



## **Configuration Management**

### **What is Configuration Management?**

Configuration Management (CM) does not have a single all encompassing definition that is understood and trained worldwide. CM is a set of guidelines that lay out the framework to capture how your company is doing today and how well it has done in the past.

CM is a process that supports every facet of your Business Infrastructure and can provide unique functionality to all Business areas. Some of the added features that you can come to expect from a strong CM process include:

Ability to absorb increased amounts of change

Enable business to become more Agile to take advantage of new Technology

Accurate data to base Key Business decisions on

Better able to forecast spending

Planning for new services and technology refreshes

Targeting areas that are in need of optimization to increase the Efficiency and Effectiveness of your IT Organization

The longer your CM tool/organization is in place the higher the return

### **What is in it for me?**

Aw the one question that is on everyone's mind but few ask!

The biggest reason for anyone to want CM implemented is to give visibility to the pulse of your business.

Money is the life force that flows through the veins of a company. Where the Money goes, what it is doing, and how much of it is spilled? CM can tell you where your aches, bruises, and wounds are and allow to you triage and stabilize your environment.

This is accomplished through the linkages within the Enterprise Processes. Processes architecture supports the capturing, storing, analyzing, and trending of data that is under control of the Configuration Management Process. Ensuring that the data is relevant, definitive, and valid.

### **Why do I need it?**

If your company can survive conducting business as you are today and you have no need to grow and be competitive then you need not bother with CM. If you have no need to maintain service levels and suffering an outage is no big deal then you can disregard CM for now.

On the other hand if your always looking for a way to streamline, optimize, increase efficiency / effectiveness of your organization then CM is your ticket to accomplishing this.

If the continuation of IT Services is paramount and you cannot afford any downtime then you really need to understand CM and gain the ability to restore service ASAP both effectively and with little loss of time and data.

### **Who uses it?**

Companies that need the ability to turn on a dime and keep up with new technology and stay competitive are prime candidates for a strong CM process.

Small businesses that cannot carry large amounts of overhead and need to operate on a shoe string budget. Service providers that have multiple clients utilizing the same infrastructure and cannot afford any negative impact or degradation of service.

Government agencies that are mandated to control security at levels that are above and beyond the private

sector need to know in real time what their infrastructure looks like.