Elements of an Initial Configuration Management Capability

**Organizational Requirements**
- Continuous Strategy Alignment
- Planning, Policy, Procedures
- Use Case Driven
- Managed Roadmap & Improvements
- Value-Add Governance

**Configuration Management System**
- Discovery
- Service Mapping
- Identification Reconciliation
- Audit Metadata
- Integration
- Automations
- Virtualization Management
- Cloud Management
- Container Management
- Event Management
- Device Compliance

**Key Roles**
- Configuration Management Staff
- ServiceNow / Platform Administration
- Configuration Item Owners
- User Community

**Day-to-Day Operations**
- Configuration Planning
  - Service Request
  - Project Tailoring
  - Configuration Identification
  - Configuration Control
  - Configuration Verification and Audit
- Configuration Status Accounting

**Common Issues**
- Sponsorship
- No "Organic" Growth
- Formally Managed
- Critical Few vs. Trivial Many
- Data Quality

**Value-Add Governance**
Most organizations face difficult challenges when implementing a configuration management capability for the first time. This infographic depicts the organizational challenges, the common issues, and the operational elements needed to be successful.

Beginning on the left side of the graphic, each organization must be able to continuously ensure the alignment of configuration management to the strategic and tactical goals of the organization and the IT department. A Configuration Management Plan is used to define the policies, procedures, roles and responsibilities, scope of CI classes, attributes and allowable relationships, and many other aspects of delivering configuration management services to your organization. Those services should be aligned to the use cases for configuration management currently in scope. Of course, a roadmap and managed improvements are essential elements of an effective capability.

Governance comes from a variety of mechanisms which all contribute assurance that configuration management can continuously provide a positive value proposition.

The right side of the graphic depicts common reasons why organizations fail in this endeavor. The lack of sponsorship, allowing the evolution of configuration management to happen “organically,” and not taking care to formally manage these efforts are a few root causes. Additionally, an implementation which treats every business service and CI attribute equally also leads to an inequity of configuration management practices that reduce value-add. Of course, failing to achieve and maintain a high level of data quality can be ruinous.

At the top center of the graphic is a depiction of how the ServiceNow service-aware CMDB serves as the centerpiece of your configuration management system. Key roles for the delivery of configuration management are illustrated in the center middle. And the day-to-day operational processes are shown at the bottom center.

ServiceNow offers a 2.5-hour workshop to discuss these topics. As an outcome to this workshop, your organization will have brainstormed a set of goals and objectives for how your configuration management efforts align to organizational and IT goals and objectives. An outline of a Configuration Management Plan is provided, as well as a draft charter for forming your own Configuration Control Board.

**Contacts**

ITOM Sales: Chris Mahoney  chris.mahoney@servicenow.com

ITOM Solution Consulting: Zaki Bajwa  zaki.bajwa@servicenow.com