Example Goals and Objectives for Configuration Management Efforts

To
• <do what>

In such a way that
• <how it must be done>

So that
• <why it must be done>

And can be measured by
• <how will we know if we are doing it right>

___________________________________________________________________________

To
• Implement Service Asset and Configuration Management

In such a way that
• Provides support cloud computing and a cloud driven demand model
• Provides improved data availability to IT Information Security
• Enhances change collision detection/ proactive change management impact analysis
• Provides additional data for Incident Management, Problem Management and Event Management
• Facilitates improved collaboration and cooperation across the organization
• Provides data to support contracts with external service providers

So that
• <company> is better positioned to support audits / regulatory requirements
• Provides for a cohesive strategy across IT organizations
• There is a Single Source of Truth describing how the IT infrastructure supports our business
• Provides better insight to IT operational environments

And can be measured by
• Visibility of planned and unplanned changes as a percentage of total changes
• Successful change rate increases
• Mean-Time-to-Repair of decreases.
• Improved perception of IT as an enabler of the business.
Example Goals and Objectives for Configuration Management Efforts

To
- Implement Configuration Management

In such a way that
- It can be maintained to be complete and accurate
- It is not a completely manual effort
- Satisfy audits and compliance requirements (SOX primary)
- Provide information to reduce technology complexity
- Improves the planning, coordination and communication of changes
- Change the perspective from application-centric to business service-centric

So that
- We understand the impact of changes proactively
- Understand the impact of incidents
- There is traceability of changes
- IT becomes an enabler of the business / strategic based organization
- Supports efforts to improve automation / orchestration

And can be measured by
- Improved perception of trusted system of record
- Incident reduction

To
- Implement Configuration Management

In such a way that
- Enables an effective decision support model to facilitate daily operations through the identification, collection and management of critical data
- Establish universal recognition of impact, urgency and risk associated to the delivery of IT Services
- Enable critical IT initiatives without adding significant cost or administrative overhead
- Integrate with other IT Service Delivery initiatives (Data Center Migration/Consolidation)
- Do not impact <business service>

So that
- A common language is established to describe environments and components
- IT becomes a proactive, facilitating partner to both internal and external customers
- Enable effective auditability
- Proactively identify unapproved changes

And can be measured by
- Reduced service disruptions
- Improved perception as an enabler of Business and IT Services
- Functional capability of consumable business service maps for critical applications.