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The Chartered Institute for IT

Configuration Management Specialist Group

Enabling the information society

Service, Asset & Configuration Management

17th January 2017

Introduction

Rory Canavan

– Founder/Owner of SAM Charter

– 10 years experience in IT Hardware and Software Asset Management

– Has worked for a variety of multi-nationals in Finance, Shipping and Education

– Member of WG21 – The working group charged with designing and implementing the ISO 19770 family

Introduction

Daniel Card

– Founder/Owner of Xservus Advisory Services

– 16 years IT experience

– Cross domain architect with 10 years consulting experience, leading teams in at both pre-sale and post sale activities.

– A massive fan of orchestration, automation and configuration management, having built a range of automation solutions and configuration managing a twenty-five thousand seat endpoint estate.

Configuration Management and IT Asset Management are concerned with the management of IT Assets.

What is an IT Asset?

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What is an Asset

- What is an asset?
  - Something we can track or measure
  - Something that has value
  - Something we can audit
  - Something which makes a Service or business run

  –Something we care about

  - Different people care about different things for different reasons
  - Lots of overlap… but lots of argument because different people need to track different attributes of the same 'thing'

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Attributes

- Assets have attributes
  - Different assets have different attributes
  - Different people and functions can care about different attributes of the same asset

Who cares?	Why?	What do they care about?
Finance	Comply with Accounting rules and Regulations	Invoice numbers Costs PO Numbers
Information Security	Manage IT Related Risk	Patch levels Exposed surface area Licenses
Operations	Keep IT Services running	IT Service Relationships Applications installed Specs

Change and Status Accounting

- Attributes change over time…

  - A huge part of IT Asset Management and Configuration Management is to track these changes and update the IT Asset and Configuration Management Databases

  - Within IT, Change Management is the gatekeeper for Asset and Configuration changes

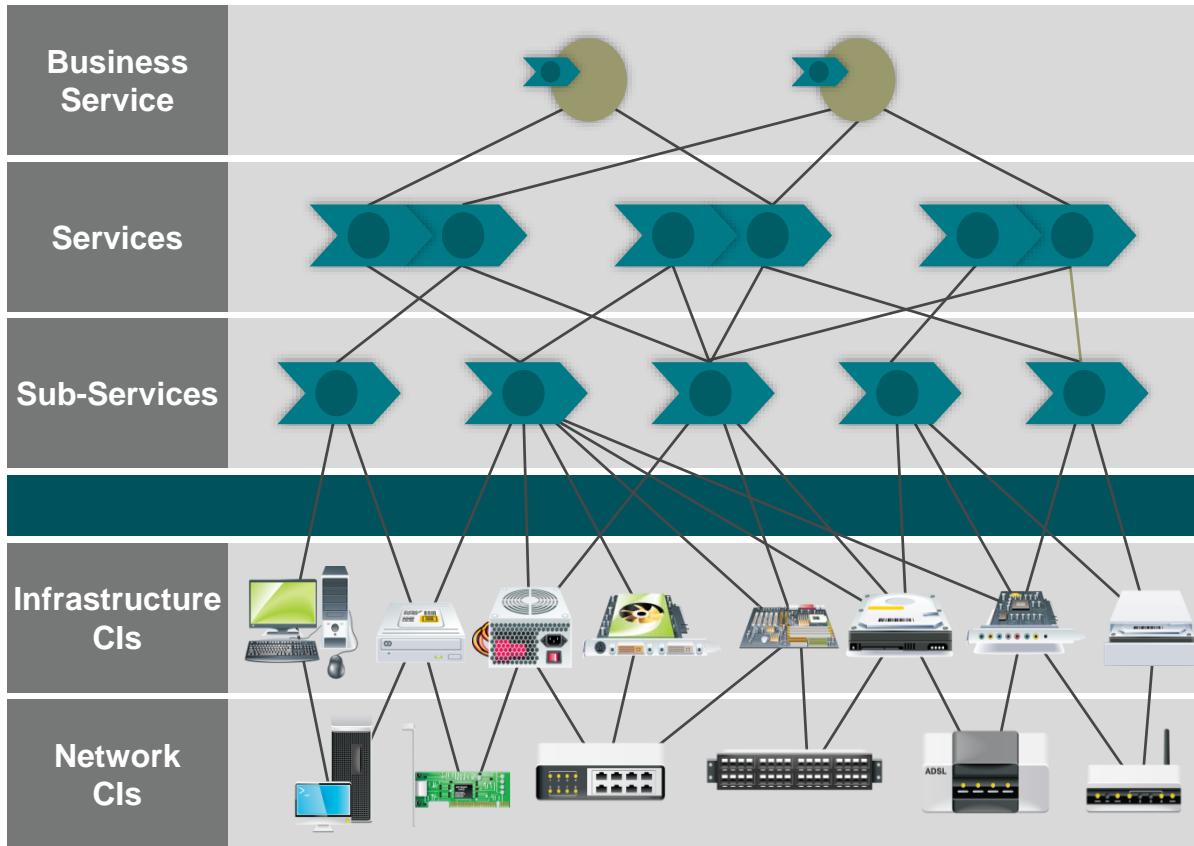| Invoice numbers Costs PO Numbers Licenses		IT Asset Management
Patch levels Exposed surface area IT Service Relationships Applications installed Specs	Incident Problem Request Fulfilment Access Change Management	Configuration Management
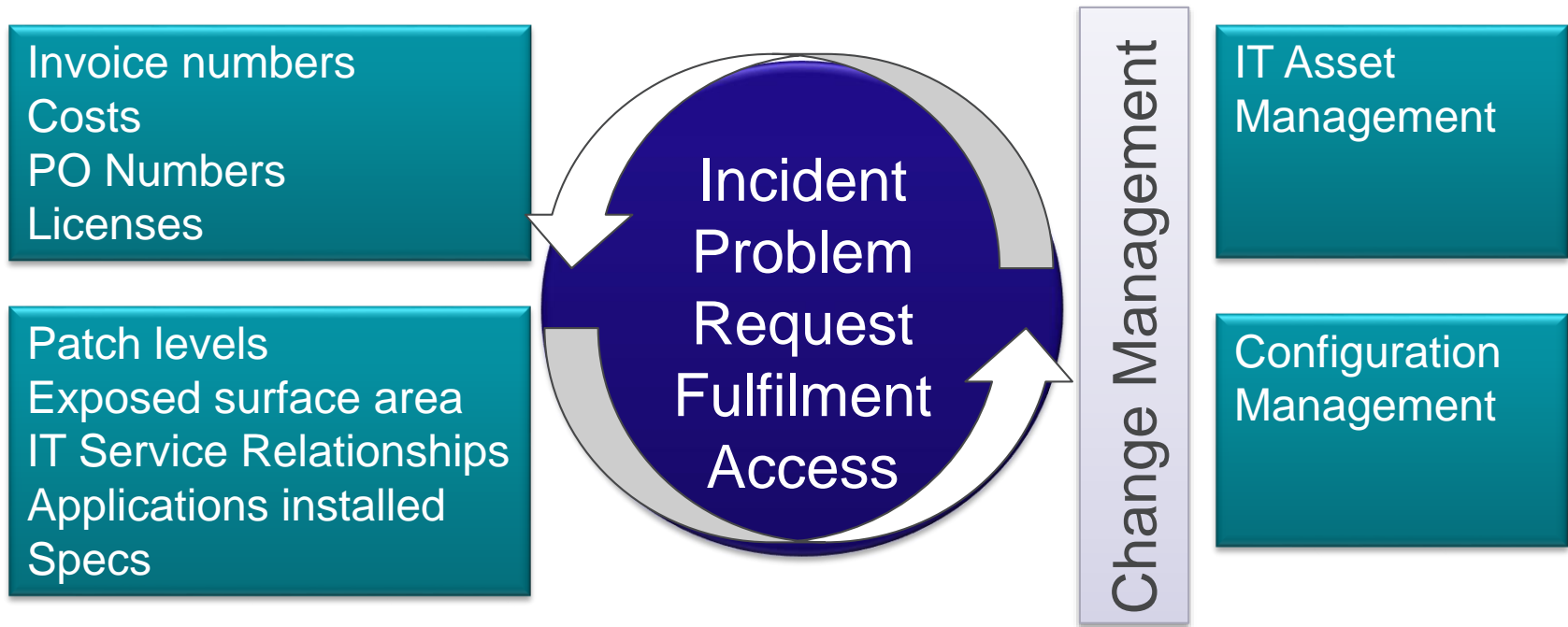
Using Configuration and Asset Information

- Data and Information collected and maintained by Configuration and IT Asset Management should be used to support decision making by IT and Business Management

IT Asset Management

Configuration Management

Reports and Analysis

Info Sec / IT Management

Regulatory Compliance Improved Service Design Good Management Decisions

Change Management

Successful Changes Improved Service Design Good Management Decisions

Configuration Management
Service Relationships

Business Service	
Services	
Sub-Services	
Infrastructure CIs	
Network CIs	

Conceptual CIs

Physical CIs

- CIs have little function on their own.
- They are a part of complicated, interrelated systems.
- Systems / parts are used to support and provide services to the business.
- Various logical models for the upper section.
- Physical CIs in the lower section.
- Gets very complicated.

Benefits of IT Asset Management (ITAM/SAM)

- IT Asset Management focuses on Contractual & Regulatory Compliance
  - Maintaining and tracking hardware assets
    - Ensuring integrity of the Asset Register for finance
    - Ensuring the identity and location of hardware containing Information Assets is known and tracked throughout the hardware lifecycle
  - Managing software compliance
    - Ensuring the business / organisation is compliant with the Terms & conditions of software licenses
    - Responding to Software audits
  - Maximising the ROI of software investments
    - Working with Service Design and Operations teams to ensure service design takes into account software licensing costs when conducting cost benefit analyses
    - Working with Strategic Procurement to understand demand and negotiate Software and Hardware deals
    - Identifying unused applications / SaaS accounts, uninstalling and reusing the licenses

Benefits of ITIL Service Asset & Configuration Management

- Key benefits come from other processes interacting with SACM to improve service delivery and performance.

- Incident

  – Key CI information close to analysts

    Lower resolution times

- Problem

  – Key data available for root cause analysis

    Faster time to root cause

  – Patterns from incidents linked to CIs

    Enables proactive problem finding

- Change

  – Relationships available linking CIs to Services

    Better impact analysis

    Superior scheduling
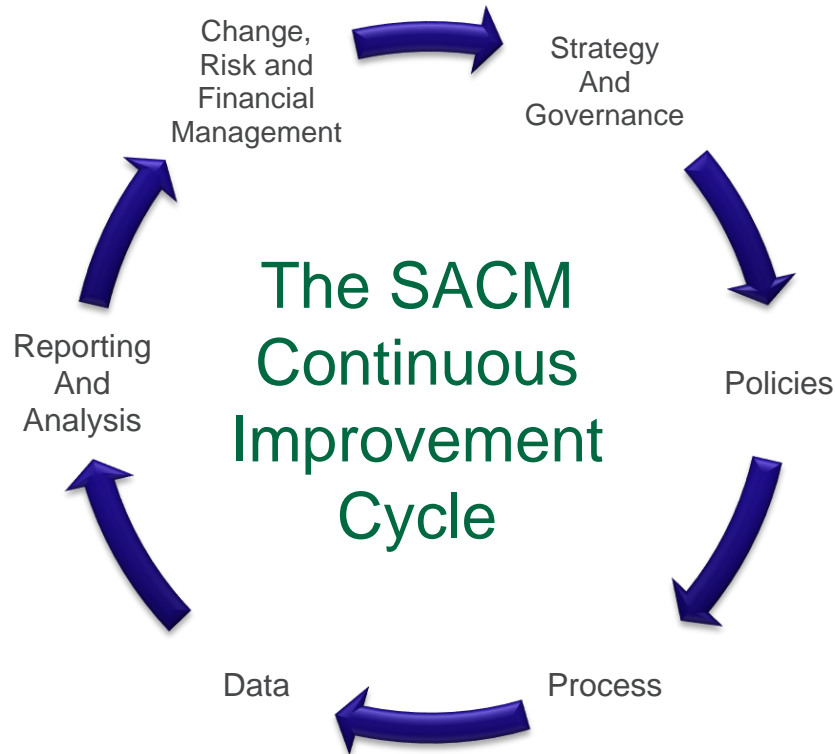
SACM and ITAM compared

Configuration Management

- Key benefits come from other processes interacting with SACM
  - Incident
    - Key CI information close to analysts
      - Lower resolution times
  - Problem
    - Key data available for root cause analysis
      - Faster time to root cause
    - Patterns from incidents linked to CIs
      - Enables proactive problem finding
  - Change
    - Relationships available linking CIs to Services
      - Better impact analysis
      - Superior scheduling

Asset Management

- Improved risk and financial management
  - Regulatory and legal compliance
    - Software License Compliance
    - Information security eg confidence all hard drives are encrypted
  - Wise Investments
    - Understand demand – buy the right things
    - Support procurement negotiations
  - Increased Return on Investments
    - Reuse of equipment and licenses
    - Communicate value and drive adoption of benefits eg Software Assurance

The SACM Continuous Improvement Cycle

(Change, Risk and Financial Management → Strategy And Governance → Policies → Process → Data → Reporting And Analysis)

– SACM Continuous Improvement

- Strategy and Governance framework defined in conjunction with broader IT and Business strategies;

- SACM contribute to IT and Business policies

- Processes implemented by relevant stakeholders

- Data produced by stakeholders and updated by SACM – Status Accounting

- Reporting and analysis of data provided to IT Management

- Robust Change, Risk and Financial management which supports future strategy

Thank You

Comments or Questions?