



Configuration Management  
Specialist Group

Enabling the  
information society

# Service Asset & Configuration Management

13 May 2014

# Introduction

- Brian Scott


- 25+ years experience in IT, ITSM, Telco, Hardware and Software Asset Management
- Last 7 years as architect and consultant for Defence, Blue Light, Security and Telco projects delivering process, business change, systems and services
- Greenfield ITAM and SAM services delivered, multi-million pound ELAs covering IBM, HP, Oracle and Microsoft
- Chair of the BSC Service Management Specialist Group



- Richard Josey

- 15 years experience in Service Management
- His consulting has helped drive many organizations in their efforts to implement and imbed mature service management processes.
- This has comprised of numerous Incident, Request, Problem, Change, Configuration and Release Management processes, in a variety of environments
- Chair of the BCS Configuration Management Specialist Group

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

# What is an Asset?

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# What is an Asset

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- What is an asset?
  - Something we can track
  - Something that has value
  - Something we can audit
  - Something which makes a Service 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'

# Attributes

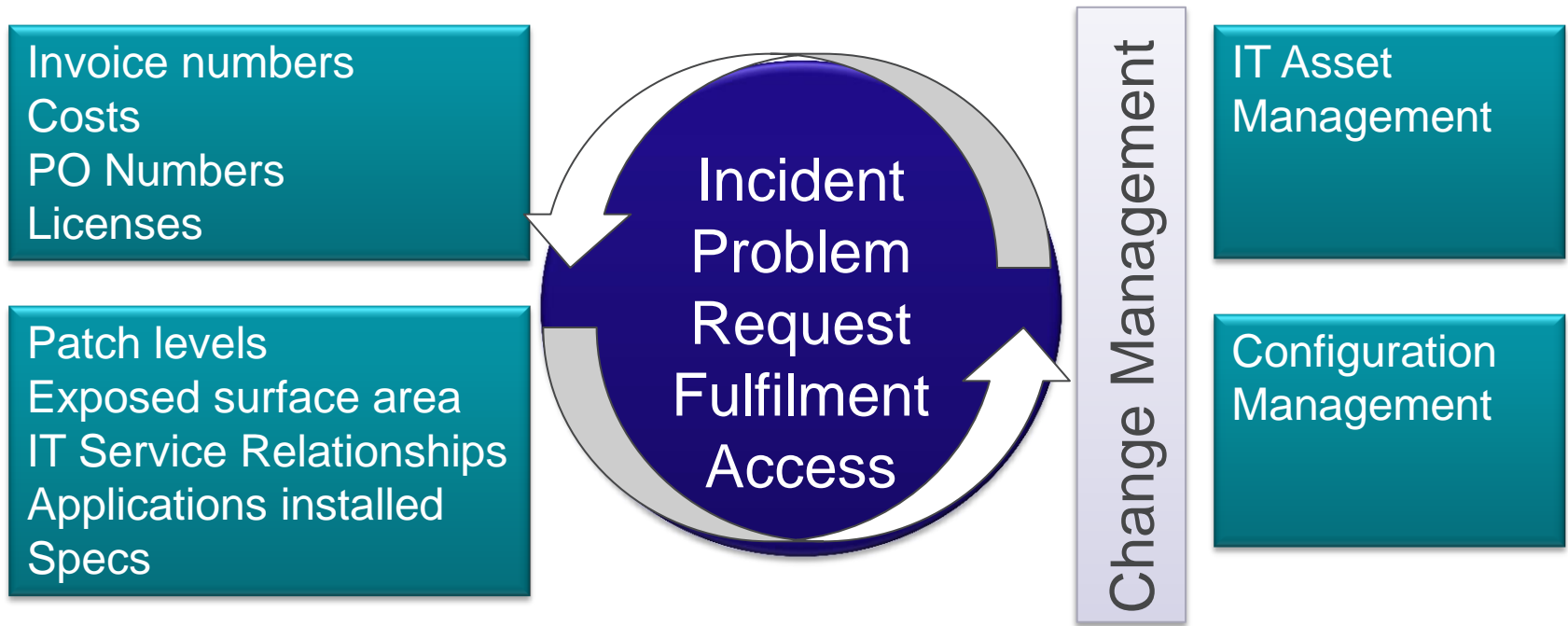
- Assets have attributes
  - Different assets have different attributes
  - Different people and functions can care about different attributes of the same asset



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

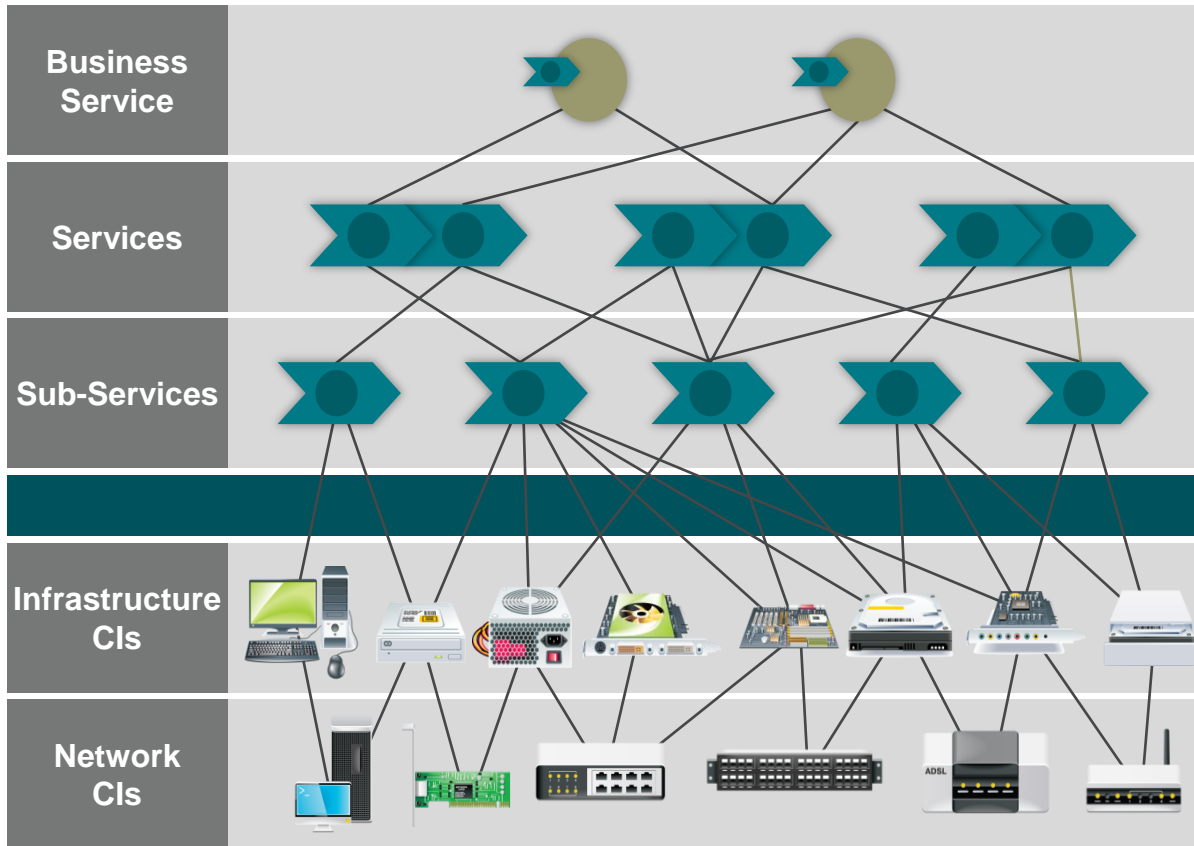


# Using Configuration and Asset Information

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



# Configuration Management Service Relationships



## Conceptual 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.

## Physical CIs

- Various logical models for the upper section.
- Physical CIs in the lower section.
- Gets very complicated.

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# Benefits of IT Asset Management (ITAM/SAM)

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- IT Asset Management focuses on 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

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# Benefits of ITIL Service Asset & Configuration Management

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- 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

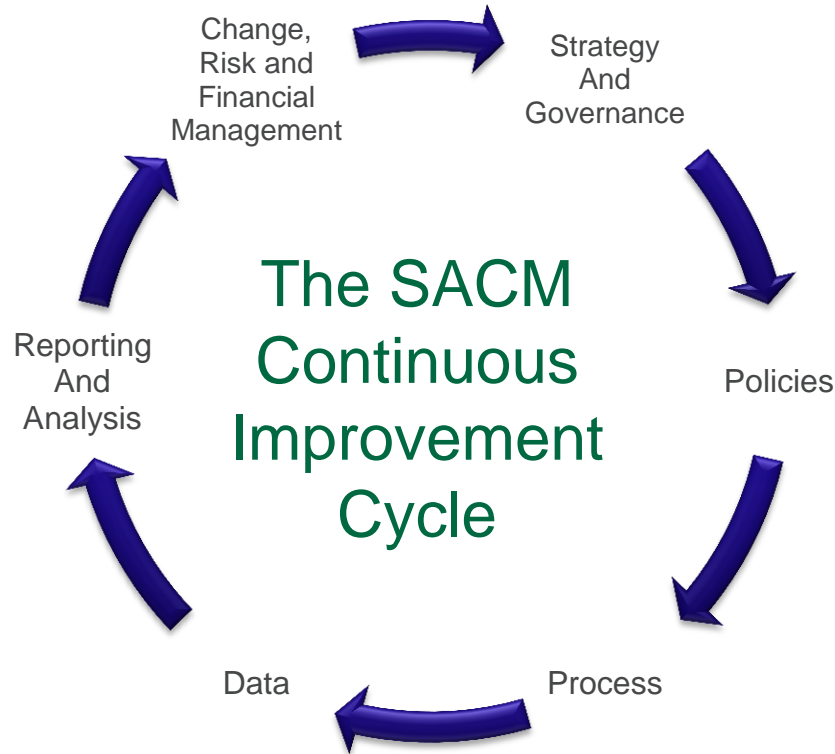
## Configuration Management

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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

# SACM in context



## – 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

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**Thank You**

**Comments or Questions?**

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