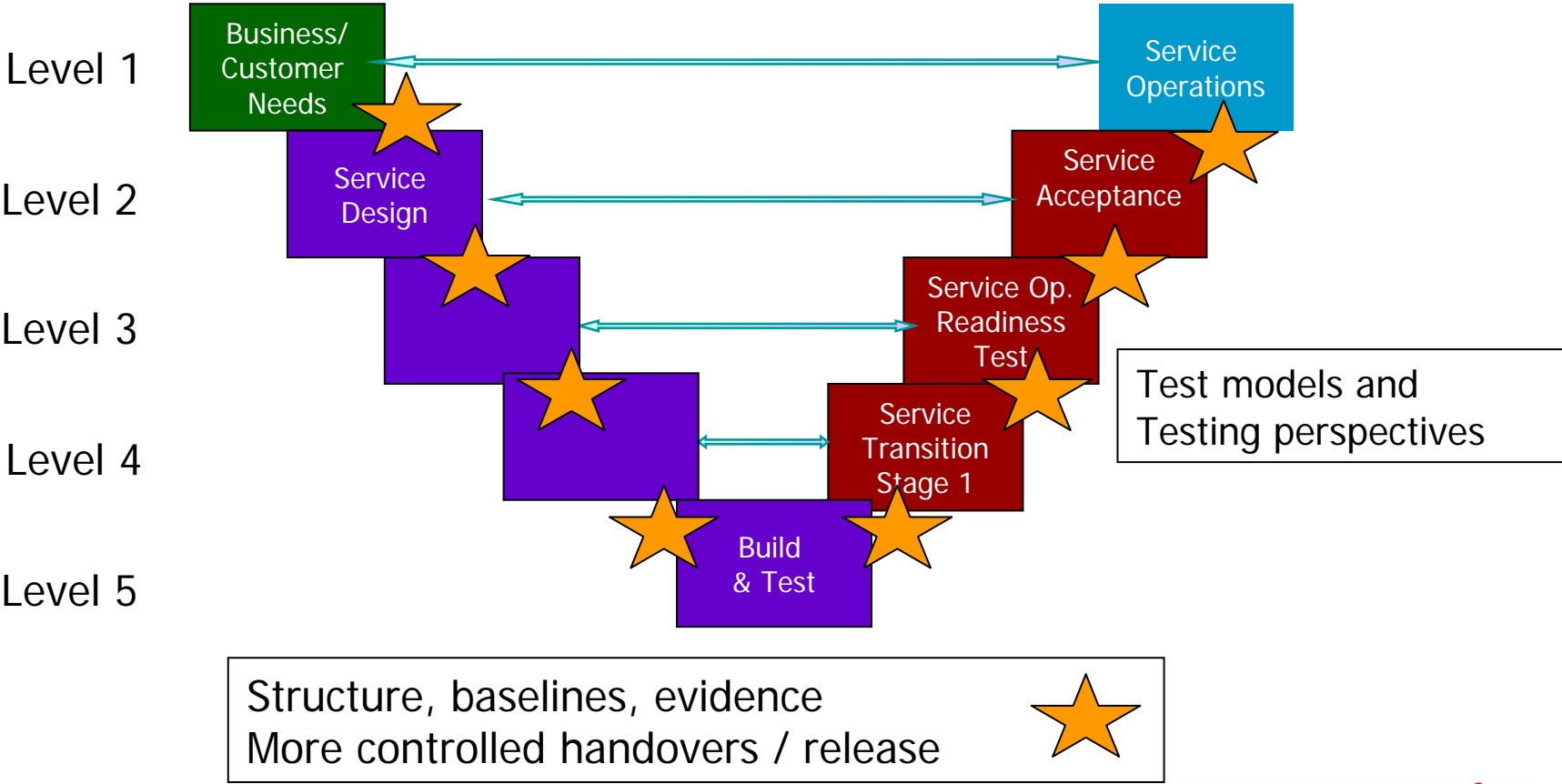
1. Schedules/plans
2. Configuration baselines
3. Status of changes / releases in different environments
4. Change Advisory Board agenda and minutes



Service Transition

Using the V-model concept to establish control

To ensure that the service can be used in accordance with the requirements and constraints



Scenario for CMS user role

Configuration control and traceability

CMS Service Lifecycle Control View

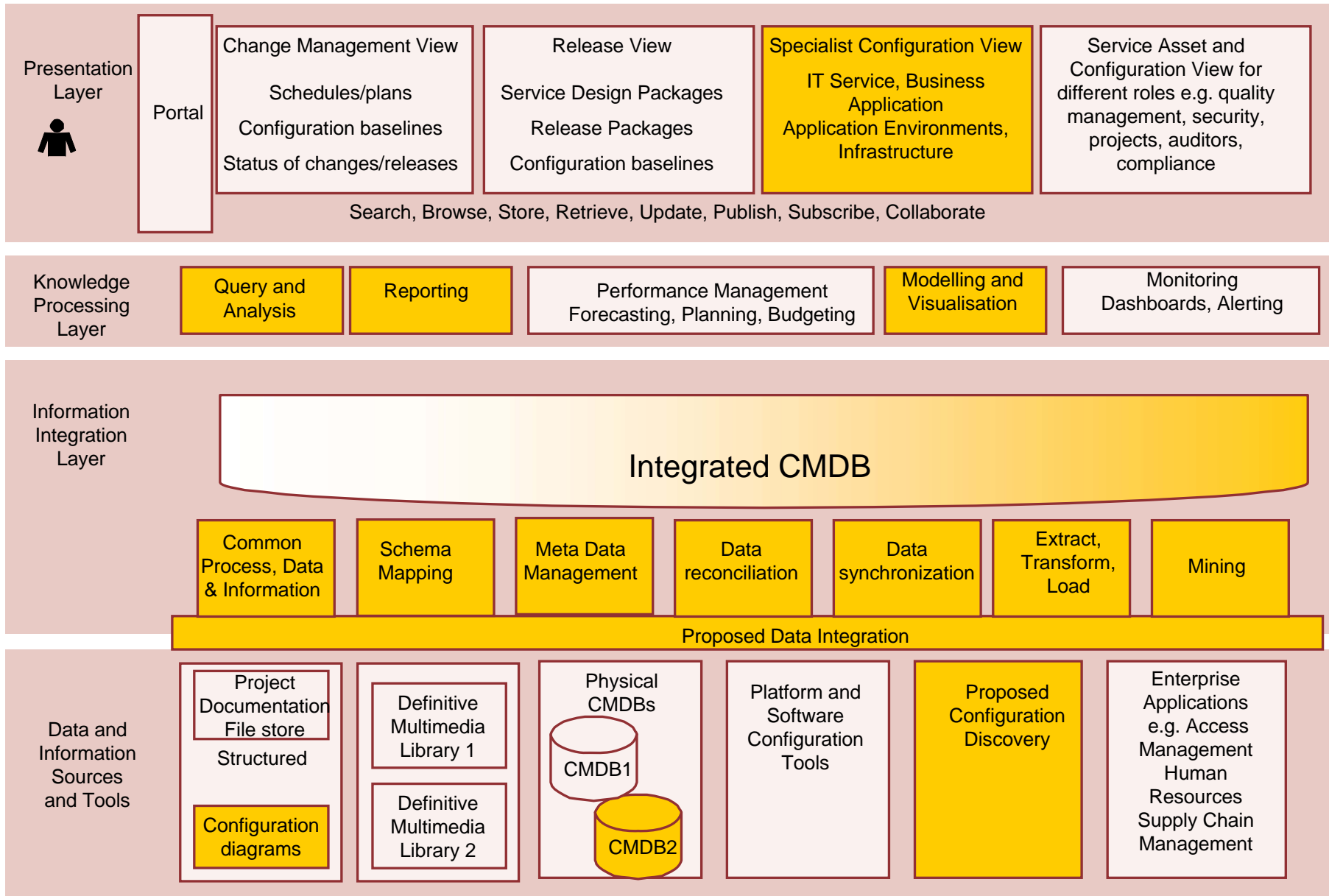
1. View and compare actual and planned service configurations with comparison
2. Capturing builds, baselines and releases
3. Viewing and reporting history and evidence of a change
4. View and analyse the quality of service assets and CIs
 - Before and after a change
 - Checking completion

Examples of other CMS Scenarios

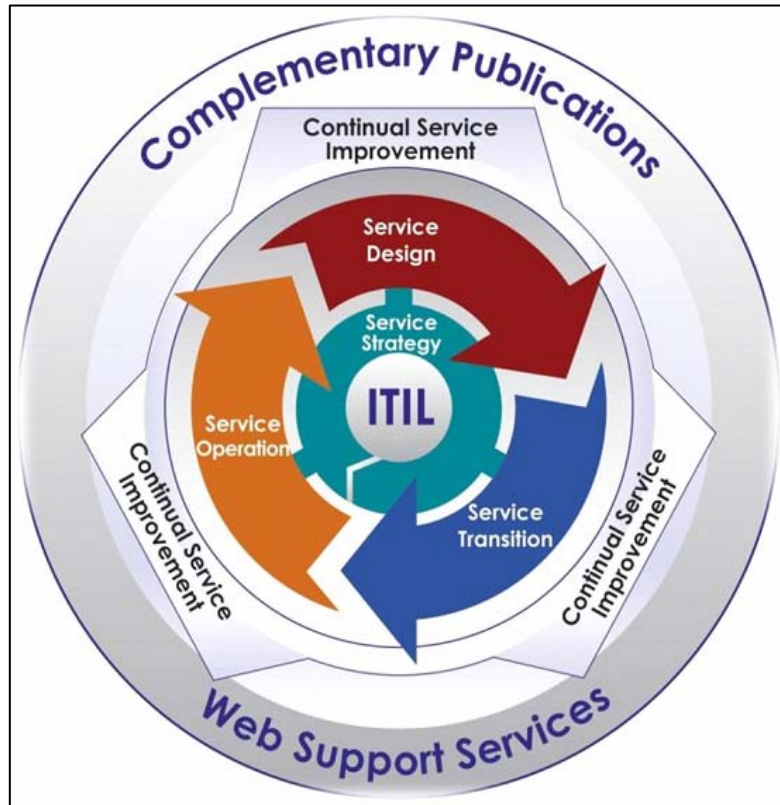
- Service Desk - users, their incidents and changes
- Incident and reactive problem management
- Proactive problem management
- Managing assets
- Managing an end to end service
- Quality and compliance

Using the CMS in practice

- Focus on full scope in service architecture
- Views and use cases keeps business and service management focus
- Helps to understand integration issues/requirements
 - User interface
 - Analytical and reporting tools
 - Of information and data
- Common approach to performing CMS vendor assessment, positioning and gap analysis



Questions



Shirley Lacy
ConnectSphere
Business & Technology Centre
Bessemer Drive
Herts. SG1 2DX
Tel: +44 (0)845 838 2345
Fax: +44 (0)845 838 2346
shirley.lacy@connectsphere.com