The basic elements of ITIL Service Asset and Configuration Management (SACM)

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What is the Service Asset and Configuration Management (SACM) process according to ITIL?

To be successful in the operational stage...

...you need to consider and carefully plan all the necessary elements of the SACM process.
ITIL provides you with widely accepted and proven practices, so you don’t have to start from zero while managing your service assets.
Agenda

• SACM concept
• SACM process activities
• Benefits explained
• Interfaces to other processes
• Biggest challenges in SACM implementation
SACM concept

1/3

Configuration Model

PC

RAM

HDD

CMDB

Configuration Record

Configuration Record

Configuration Record

Configuration Record
SACM concept

Configuration Management System (CMS)

CMDB

Baseline

Snapshot
Secure libraries and secure stores

Definitive spares

Definitive Media Library (DML)

Physical CIs

Electronic CIs
Most important phases of SACM process implementation

• Planning
• Identification
• Control
• Reporting
• Audit
SACM process activities 1/2

Management and Planning
- SACM Plan
- Policy
- Organization
- Interface

Configuration Identification
- Selection
- Naming
- Labeling
- Attributes

Configuration Control
- Control
- Process
SACM process activities 2/2

Status accounting and reporting

- CI lifecycle
- Records
- Reports

Verification and audit

- Configuration audit
Benefits explained

- Customer satisfaction
- Change assessment, planning, and delivery
- Efficiency in incident and problem resolution
- Fulfillment of SLA requirements
- Financial control
Interfaces to other processes

- Release and Deployment Management
- Change Management
- Incident/Problem Management
- Financial Management
- ITSCM
- Availability Management
Biggest challenges in SACM implementation

• Integration with other processes
• Getting management buy-in
• Roles and responsibilities
• Tools in place and their capabilities
• Sources of the information
The efficiency of many processes relies on information provided by SACM, and that makes implementation of SACM critical.
Thank you!

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