



ITIL® – Configuration Management

- Ten steps to build a Configuration Management System

Christian F. Nissen, CFN People A/S

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

© 2008 of CFN People a/s unless otherwise stated



Configuration Management

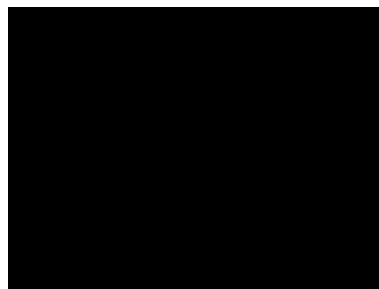


Agenda

- Why is Service Asset and Configuration Management important for IT Service Management?
- What is a Configuration Management System?
- 10 steps to build a Configuration Management System



Why Configuration Management?



Why Configuration Management?

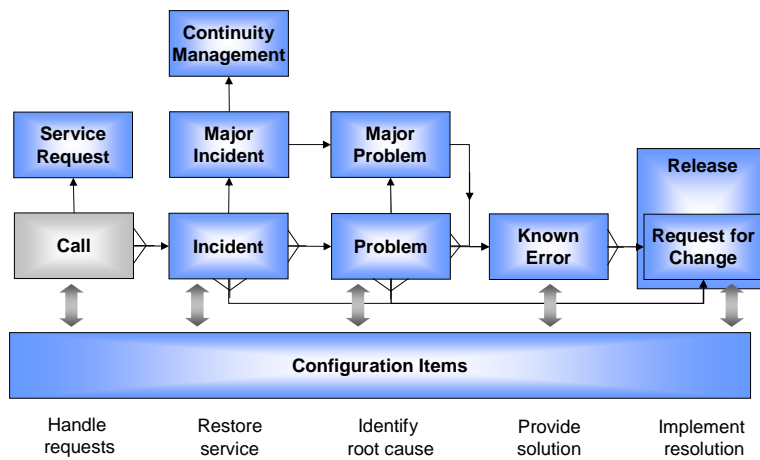
- It enables “service views”
- It reduces costs
- It accelerates the outcome of the other IT Service Management processes



5

© 2008

Value added by Configuration Management



6

© 2008

Agenda

- Why is Service Asset and Configuration Management important for IT Service Management?
- **What is a Configuration Management System?**
- 10 steps to build a Configuration Management System

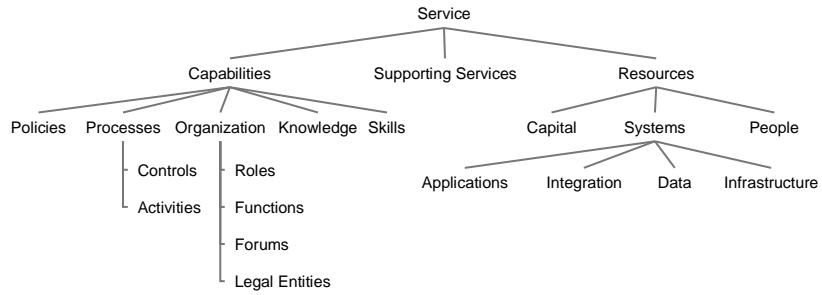


Configuration Management objectives

- Account for, manage and protect the integrity of **Service Assets / Configuration Items**
- Support efficient and effective Service Management processes by providing accurate configuration information to enable people to make decisions at the right time



Service Assets



Services and Service Assets – like Chinese boxes



Configuration Management System

Configuration Item (CI)

- Can be identified uniquely
- Is subject to independent change
- Can be managed
- Belongs to a CI Category Type
- Has relationships (unlike Asset Mgt)
- Has descriptive attributes
- Has a particular status
 - E.g.: ordered, testing, or live

Configuration Management System

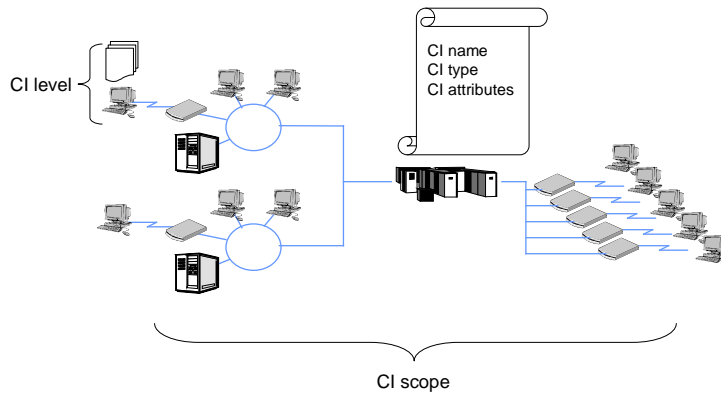
CMDB Contents

- CI name
 - CI category and type
 - Asset information, license, location, etc. etc.
 - Supplier information
 - Ownership
 - Status and history
 - Relationships (physical, logical, business, organizational, etc.)
 - Related Changes, Incidents, Problems, Releases etc.
 - ...
- }

Attributes
- }

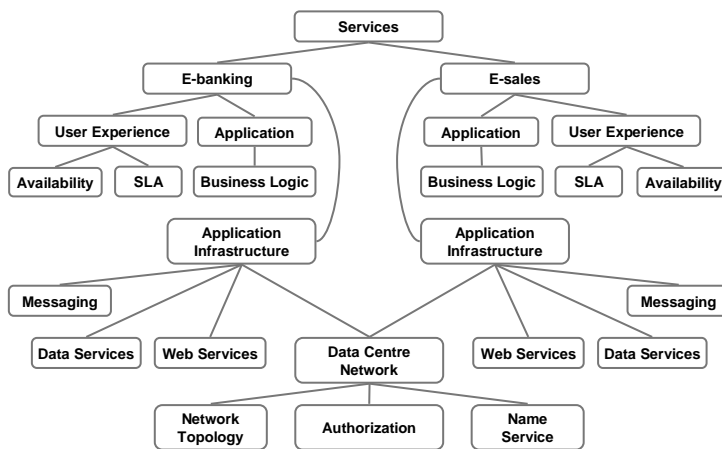
Relations

Configuration Management System



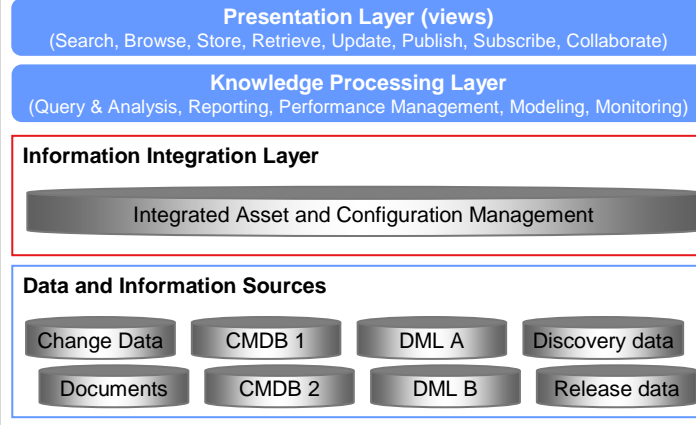
Configuration Management System

Logical Configuration Model



How do we manage configuration data?

Configuration Management System (CMS)



CMDB:
Configuration Management Data Base

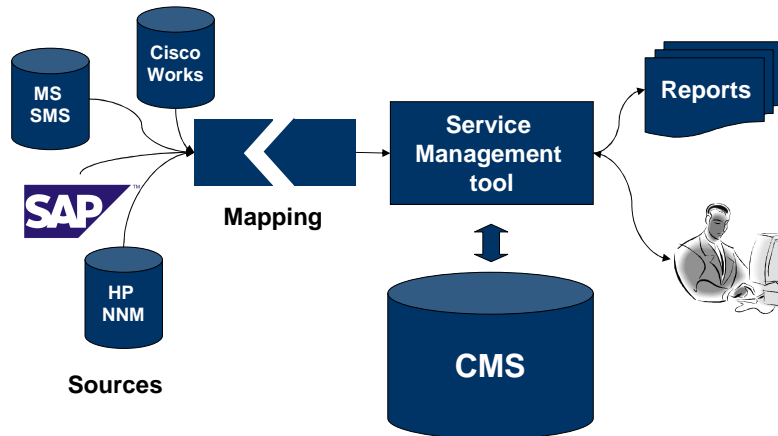
DML:
Definitive Media Library

Agenda

- Why is Service Asset and Configuration Management important for IT Service Management?
- What is a Configuration Management System?
- **10 steps to build a Configuration Management System**



How do you build a CMS?



17

© 2008

CFN PEOPLE
it's integrated

How do you build a CMS?

1. Analyze stakeholder needs
2. Analyze sources
3. Decide CI-scope, level and naming conventions
4. Decide your strategy for implementation
5. Design data model and customize SM tools
6. Design and build mapping interfaces
7. Implement or enforce change management
8. Feed the CMS (automatically and manually)
9. Build relations
10. Automate verification and updating

18

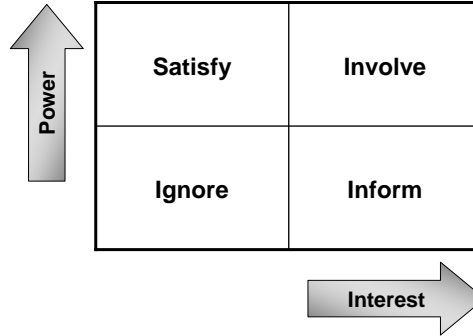
© 2008

CFN PEOPLE
it's integrated

How do you build a CMS?

1. Analyze stakeholder needs

- Customers
- Users
- Other ITIL processes
- Other IT processes
- ...



How do you build a CMS?

2. Analyze sources

- Scanning tools (SMS, HP Open View, IBM Tivoli, TNG, BMC, ...)
- Other tools (Active Directory, Cisco Works, Wyse, HP Inside Manager, Service Management tools, Compuware, Mercury, ...)
- Other data bases (CVS, Endeavor, SAS capacity db's. . .)
- Business Applications (SAP, Oracle, People Soft, Siebel, Navision, legacy systems, ...)
- Other sources (Locations tables, bar coding systems, ...)

How do you build a CMS?

3. Decide CI-scope and level and naming conventions

- Input:
 - Stakeholder needs
 - Possible sources
- Output:
 - CI-scope (CI types)
 - CI level (CI subtypes)
 - Naming conventions (at CI type level)

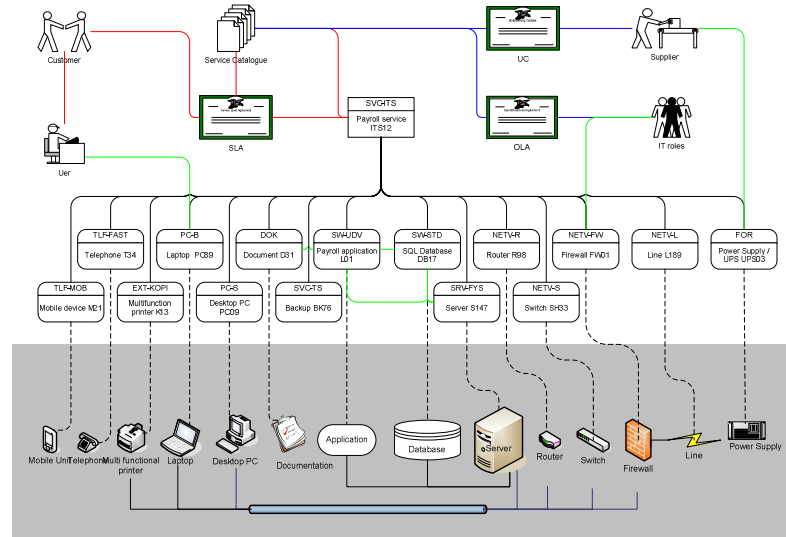
How do you build a CMS?

4. Decide your strategy

1. Start implementing simple asset management
 - Add physical and logical relations
 - Add organizational relations
 - Add business relations
2. Implement CI-type by CI-type and add relations to the new types
3. Implement one business service or application at a time – starting with the most critical
4. . . .

How do you build a CMS?

5. Design data model and customize tools



How do you build a CMS?

5. Design data model and customize tools

CI-type (Category / Subcategory)	Attributes (Key / Mandatory / Optional)	Source	Update (Automatic / Manually with change / Manually without change)
MS Server (Hardware / Servers)	Hostname (K/M) Supplier (M) Model (M) Serial number (M) MAC Address (M) RAM (O) ... Related software (M) ...	NNM SAP SAP SMS NNM SMS ... SMS ...	Man. with RfC do. do. Automatic Man. with RfC Automatic ... Man. with RfC
...			

How do you build a CMS?

6. Design and build mapping interfaces

- Map fields from data sources with CMS model
- One or more physical databases (CMDDBs)?
- Customize interfaces / build views
- Program interfaces where necessary

7. Implement or enforce Change Management

25

© 2008

How do you build a CMS?

8. Feed the CMS

- Test interfaces
- Feed in data through interfaces
- Enter manual data

26

© 2008

How do you build a CMS?

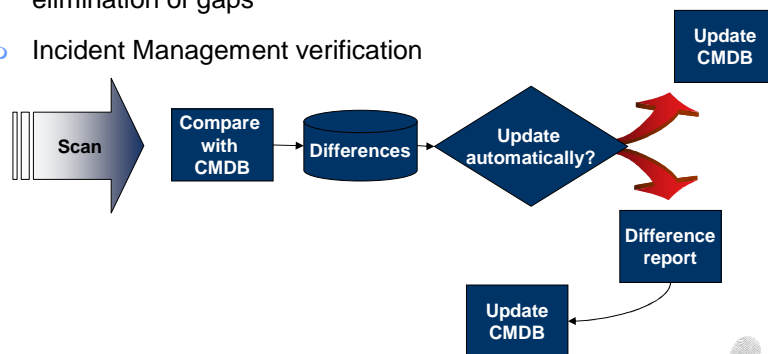
9. Build relations

- Build relations automatically in the mapping interfaces where possible
- Make automatic relations in the CMS based on CI-type and selection criteria (inheriting)
- Some relations need to be maintained manually!!

How do you build a CMDB?

10. Implement updating mechanisms

- Change Management
- Automatic updates
- Automatic verification and mechanisms for elimination of gaps
- Incident Management verification





Christian F. Nissen

cfn@cfpeople.com

+45 40 19 41 45

www.cfpeople.com