SERVICE ASSET AND CONFIGURATION MANAGEMENT PROCESS

Code: 
Version: 
Date of version: 
Created by: 
Approved by: 
Confidentiality level: 

Comment [BV1]: All fields in this document marked by square brackets [] must be filled in.

Comment [BV2]: If you want to find out more about Service Asset and Configuration Management process, see http://www.20000academy.com/blogs/june-2013/Knowing-your-herd-Service-Asset-and-Configuration-Management-SACM

Comment [BV3]: The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

<table>
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<tr>
<th>Date</th>
<th>Version</th>
<th>Created by</th>
<th>Description of change</th>
</tr>
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<td>Basic document template</td>
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Service Asset and Configuration Management ver [version] from [date]
Process

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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Service Asset and Configuration Management (hereafter referred to as “SACM”) process.

This document is applied to the entire IT Service Management (ITSM) organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. Reference documents

- Incident Management Process
- Problem Management Process
- Change Management Process

3. Policy

[organization name] uses the SACM process to control assets required to deliver services, as well as to ensure that accurate and reliable information about those assets is available when and where needed.

Objectives of the SACM:

- To ensure that CIs are identified, baseline and maintained throughout their lifecycles and that changes on them are controlled.
- To identify, control and care for assets that are under the control of [IT organization name] throughout their lifecycles.
- To identify, control, receipt, report, audit and verify services and other configuration items (CIs), including services, baselines, constituent components, their attributes and relationships.
- To work with the Change Management process to ensure that only authorized components are used and only authorized changes are made.
- To install and maintain the Configuration Management system (CMS)
- To ensure that information on historical, current and planned states of CIs are maintained and are accurate.

3.1 Scope and definition of SACM

The scope of the SACM encompasses the whole lifecycle of all Configuration Items (CIs). The SACM is responsible for the lifecycle management of the CIs and related configuration baselines. Therefore, SACM is responsible for the integration of the whole lifecycle management processes of CIs as well as for the other management-related processes.
3.2 Definitions

3.2.1 Configuration Item (CI)

CIs are service assets that need to be managed in order to deliver IT services. CI categories are defined in the SACM Plan; see Service Asset and Configuration Management Plan in Appendix.

The service owner is responsible to identify the CI categories and their relationships. The Service Management Process is responsible for managing the CI categories and their relationships throughout the Service Lifecycle.

Updates to CIs are authorized [through Change Management process]. Modifications to configuration records are done by [role description].

3.2.2 Configuration Management System (CMS)

[Organization name] use [tool name] as the CMS. The CMS is a management system with which manage the CMDB and its content, i.e. CIs. [Role description] is responsible for the reliability and accuracy of data inside the CMDB.

The CMS maintains the following relationships:
- [Incident Management System]
- [Change Management System]
- ... etc.

Access rights to use the CMS are given by [role description].

3.2.3 Configuration Baseline and Snapshot

The Configuration Baseline is a consistent status of the configuration at a certain point in time and serves as a reference point.

The purpose is to represent the state of the configuration at a certain point in time. It is, usually, compared to a configuration baseline.

[Role description] is responsible for producing the configuration baseline and ensuring it is maintained, particularly of affected CIs before deployment. [Role description] is responsible for the evaluation.

3.2.4 Asset Management

The SACM uses the [financial asset management] process to manage IT assets and uses IT asset data from [ERP system name]. [Role description] is responsible for producing the information between the CMDB and the CMS.

Software assets are being managed through [tool name], administrated by [role description].
Authorized versions of software are stored in the [Definitive Media Library (DML)].

Definitive hardware spares are stored in the [Definitive Store].

The DML and Definitive Store are defined in the Service Asset and Configuration Management Plan, see Appendix, by [role description].

Decommissioning of assets follows enterprise, information security, legal and environmental requirements and is under the responsibility of [role description].

3.3 Tool integration

[tool name] is a tool that supports the SACM process and activities. [role description] is responsible to manage tool usage and integration with other tools.

4. Process activities

![Figure: SACM process activities](image-url)

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4.1. Management and planning

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The level of the SACM and how this level will be achieved is defined in the SACM plan see Service Asset and Configuration Management Plan in Appendix. The SACM plan defines service assets and configuration management activities for the defined scope.

[role description] is responsible to develop the SACM plan.

4.2. Configuration identification

Configuration identification activities include:

1. Configuration structures and the selection of configuration items
   - [role description] is responsible to define a configuration structure that identifies all the components within the scope of the SACM Plan (see SACM Plan in Appendix) and level where CIs are selected.
   - [role description] is responsible to review CI level [on an annual basis].
   - [role description] is responsible to define relationship and position of CIs in each structure.

2. Naming CIs
   - [role description] is responsible for ensuring that a naming convention is established and applied to identification of CIs, configuration documents and changes, as well as to baselines, builds, releases and assemblies.

3. Labeling configuration items
   - [role description] is responsible for ensuring that physical CIs are labeled using the naming convention.

4. Attributes for configuration items
   [role description] is responsible to:
   - Define attributes that will be recorded for each CI type.
   - Enter attribute convention in SACM plan, see SACM Plan in Appendix.

5. Relationships
   [role description] is responsible to detect and record CI relationships.

6. Type of CI
   [role description] is responsible for ensuring that CI types are defined, depending on the level of detail required, see SACM Plan in Appendix.

7. Identification of media libraries
   [role description] is responsible for ensuring that physical and electronic media libraries are uniquely identified by [role description] and recorded in the CMS.

8. Identification of configuration baselines
   [role definition] defines the frequency or conditions that trigger a baseline to be taken. The baseline is stored in the CMS by [role description].

9. Identification of release unit
   [release policy] defines release units. Release information is recorded within the CMS by [role description].

4.3. Configuration control

[SACM Manager] uses the following mechanisms to prevent CIs from being added, modified, replaced or removed outside the procedure:
4.4. Status accounting and reporting

[organization name] performs configuration status accounting and reporting activities in the following way ...

4.5. Verification and audit

To make the current configuration consistent with the baseline configuration, [organization name] performs verification and audit. [role description] is responsible to perform audits and prepare a report – see Service Asset and Configuration Management Plan in Appendix.

5. Roles and responsibilities

5.1. SACM Manager

[role description] assigns the SACM Manager role.

Responsibilities of SACM Manager:
- Overall responsibility for carrying out activities within the scope of Service Asset and Configuration Management
- Coordinate with other Service Management roles
- Plans and manages tools needed to support the Service Asset and Configuration Management process
- Responsible for reporting and managing information
- Ensures availability of configuration data to other processes within the scope of IT service management
- Defines and agrees on CI
- Manages financial aspect of assets that are used by IT

5.2. Configuration Analyst

[role description] assigns the Configuration Analyst role.

Responsibilities of Configuration Analyst:
- Supports SACM Manager in creation of processes and procedures
- Defines the structure of CI types, naming conventions, attributes and relationships

5.3. Configuration Librarian

[role description] assigns the Configuration Librarian role.

Responsibilities of Configuration Librarian:

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6. Measurement and metrics

6.1. Measurement

[role description] is responsible to produce reports.

Reports are sent to the Service Level Manager on a monthly basis.

[role description] is responsible for ensuring that:
- reports are produced monthly, with quarterly and yearly summaries
- reports are evaluated
- measures for improvement are defined

6.2. Metrics

Metrics reports are produced monthly, with quarterly and yearly summaries. Metrics to be reported:
- Number of used licenses
- Number of failed changes due to inconsistency of CIs
- Time to identify faulty CI
- Average time to resolve incidents
- Average time to implement changes
- Number of exceptions discovered during audit
- Number of CIs that were not controlled by the SACM

6.3. Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>SACM supports delivery of quality IT services</td>
<td>Number of incidents related to inaccurate data in CMS</td>
</tr>
<tr>
<td></td>
<td>Number of incorrect data in CMS.</td>
</tr>
<tr>
<td></td>
<td>Number of incomplete data in CMS.</td>
</tr>
<tr>
<td>Associates and completes CRM is established</td>
<td>Audit results</td>
</tr>
<tr>
<td></td>
<td>Number of change implementations that resulted in problems.</td>
</tr>
<tr>
<td></td>
<td>Number of incidents and problems incurred due to errors.</td>
</tr>
</tbody>
</table>

Comment [BV26]: Or similar role. Change if needed.
Comment [BV27]:
Comment [BV28]: Example: SACM Manager, Continual Service Improvement Manager.
Comment [BV29]: Final list depends on organization's needs.
Comment [BV30]: Example of CSFs and KPIs. Each organization must develop its own CSFs and KPIs depending on organization maturity and environment. Achievements against KPIs must be monitored and used in other processes and as a basis for improvement.
7. Managing records kept on the basis of this document

<table>
<thead>
<tr>
<th>Record name</th>
<th>Storage location</th>
<th>Person responsible for storage</th>
<th>Controls for record protection</th>
<th>Retention time</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI Record</td>
<td>[tool name]</td>
<td>[job title]</td>
<td>Technical and Application Management staff have the right to add to/change the record.</td>
<td>CI Records are never deleted, only archived.</td>
</tr>
<tr>
<td>Reports</td>
<td>[tool name]</td>
<td>[job title]</td>
<td>SACM Manager</td>
<td>Reports are kept for […]</td>
</tr>
</tbody>
</table>

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must [check and, if necessary, update the document at least once a year].

9. Appendices

- Appendix 1: Service Asset and Configuration Management Plan
- Appendix 2: CMDB

[organization name]

to poor CMS data
[organization name]

[signature]

Comment [BV37]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.