

Configuration Management Master Class 2

Implementing configuration management
and the CMDB

David Cuthbertson
BCS-SMSG Chair

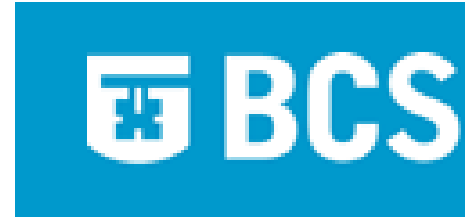


Robert Cowham
BCS-CMSG Chair

Master Class Format

- 10:15 Implementing Configuration Management made easy
- David Cuthbertson, Robert Cowham
- 10:35 Common factors for a successful C M programme
- Ken Turbitt, Global Best Practices Director, BMC Software
- 10:55 CMDB : The Steps to Success
- Kenny Little, Jon Efford, Infra UK and Plan-Net Services
- 11:15 Break
- 11:25 What should a CMDB output look like?
- Workshop session
- 11:45 Modelling the CMDB
- Michel Delran, Richard Huntley FoxIT and Centrica
- 12:05 Panel Session
- 12:15 Finish

BCS-SMSG



- BCS Service Management Specialist Group
 - <http://smsg.bcs.org> or look on BCS web site
 - formed in July 2005
- Focus group within BCS
 - Introduction to service management processes
 - Increase existing personal skill sets and knowledge
 - Promote service management and liaise with other groups
- Activities
 - Meet on Monday evenings in BCS offices
 - Day time events later in year

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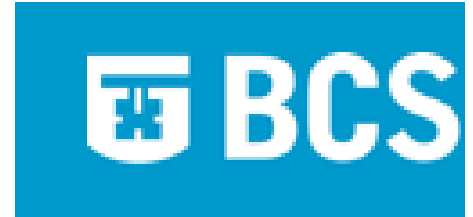
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BCS-CMSG



- BCS Configuration Management Specialist Group
 - <http://www.bcs-cmsg.org.uk> or look on BCS web site
 - formed in 1995
- Focus group within BCS
 - Establish a code of practice and standards for Configuration, Change and Release Management professionals including formal accreditation
 - Facilitate the free and open exchange of CCRM ideas
 - Influence the production and content of Standards related to CCRM
 - Promote the benefit of CCRM within the industry at large
- Activities
 - Regular Meetings
 - Evening of Thursday 27th April at South Bank University
 - Tools Fair 15 June 2006

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What does/can CM cover?

Technical assets/components

Servers, desktops, software, networks

Business assets/components

Departments, roles, functions, data, suppliers

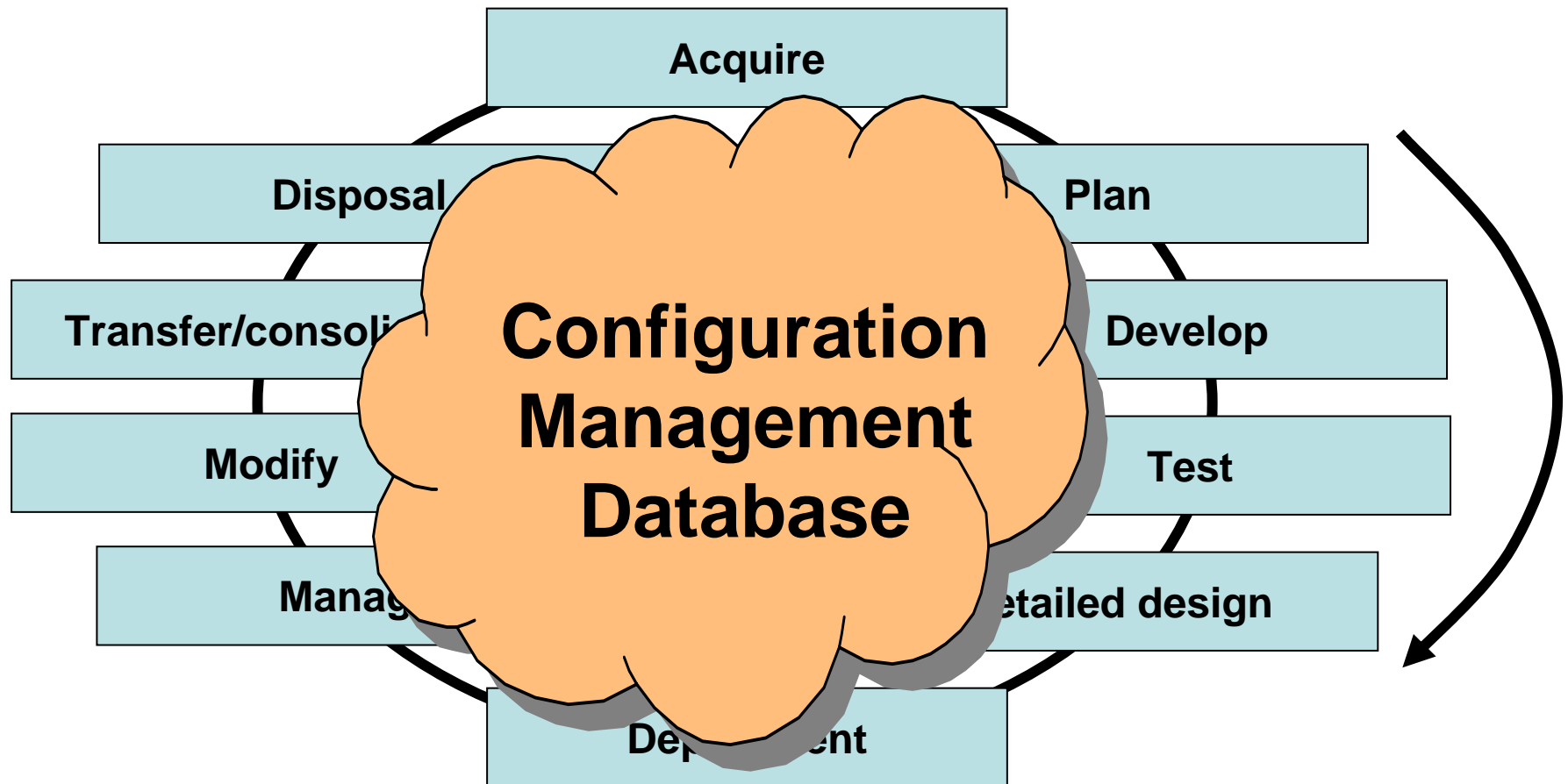
Dependencies and relationships

Technical and service (service catalogue)

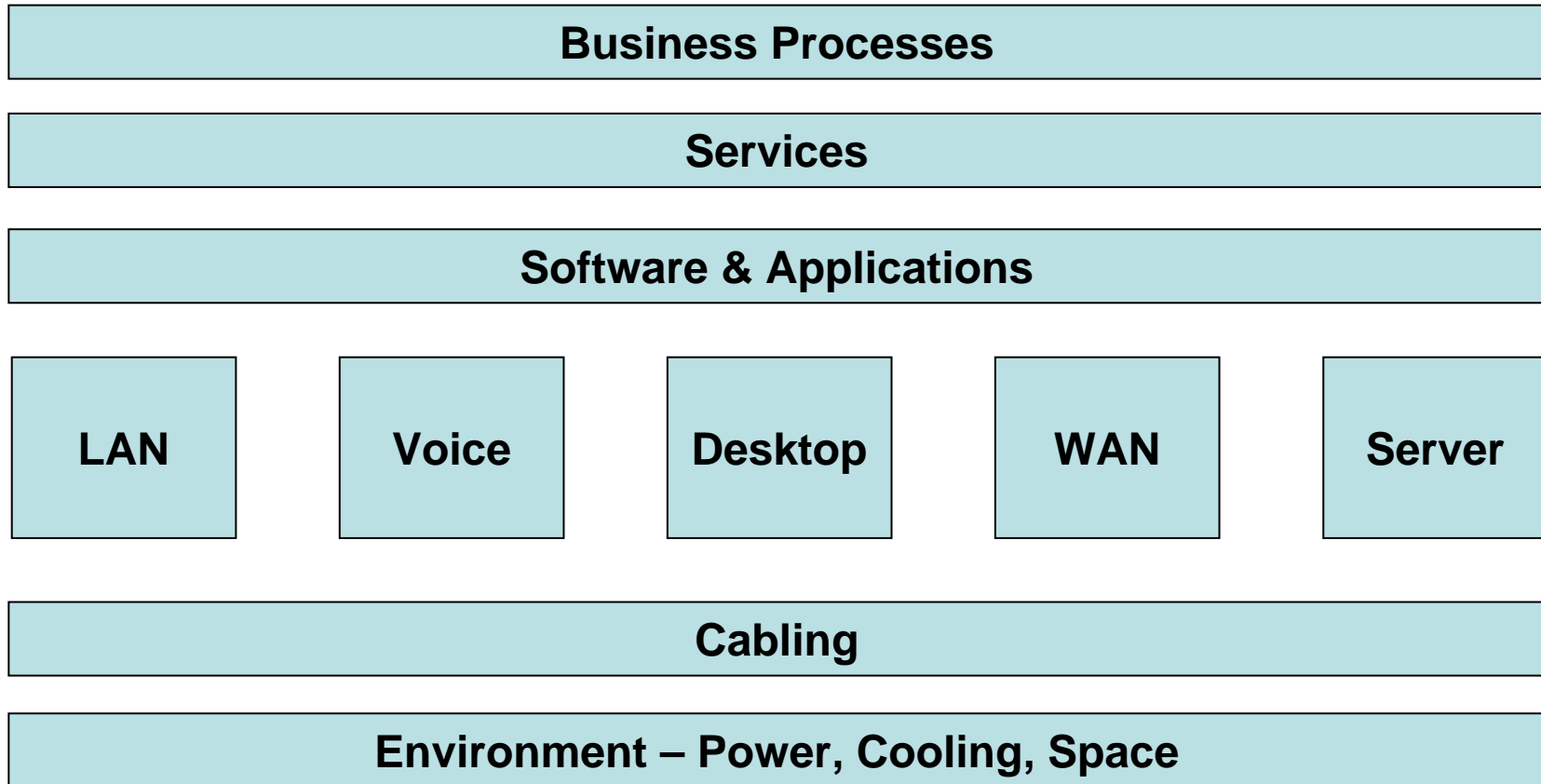
Policies & process

Contracts, documents, versions

IT Asset/System Lifecycle

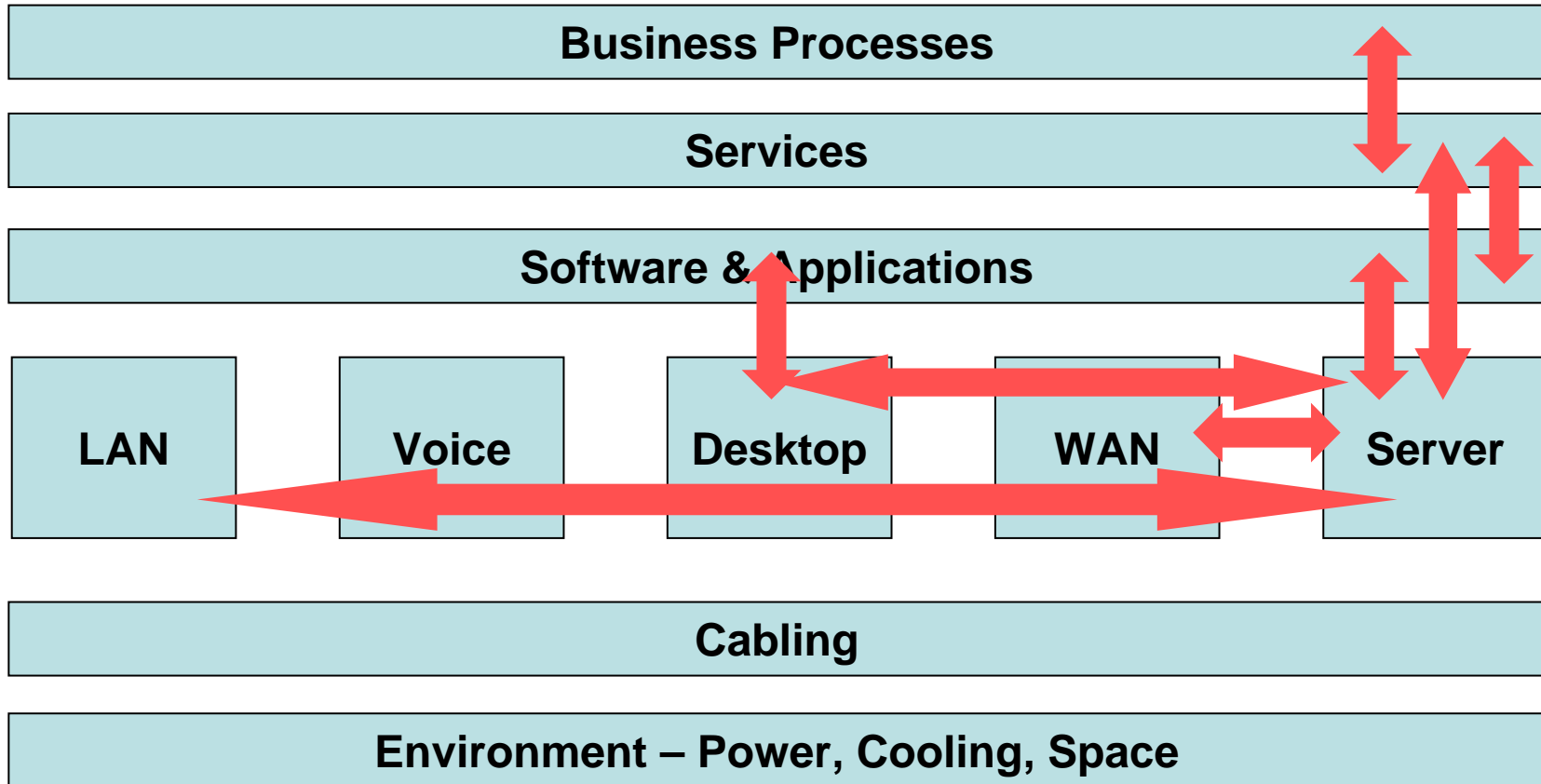


What is the Scope of CM?



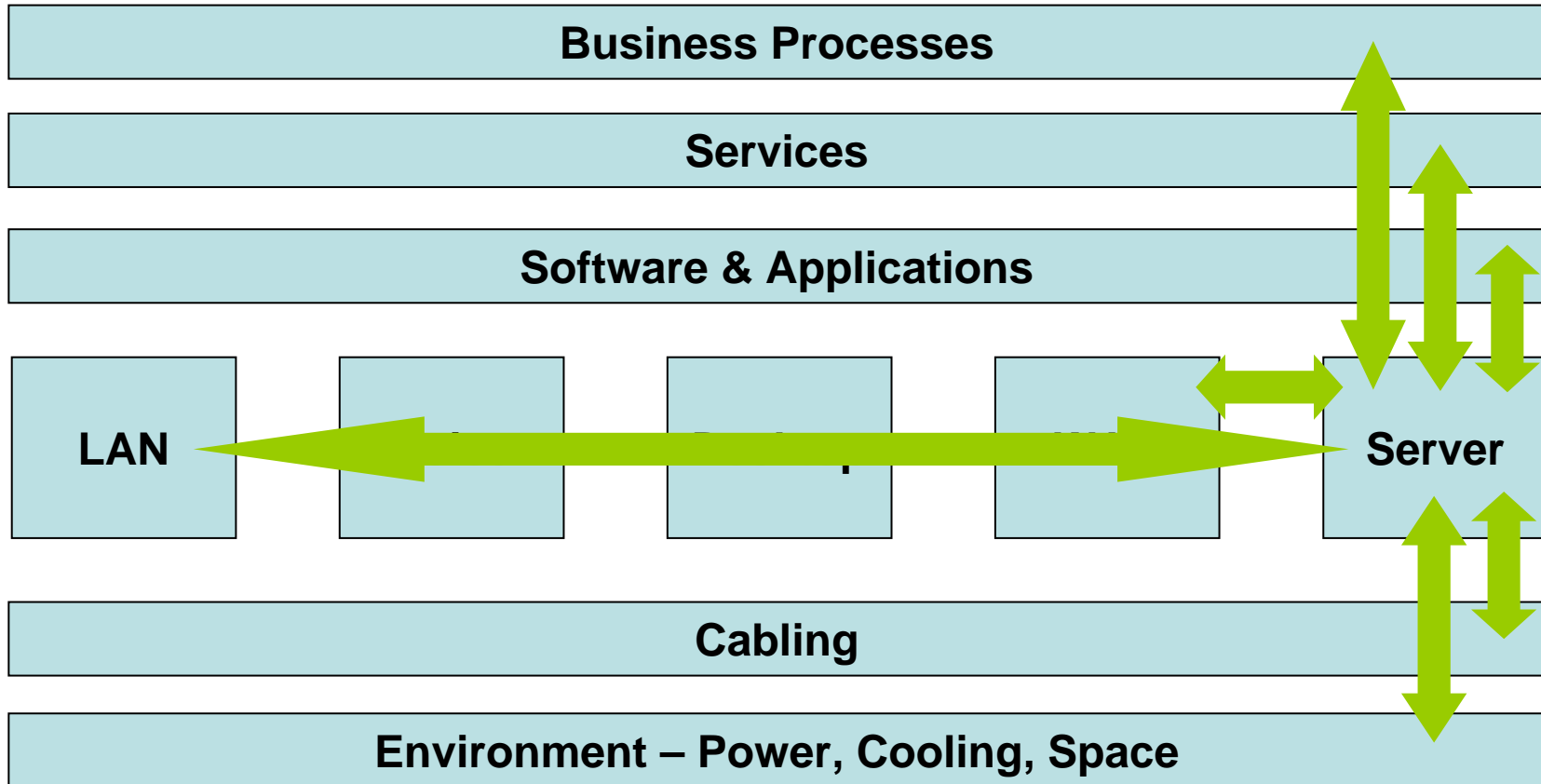
Team(s) should know their own technology configurations

What Data Do You Need?



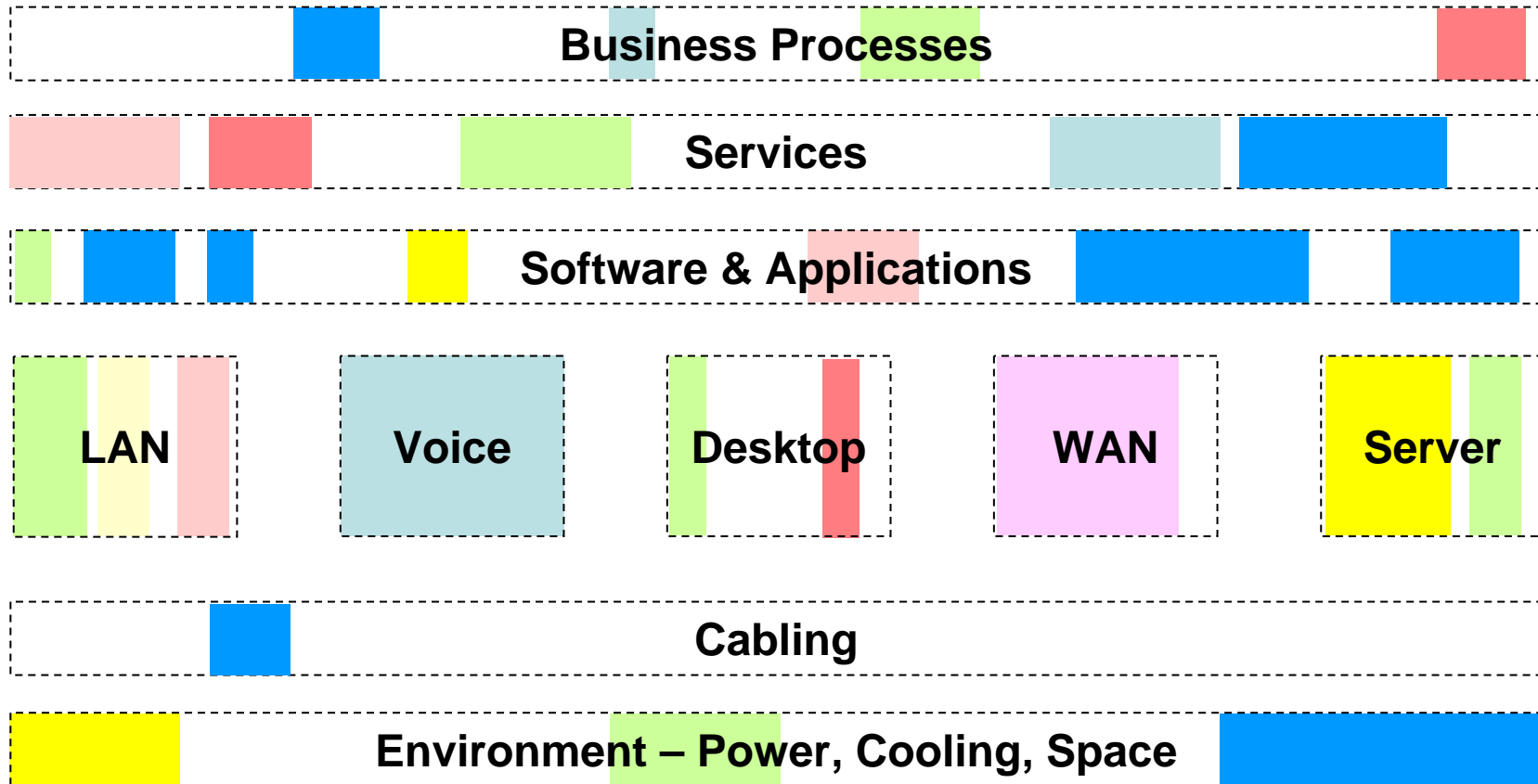
Managing a service means you need to manage all these interfaces

What Data Do You Need?



Adding a server means you need to know all these interfaces as well

Is this your starting point?



Typically, the data is inconsistent, has gaps across locations, teams and interfaces!

We assume

- You have an outline scope
 - Key assets and dependencies
- You have some high level requirements/goals
- Now you have work out the details
 - Why
 - Who
 - When
 - What
 - How

Achieving Change - Kotter



Steps to Success

- Establish common jargon
 - Config/change management
- Identify appropriate benefits to audience
- Choose style of message delivery
- Create a team for change - Kotter's model
- Build workflow into the CMDB

CM Review

- Follow CIs through the lifecycle – are they managed and:
 - Can you trace code changes to the requirements for them?
 - Can you identify what you have released/what is in production?
 - Can you manage existing work in progress?
 - Can you reproduce (rebuild) releases reliably?
 - Do you control other items such as documentation and environment for releases?

Approach

- Interviews across the organisation
- Gap analysis against appropriate standards (e.g. CMM/ISO20000)
- Find the good practice – there is usually some!
- Hold workshops with teams
 - Review best practice
 - Help team to update their CM plan
 - Help team to produce plan to address any problems
 - Any improvement must be internally driven
- Rinse and repeat for other teams (seed good practice into them)

Typical Problem Areas

- Lack of controlled baselines for releases
- Identification of released executables
- Handover between teams
 - Tracking changes through phases such as test and on into production
- Production of release notes a very manual process
- Manual process which could be automated
- Build process
- CM across different platforms

CMM and CM

- SG1 - Establish Baselines
 - SP1.1 - Identify Configuration Items
 - SP1.2 - Establish a Configuration Management System
 - SP1.3 - Create or Release Baselines
- SG2 - Track and Control Changes
 - SP2.1 - Track Changes
 - SP2.2 - Control Changes
- SG3 - Establish Integrity
 - SP3.1 - Establish Configuration Management Records
 - SP 3.2 - Perform Configuration Audits

Master Class 2 Workshop

What should the output of a
CMDB look like?

Workshop

On the sheet of paper supplied enter tick the appropriate boxes

Yes -if you believe the CMDB output would be of value in that form to answer the need for information

Text	Doc, web page
S/S	Excel, lists with columns
DB	Forms, audit trails, schedules, views
Graphical	Visio, Powerpoint, Diagrams, Pictures

Data or Information?

