



CONFIGURATION MANAGEMENT

NOT HOW LOW, BUT HOW HIGH, AND WHY

Matthew Burrows
BSMimpact

“Business Service Management (BSM) – An approach to the management of IT Services that considers the Business Processes supported and the Business value provided. This term also means the management of Business Services delivered to Business Customers.” ITIL V3 Glossary

“Business service management dynamically links business-focused IT services to the underlying IT infrastructure” Forrester

“As 76% of the IT budget goes to operations, firms that implement BSM can potentially save 25% of their overall IT budget” Forrester

Relies on:

- Understanding metrics the business use to decide if service provider is delivering value
- Linking these metrics and the business services to the infrastructure components
- Essential BSM capabilities:
- Asset Management – basic understanding of the CIs
- Rigorous service management processes – ITIL
- Service Level Management – measure service performance
- Configuration discovery (automated) – link services, processes and infrastructure CIs
- CMDB – assets, applications, services and their dynamic relationships
- Service Modelling – processes, products & services

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“Asset: Any Resource or Capability. Assets of a Service Provider include anything that could contribute to the delivery of a Service. Assets can be one of the following types: Management, Organisation, Process, Knowledge, People, Information, Applications, Infrastructure, and Financial Capital.”

ITIL V3 Glossary

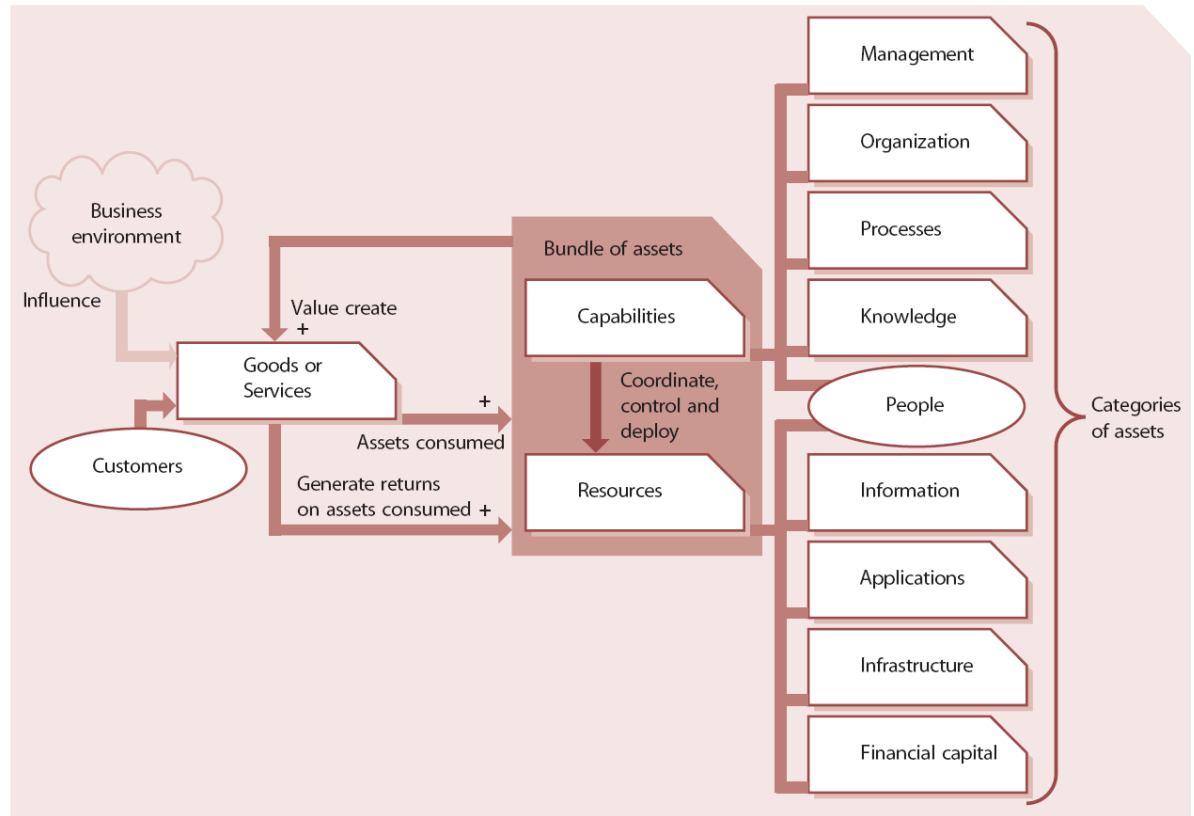


Figure 3.1 Service assets required to deliver services to the business

“Configuration Management System (CMS): A set of tools and databases that are used to manage an IT Service Provider’s Configuration data. The CMS also includes information about Incidents, Problems, Known Errors, Changes and Releases; and may contain data about employees, Suppliers, locations, Business Units, Customers and Users. The CMS includes tools for collecting, storing, managing, updating, and presenting data about all Configuration Items and their Relationships. The CMS is maintained by Configuration Management and is used by all IT Service Management Processes.” ITIL V3 Glossary

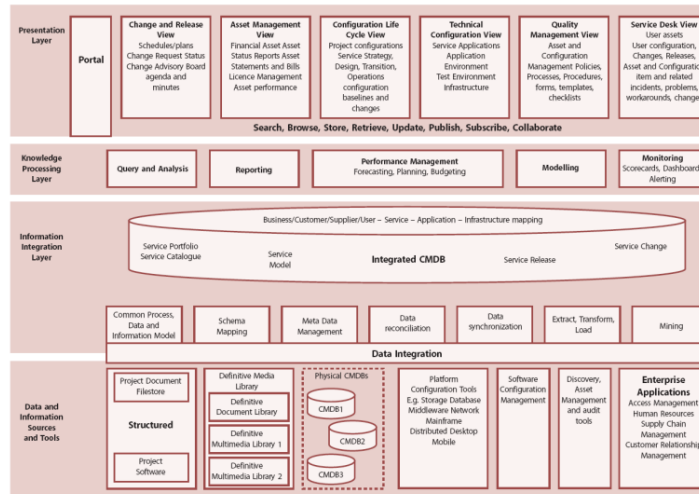


Figure 4.8 Example of a Configuration Management System

EXAMPLE CONFIGURATION MANAGEMENT SYSTEM

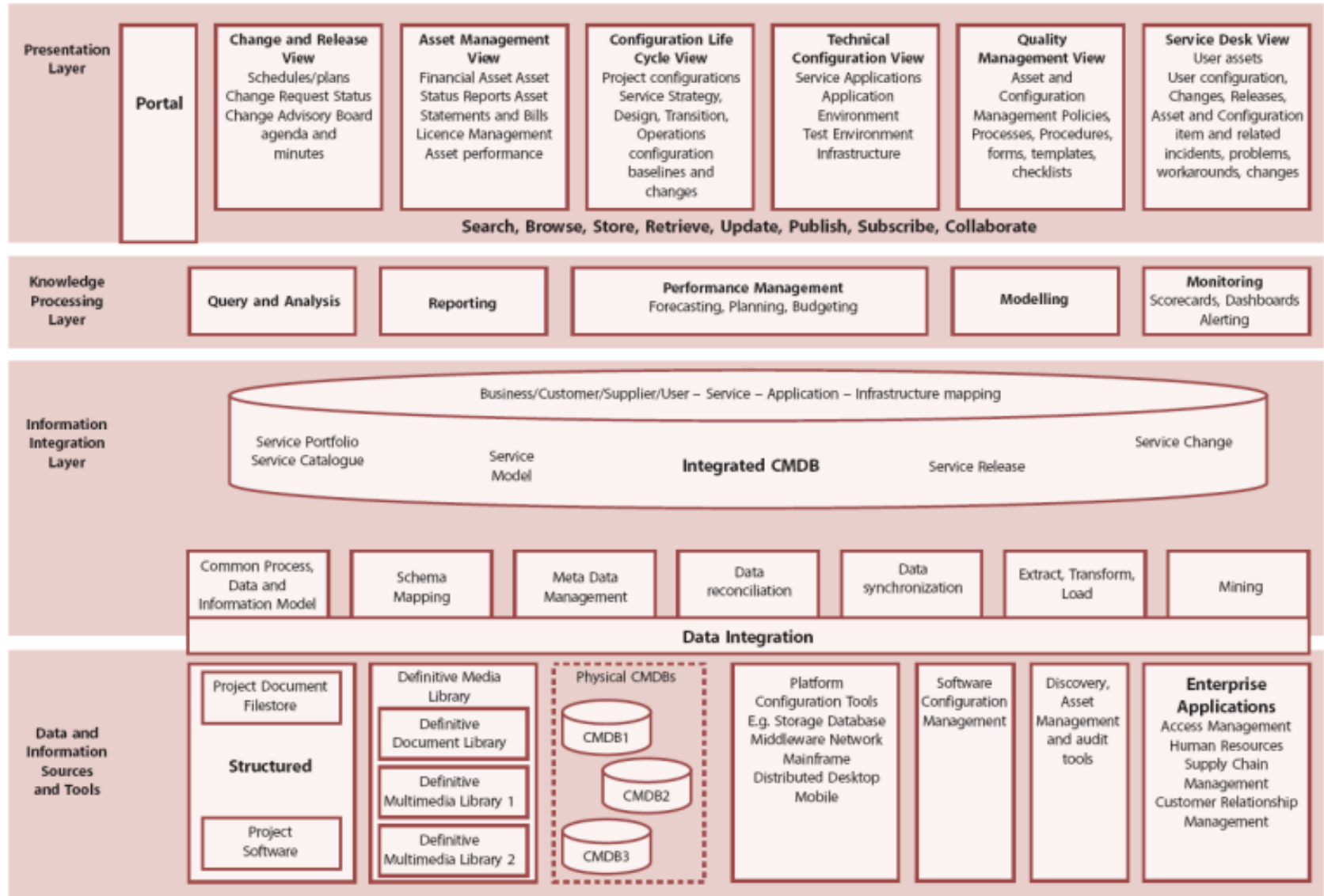
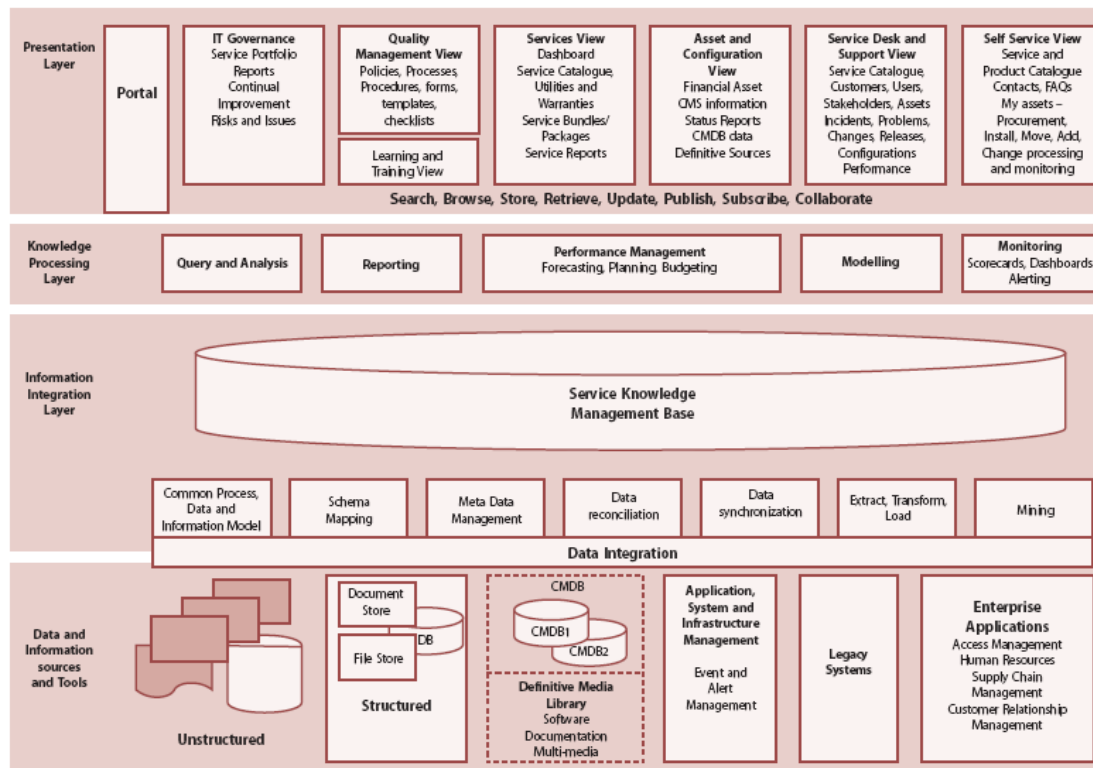
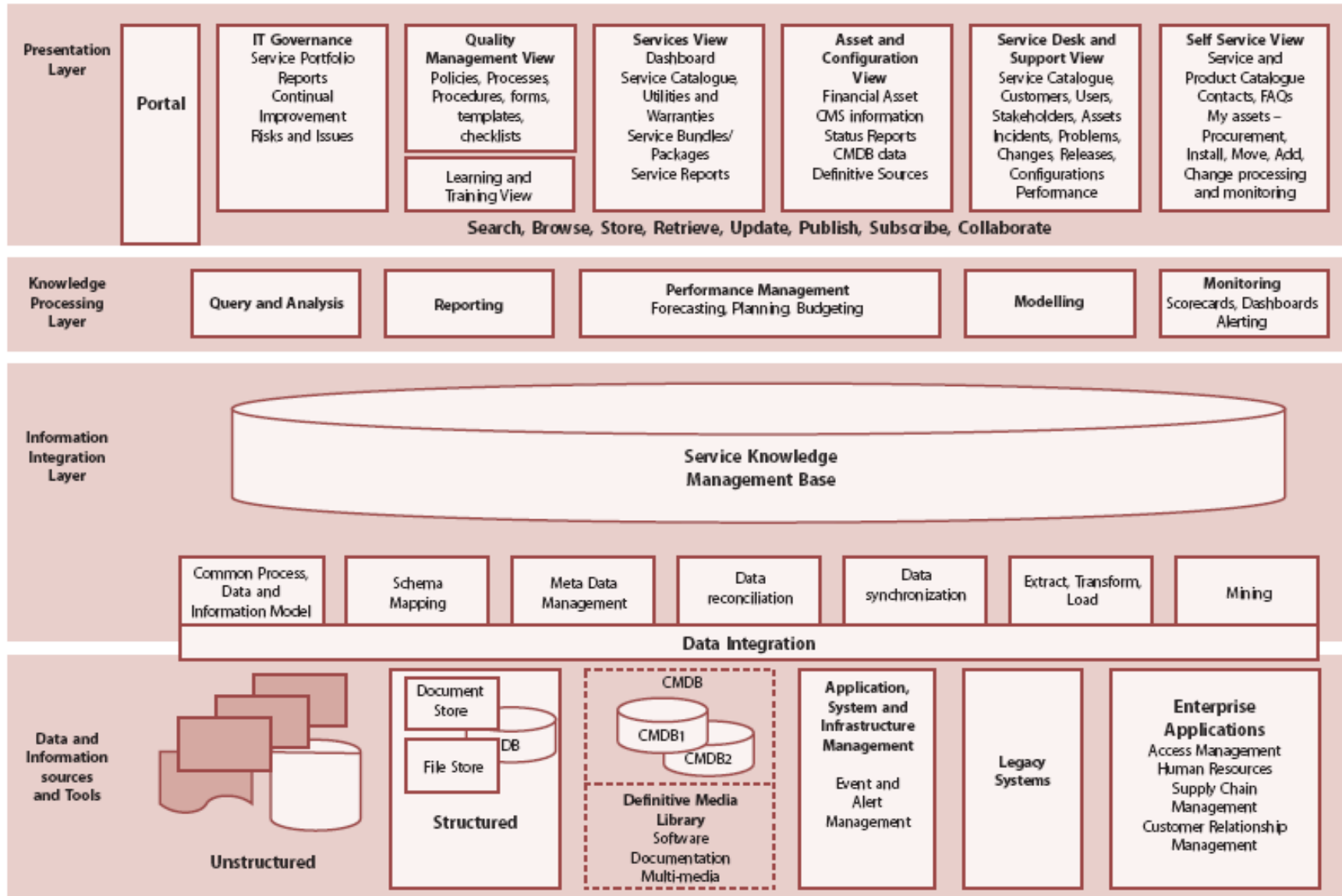


Figure 4.8 Example of a Configuration Management System

“Service Knowledge Management System (SKMS): A set of tools and databases that are used to manage knowledge and information. The SKMS includes the Configuration Management System, as well as other tools and databases. The SKMS stores, manages, updates, and presents all information that an IT Service Provider needs to manage the full lifecycle of IT Services.” ITIL V3 Glossary





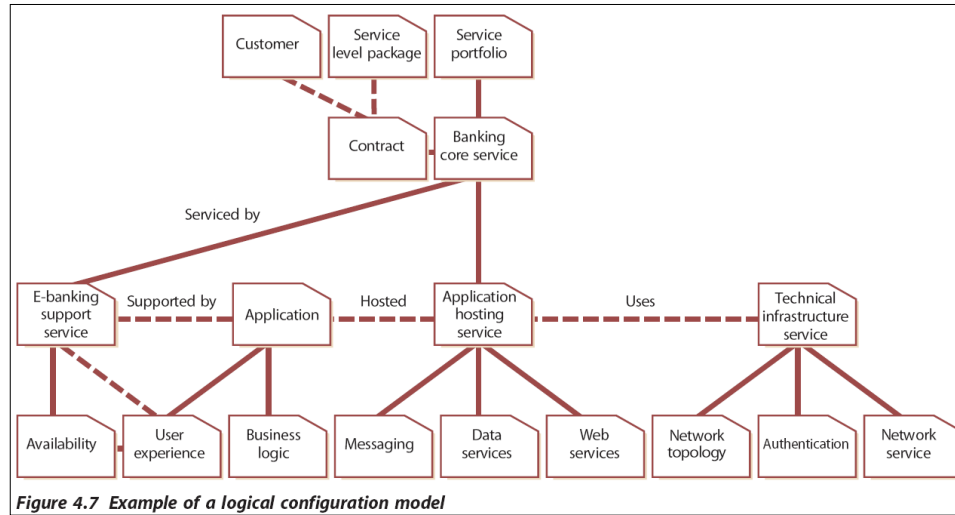


Figure 4.7 Example of a logical configuration model

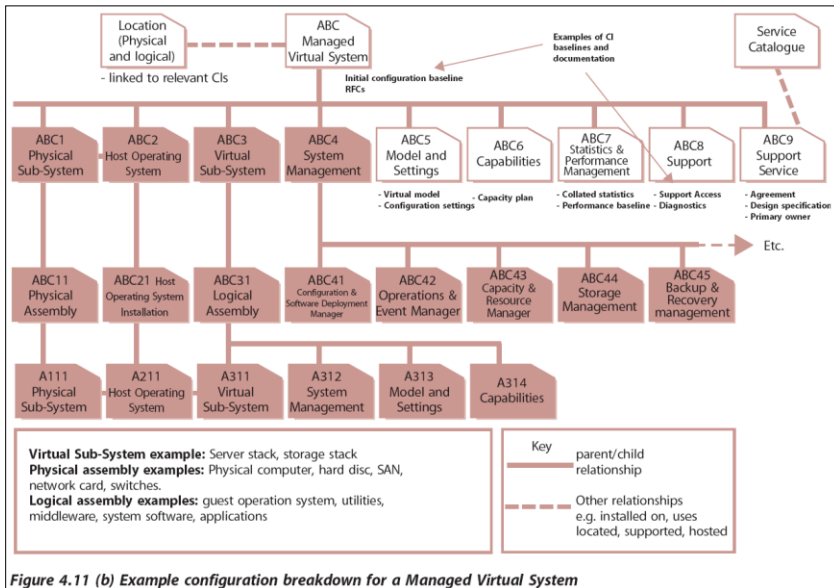


Figure 4.11 (b) Example configuration breakdown for a Managed Virtual System

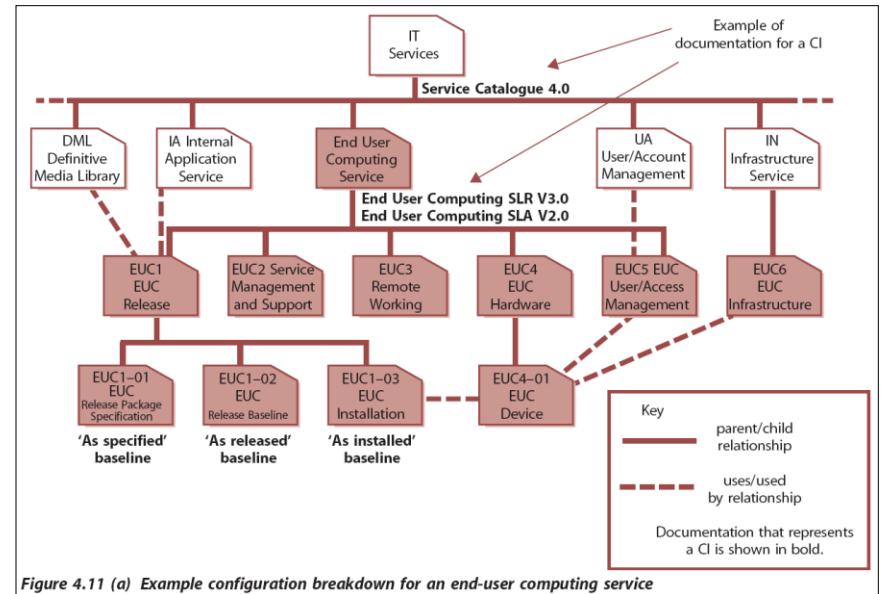


Figure 4.11 (a) Example configuration breakdown for an end-user computing service

Service Portfolio & Service Catalogue

Customer Portfolio & Contract Portfolio

Service Design Package

Service Model

Suppliers & Supporting Contracts

Service Management Processes & Policies

Test plans & Release documentation

Service Support & Operations Models

User & support documentation

Service Improvement Plans

Service Reports

“Service models describe the structure and dynamics of a service” ITIL V3

A service model is a set of managed configuration data that can be viewed from a number of customer, contracting, business service, technology service and ICT architecture perspectives.

These views provide relationship context to configuration items, network elements, customers, customer contracts, service contracts, OLA’s, underpinning contracts etc.

The service model itself is a composite of related data and is not a construct in it own right.

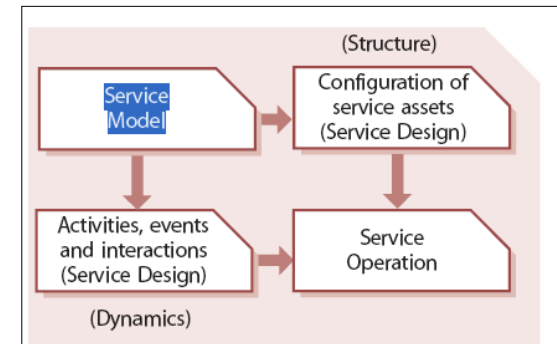
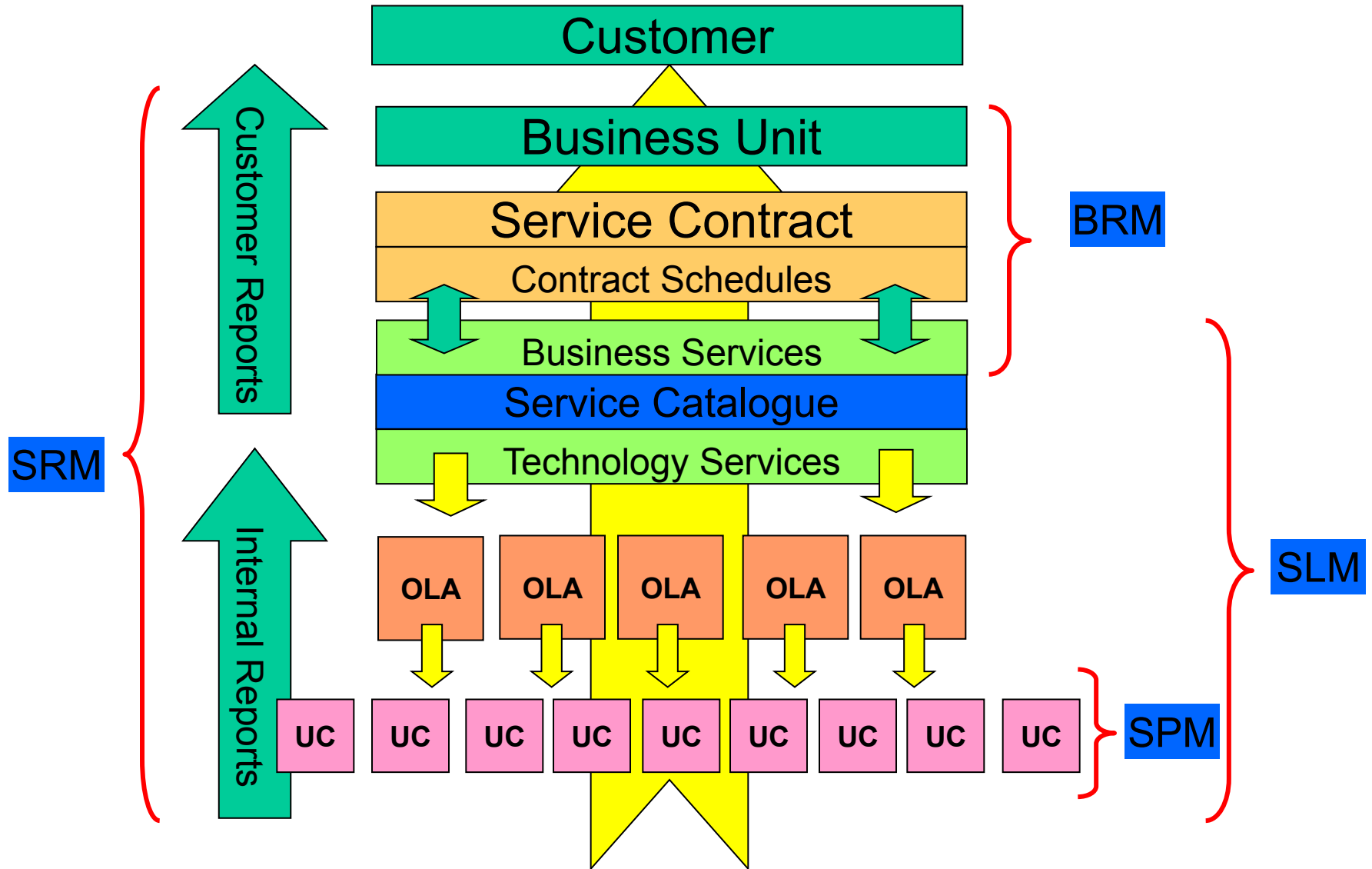
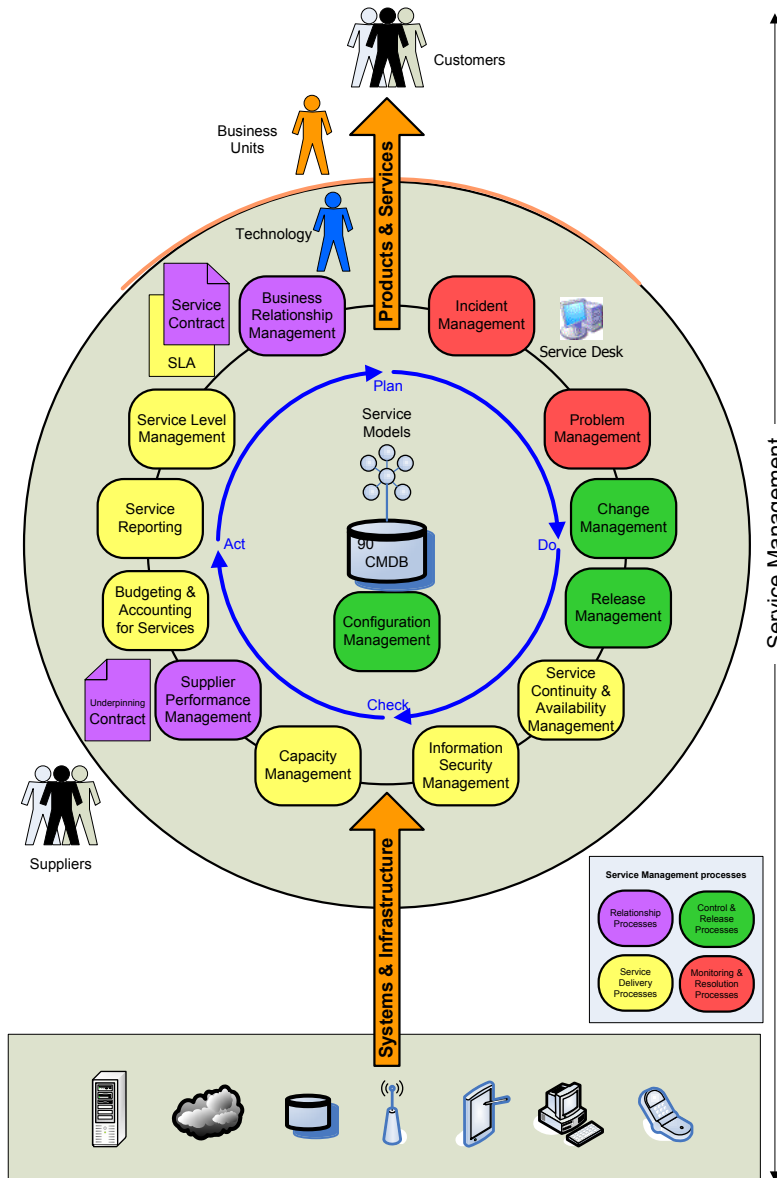
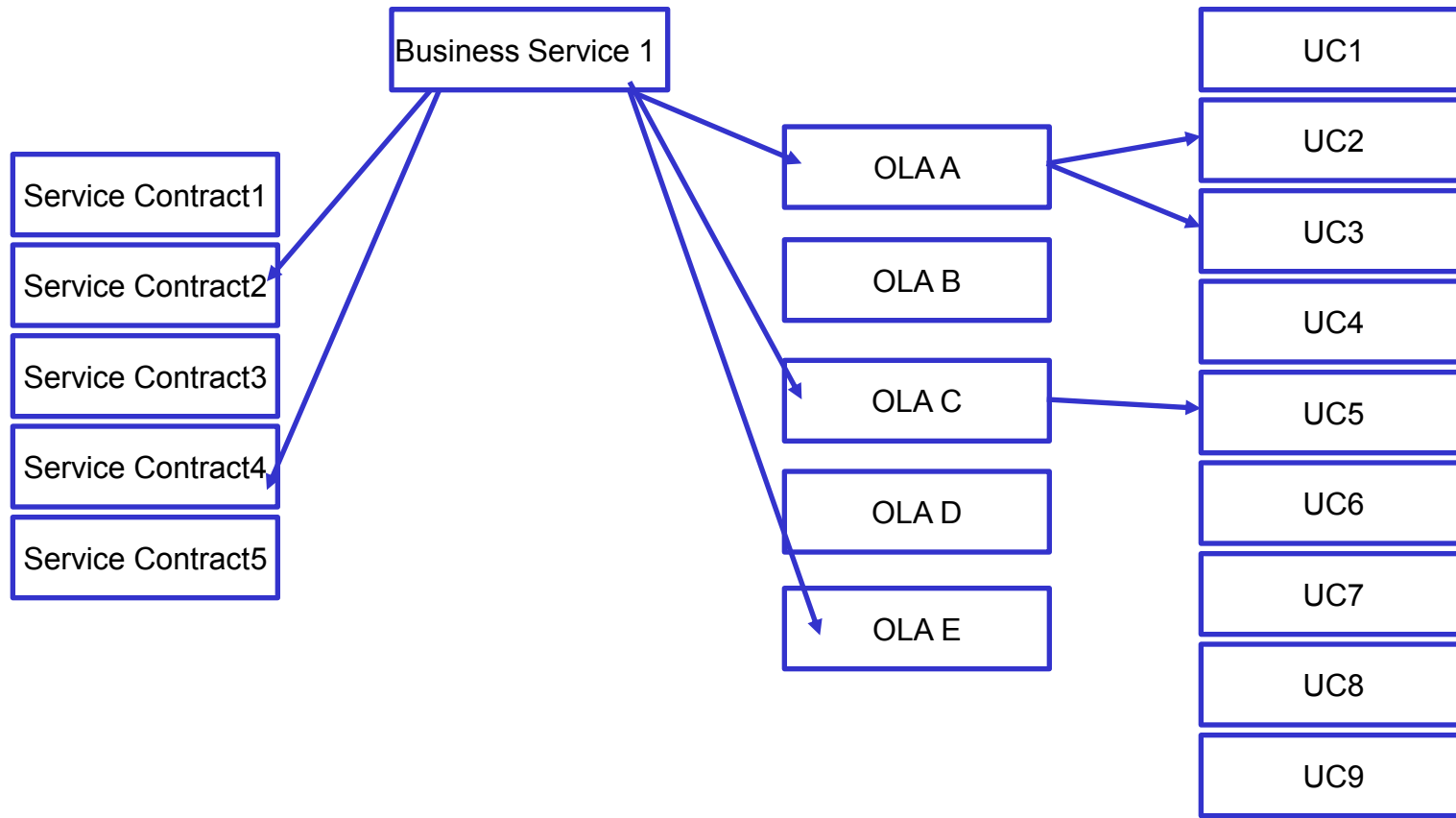


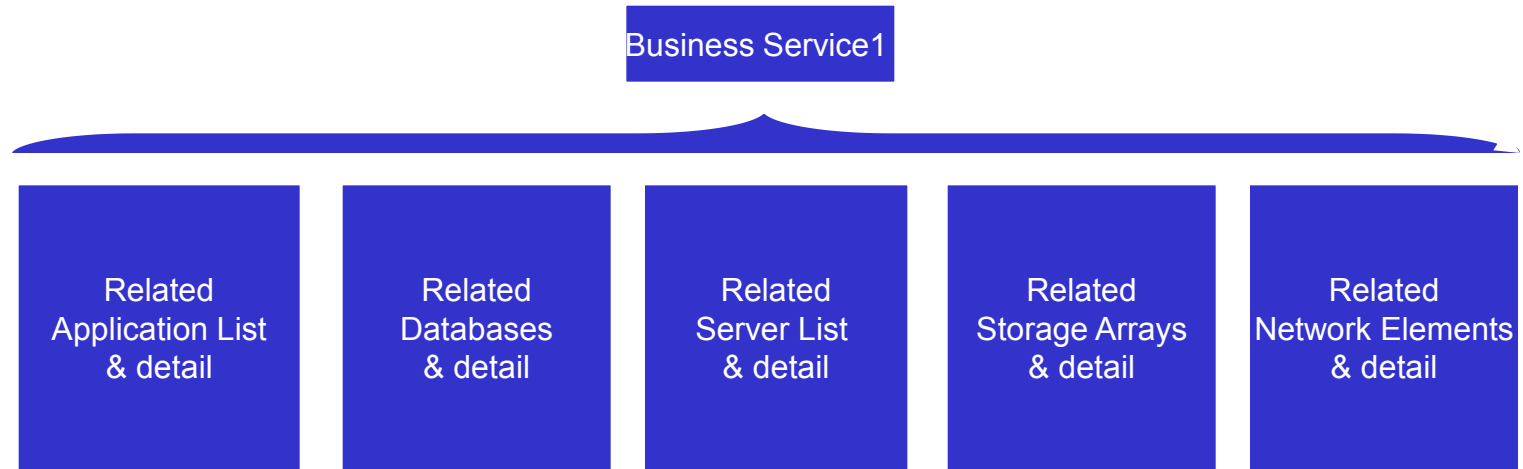
Figure 4.26 Service models describe the structure and dynamics of a service

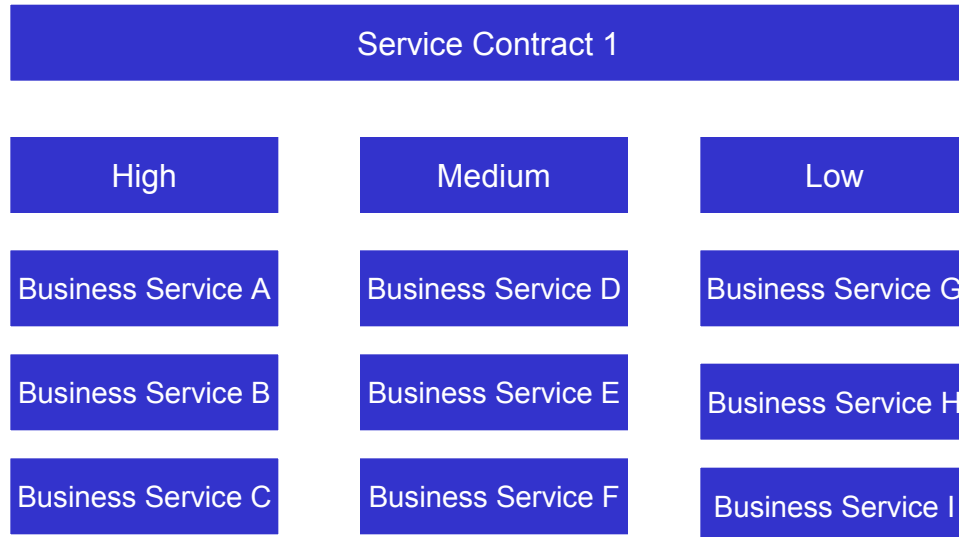


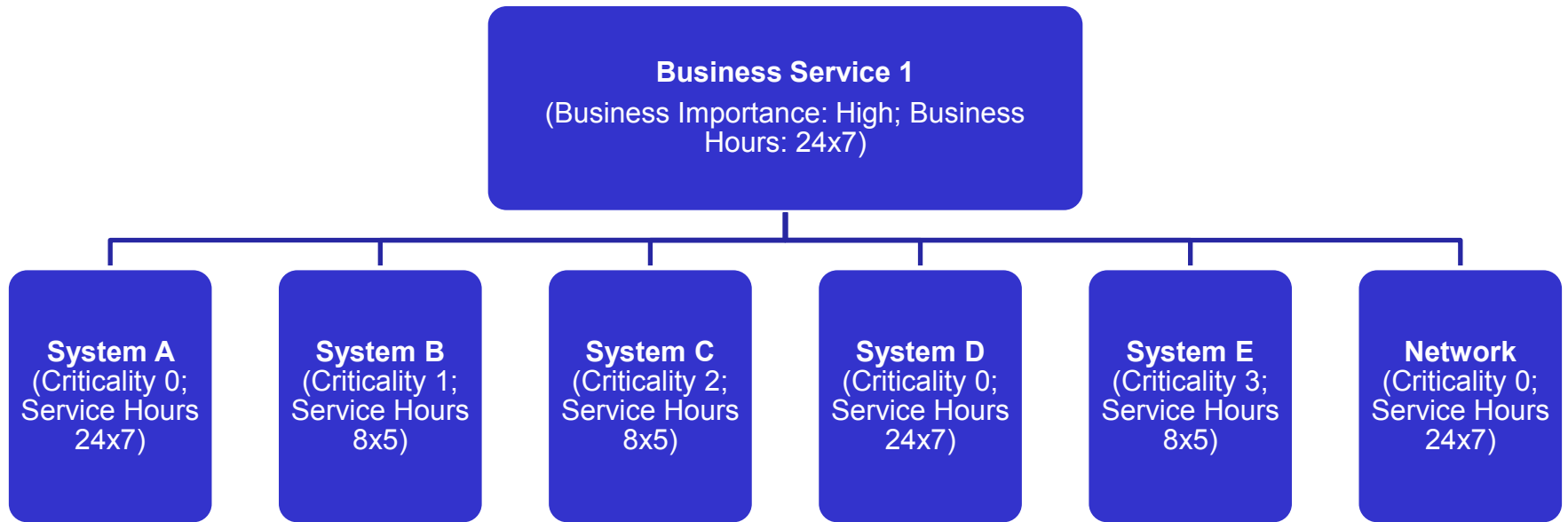


- Service Contracts confirm agreed service levels with the business, reflecting commitments to customers
- Service Level Management translates them into performance requirements of internal & external suppliers (OLAs & UCs)
- Service Reporting against contractual commitments (SCs, OLAs & UCs)
- Service Models are views of the relationships between the services and the infrastructure, highlighting dependencies to meet contracted service levels, improving change impact assessment and fault resolution





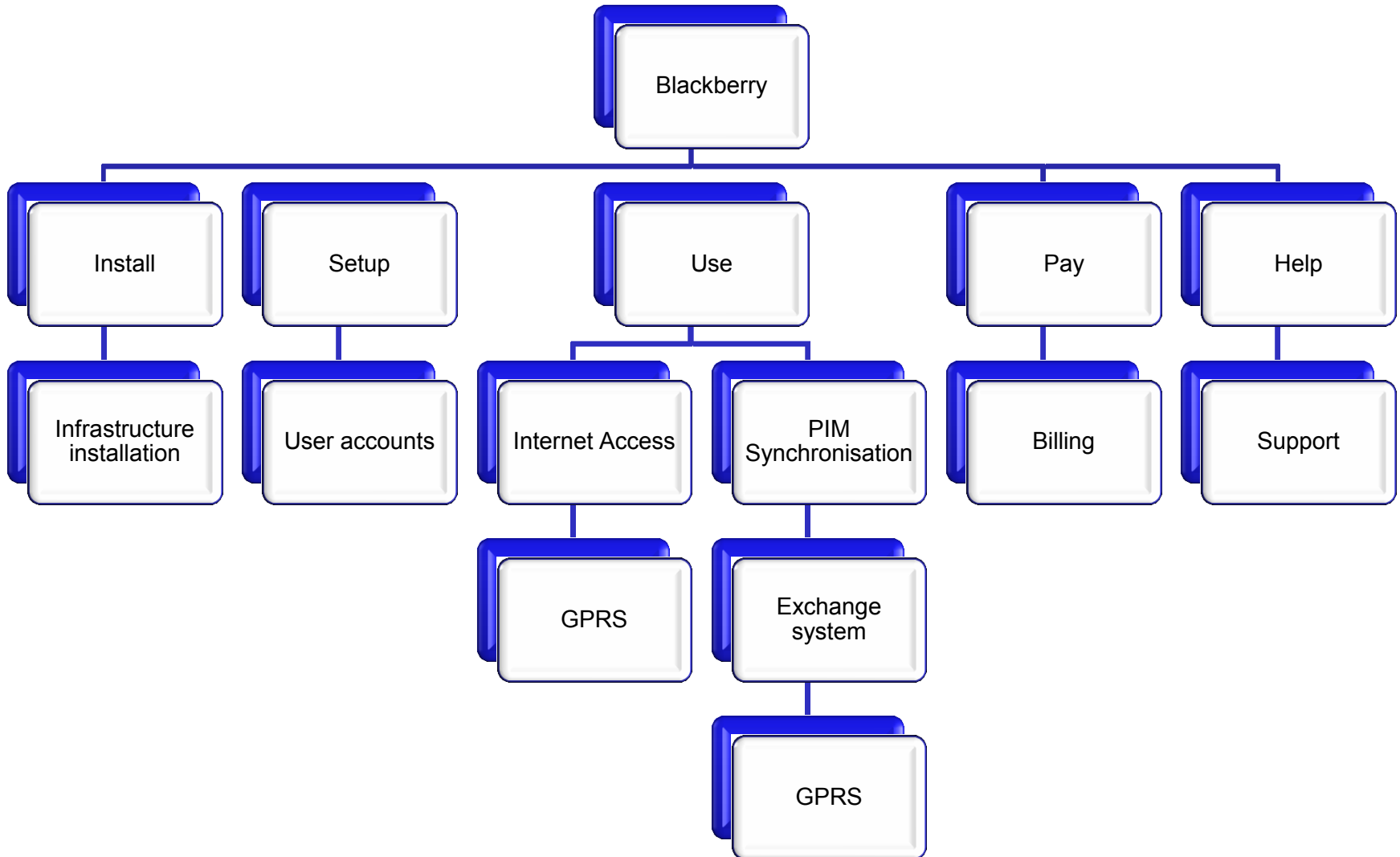




SYSTEM A

Architecture Model: e.g. High Resilience Model 99.999%
Design Limits Criteria: e.g. 50,000 transactions per hour
Support Hours: e.g. 24x7 all Technology Services
Infrastructure Hosting Service: e.g. Level 1
Platform Mgt. Service: e.g. Level 1
Storage Mgt. Service: e.g. Level 1
Database Mgt. Service: e.g. Level 1
System Monitoring Service: e.g. System & application level
Data Protection Service: e.g. Level 2: Daily Incremental; Weekly Full; Daily Off site
Application Mgt. Service: e.g. Level 1
Disaster Recovery Regime: e.g. Full; DR Test Regime Jan & June

Change Window: e.g. 0200h – 0500h Sat/Sun
Maintenance Window: 0100 – 0400; 1st day of month
Release Schedule: e.g. Monthly & Quarterly only





QUESTIONS?

Matthew Burrows
BSMimpact.com

matthew.burrows@BSMimpact.com