

# **Configuration Management**



**ProPath**

**Office of Information and Technology**

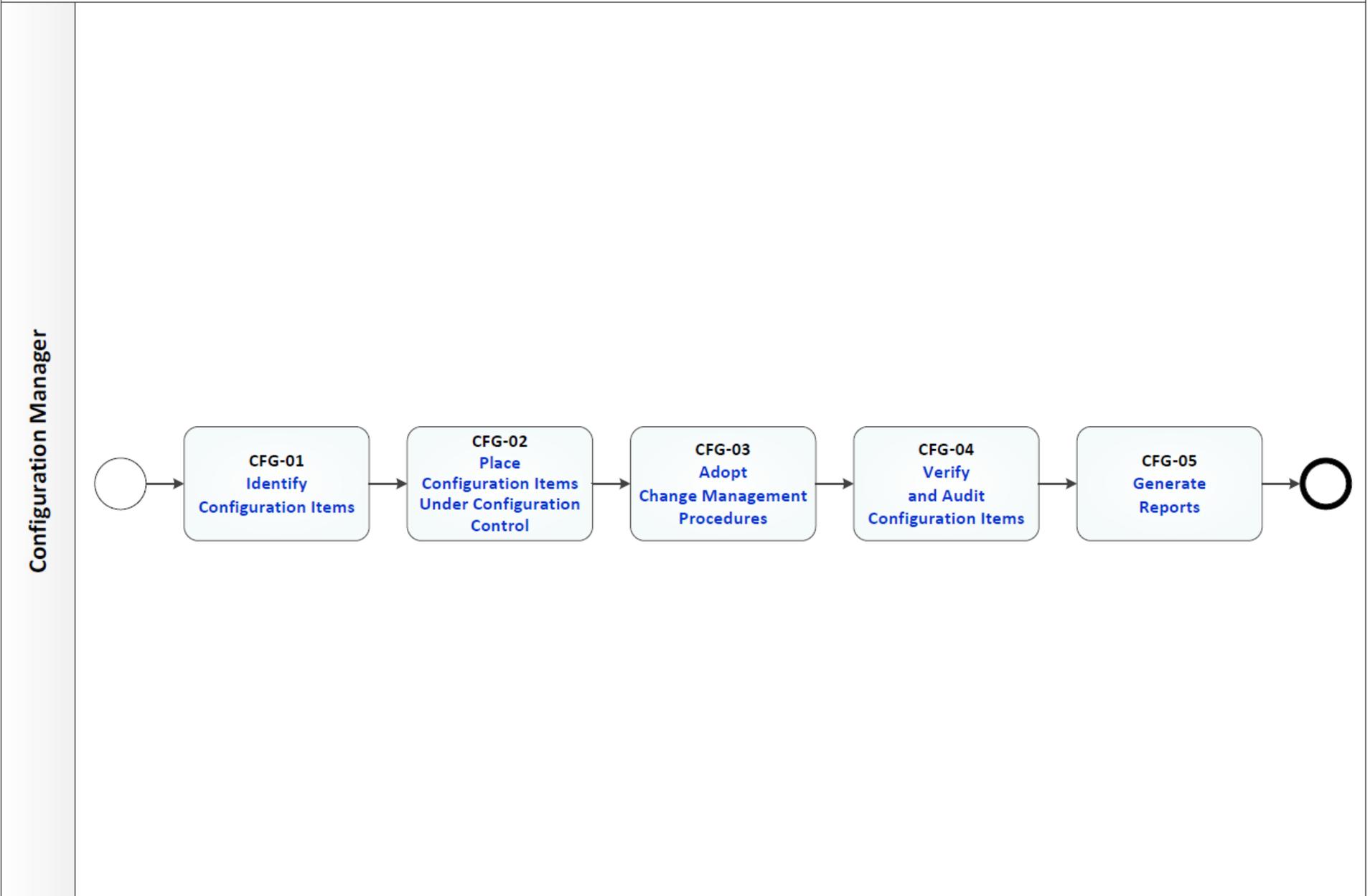
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# Configuration Management Process Map

## Configuration Management (CFG)

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# **Process: Configuration Management**

Overview: The process map for Configuration Management cycles through the following process and review activities:

CFG-01 Identify Configuration Items

CFG-02 Place Configuration Items Under Configuration Control

CFG-03 Adopt Change Management Procedures

CFG-04 Verify and Audit Configuration Items

CFG-05 Generate Reports

# **Configuration Management Description and Goals**

## **Description**

The Configuration Management process is a framework for setting a baseline for Configuration Items and adopting change management procedures. This framework also provides a means for verifying and auditing Configuration Items.

## **Goals**

Establishes an Office of Information & Technology (OI&T) Configuration Management process.

Documents standardized repeatable methods and procedures that follow sound configuration management principles.

Communicates an adaptable framework for configuration management that allows OI&T offices to incorporate the principles of configuration management into their business functions and work products as a routine procedure.

Allows OI&T to reinforce a commitment to minimizing or preventing adverse effects on VA information systems, as a result of a lack of proper planning, documentation, and/or coordination through an approved standard process

# Configuration Management RACI Information

The following describes the RACI information for this process:

## **CFG-01 Identify Configuration Items**

Responsible Role: Configuration Manager

Accountable Role: Project Manager/System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

## **CFG-02 Place Configuration Items Under Configuration Control**

Responsible Role: Configuration Manager

Accountable Role: Project Manager/System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

## **CFG-03 Adopt Change Management Procedures**

Responsible Role: Configuration Manager

Accountable Role: Project Manager/System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

## **CFG-04 Verify and Audit Configuration Items**

Responsible Role: Configuration Manager

Accountable Role: Project Manager/System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

## **CFG-05 Generate Reports**

Responsible Role: Configuration Manager

Accountable Role: Project Manager/System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

## **Configuration Management Associated Artifacts Information**

Associated Artifacts information (including hyperlinks) for this process includes:

Configuration Items (CI's)

Configuration Management Audit Reports

## **Configuration Management Tools and Web Sites Information**

The Tools and Web Sites associated with this process (including hyperlinks) include:

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

IBM Rational ClearCase

IBM Rational ClearQuest

IBM Rational Requirements Composer

IBM Rational Team Concert/Change and Configuration Management (RTC/CCM)

Risk Management and Incident Response (RMIR) Portal

SAP BusinessObjects Web Intelligence

## **Configuration Management Standards Information**

Standards associated with this process (including hyperlinks) include:

OI&T Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

# **Configuration Management Process**

## **Process Activity Name: CFG-01 Identify Configuration Items**

### **Previous Activities**

Process Begins

### **Next Activities**

CFG-02 Place Configuration Items Under Configuration Control

### **Description**

The Configuration Manager works with the project team members to identify, select, name and classify the Configuration Items (CIs) subject to Change Control within Office of Information and Technology (OI&T). The lowest level CI is normally the smallest unit that will be changed independently of other components. CI's may vary widely in complexity, size and type (including but not limited to hardware, software, software builds, documentation, product baselines, release packages, etc.) to a single program module or a minor hardware CI.

### **Input**

Acquisition Package

All Software and System Engineering Design Documents to include: Logical & Physical Models, Systems, Components, Hardware & Software items, etc.

Discovery Tools Data

Project Management Plan

Software Configuration Management Procedures

### **Output**

Configuration Items (Identified)

### **Associated Artifacts**

Configuration Items (CI's)

### **Responsible Role**

Configuration Manager

### **Accountable Role**

Project Manager/System Owner

### **Consulted Role**

Configuration Analyst

### **Informed Role**

Configuration Analyst

### **Tools and Websites**

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

IBM Rational ClearCase

IBM Rational ClearQuest

SAP BusinessObjects Web Intelligence

IBM Rational Team Concert/Change and Configuration Management (RTC/CCM)

### **Standards**

OI&T Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

### **More Info**

None Listed

## **Process Activity Name: CFG-02 Place Configuration Items Under Configuration Control**

### **Previous Activities**

CFG-01 Identify Configuration Items

### **Next Activities**

CFG-03 Adopt Change Management Procedures

### **Description**

The Configuration Manager ensures that Configuration Items (CIs) are managed and controlled according to the Configuration Management process. This activity updates existing CI information as well as any additions and/or retirement of CI's. Changes to CI information must be carefully controlled so that only approved changes are updated.

### **Input**

Acquisition Package

All Software and System Engineering Design Documents to include: Logical & Physical Models, Systems, Components, Hardware & Software items, etc.

Approved Change Requests

Discovery Tools Data

Identified Configuration Items

Project Management Plan

Software Configuration Management Procedures

**Output**

Configuration Items (Controlled)

**Associated Artifacts**

Configuration Items (CI's)

**Responsible Role**

Configuration Manager

**Accountable Role**

Project Manager/System Owner

**Consulted Role**

Configuration Analyst

**Informed Role**

Configuration Analyst

**Tools and Websites**

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

IBM Rational ClearCase

IBM Rational ClearQuest

IBM Rational Team Concert/Change and Configuration Management (RTC/CCM)

IBM Rational Requirements Composer

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SAP BusinessObjects Web Intelligence

**Standards**

OI&T Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

**More Info**

None Listed

**Process Activity Name: CFG-03 Adopt Change Management Procedures****Previous Activities**

CFG-02 Place Configuration Items Under Configuration Control

## **Next Activities**

CFG-04 Verify and Audit Configuration Items

## **Description**

The Configuration Manager follows established change management processes for Configuration Items (CIs) under Configuration Management control.

## **Input**

Approved Change Requests

Identified Configuration Items

Project Management Plan

Software Configuration Management Procedures

## **Output**

Configuration Items (Identified Under Change Control)

## **Associated Artifacts**

Configuration Items (CI's)

## **Responsible Role**

Configuration Manager

## **Accountable Role**

Project Manager/System Owner

## **Consulted Role**

Configuration Analyst

## **Informed Role**

Configuration Analyst

## **Tools and Websites**

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SAP BusinessObjects Web Intelligence

## **Standards**

OI&T Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

### **More Info**

None Listed

## **Process Activity Name: CFG-04 Verify and Audit Configuration Items**

### **Previous Activities**

CFG-03 Adopt Change Management Procedures

### **Next Activities**

CFG-05 Generate Reports

### **Description**

The Configuration Manager conducts an audit and verifies the current state and status of Configuration Items (CIs). The intent is to ensure the CIs match the specifications and other documentation. The audits and reviews verify that the CIs are being properly managed within the defined processes. These audits vary in complexity and formality and are performed in conjunction with the Change Management process. The Configuration Manager analyzes the information requested to determine the appropriate level of audit and verification. The data gathered from the analysis is used to determine the complexity of the audit and performs the audit according to established Standard Operating Procedures (SOP's). Changes to the process may be warranted as a result of the audit.

### **Input**

Change Management Repository

Configuration Audit Requests

Configuration Information Requests

Configuration Management Repository

Software Configuration Management Procedures

### **Output**

Appropriate level of Audit and Verification required

### **Associated Artifacts**

None Listed

### **Responsible Role**

Configuration Manager

### **Accountable Role**

Project Manager/System Owner

**Consulted Role**

Configuration Analyst

**Informed Role**

Configuration Analyst

**Tools and Websites**

BMC Remedy IT Service Management - Incident Console

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**Standards**

OI&T Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

**More Info**

None Listed

**Process Activity Name: CFG-05 Generate Reports****Previous Activities**

CFG-04 Verify and Audit Configuration Items

**Next Activities**

Process Ends

**Description**

The Configuration Manager generates reports as required by the schedule or in response to individual requests.

**Input**

Change Management Repository

Configuration Audit Requests

Configuration Information Requests

Configuration Management Repository

Software Configuration Management Procedures

**Output**

Configuration Management Audit Reports

**Associated Artifacts**

Configuration Management Audit Reports

**Responsible Role**

Configuration Manager

**Accountable Role**

Project Manager/System Owner

**Consulted Role**

Configuration Analyst

**Informed Role**

Configuration Analyst

**Tools and Websites**

BMC Remedy IT Service Management - Incident Console

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**Standards**

OI&T Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

**More Info**

None Listed

END OF PROCESS