SERVICE ASSET AND CONFIGURATION MANAGEMENT

ITIL Lifecycle Poster – Service Transition - Process Summary

Nissen
NISSEN–ITSM

PURPOSE

To ensure that the assets required to deliver services are properly controlled and that accurate and reliable information about those assets is available when and where it is needed. i.e. details of how the assets have been configured and the relationships between assets.

TRIGGERS

Updates to service asset and configuration management could be triggered by:

- Updates from change management
- Updates from release and deployment management
- Purchase orders
- Acquisitions
  Service requests.

KEY TERMS ———

Service asset is any resource or capability that could contribute to the delivery of a service.

Configuration item (CI) is a service asset that needs to be managed in order to deliver an IT service.

*Configuration record is a set of attributes and relationships about a CI. Configuration records are stored in a **configuration management database (CMDB)** and managed with a **configuration management system (CMS).** It is important to note that CIs are not stored in a CMDB; configuration records describe CIs that are stored in the CMDB.*

Definitive Media Library (DML) is the secure library in which the definitive authorized versions of all media Configuration Items (CIs) are stored and protected.

INPUTS

Inputs to service asset and configuration management include:

- Designs, plans and configurations from service design packages
- Requests for change and work orders from change management
- Actual configuration information collected by tools and audits
- Information in the organization's fixed asset register.

Service Asset and Configuration Management

- Management and planning
- Configuration identification
- Configuration control
- Status accounting and reporting
- Verification and audit

DML

CMS

CMDB   CMDB

OUTPUTS

Outputs from service asset and configuration management include:

- New and updated configuration records
- Updated asset information for use in updating the fixed asset register
- Information about attributes and relationships of configuration items, for use by all other service management processes. This information should be presented in appropriate views for each audience
- Configuration snapshots and baselines
- Status reports and other consolidated configuration information
- Audit reports.