

# Configuration Management Ensuring Compliance with ISO/IEC 20000

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# Introduction

- Vice Chair itSMF Certification Committee
- itSMF Standards Board
- Qualifications and Certification ESC
- Developed itSMF Certification Scheme
- Helped many organisations to certification
- Trained many of the world's Auditors and Consultants



# Some Client Organisations



WHEN YOU NEED TO BE SURE



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VERITAS



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# Typical Organisation/scope

Varies dramatically, but typically

- Outsourcer for a single customer
- Internal IT Dept for full range
- Others usually for a certain service/subset
  
- ‘Informality’ of process usually first issue



# What does it cost?

- High on the list of FAQs
- Also high on the list of FIAs
  
- Of course everyone is different
- Estimate audit and certification costs – unlikely to be much less than 10k
- Other costs – “it depends”
- SFG - Last year
  - <10k                      27%
  - 10-50k                    18%
  - >50k                      15%
  - Don't know              40%



# What are the drivers?

- Drivers mainly from high in the organisation
- Organisation usually already ITIL® literate
- Rarely see a business case
- Certification seen as ongoing improvement
- Sometimes a contractual requirement
- Often start with an over-ambitious scope
- Configuration Mgmt not usually the biggest concern



# What do I have to do?

- Integrate with Change (& Release)
- Define what you mean by “a CI”
- Identify, track and control the CIs
- Impact assessment and track changes to CIs
- Take a baseline before a release
- Have a DSL
- Have a CMDB with controlled update access
- Verification activity



# What else do I have to do?

- Everything is subject to the overall Management System
  - Management responsibility, policy
  - Document control
  - Staff competence
  - Plan/Do/Check/Act – SIP, internal audit
- And has to be within the agreed scope





# How good does it have to be?

- Fit for Purpose!
- Effective
- “Degree of control sufficient to meet business needs, risk of failure and service criticality”



# Rules of thumb...

Does the Configuration Management process cause any issues, such as...

- Service adversely affected
- Internal audits finding issues
- Incident targets missed
- Changes and releases failing

...due to inadequate Configuration process



# What happens if I outsource?

- Not necessarily a problem
- Organisations can outsource their data centre, infrastructure, service desk etc and still be in control of Configuration/Change etc
- Critical factor is Management Control



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