

Configuration Management

Master Class 1

Determining the Value and Scope of
Configuration Management

David Cuthbertson
BCS-SMSG Chair

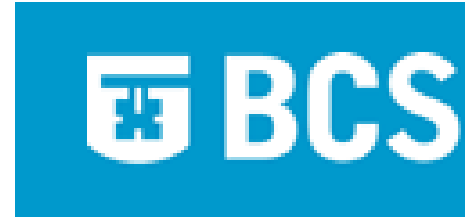


Robert Cowham
BCS-CMSG Chair

Master Class Format

- 10:15 An introduction to Configuration Management
- David Cuthbertson, Robert Cowham
- 10:35 BS15000/ISO20000 and Configuration Management
CMDB and 1st Class Service
- Don Page, CEO, Marval
- 11:15 Break
- 11:25 What can Automated Audit Tools really do in practice?
- Workshop session
- 11:45 Selling Configuration Management to the organisation
- Tony Brooks, Principal Service Management Consultant, FoxIT
- 12:05 Panel Session
- 12:15 Finish

BCS-SMSG



- BCS Service Management Specialist Group
 - <http://smsg.bcs.org> or look on BCS main web site
 - formed in July 2005
- Focus group within BCS
 - Introduction to service management processes
 - Increase existing personal skill sets and knowledge
 - Promote service management and liaise with other groups
- Activities
 - Meet on Monday evenings in BCS offices
 - Day time events later in year

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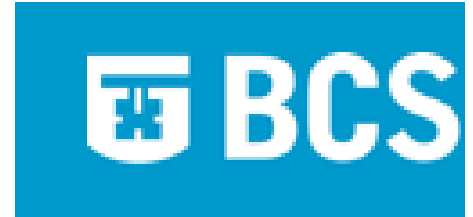
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BCS-CMSG



- BCS Configuration Management Specialist Group
 - <http://www.bcs-cmsg.org.uk> or look on BCS web site
 - formed in 1995
- Focus group within BCS
 - Establish a code of practice and standards for Configuration, Change and Release Management professionals including formal accreditation
 - Facilitate the free and open exchange of CCRM ideas
 - Influence the production and content of Standards related to CCRM
 - Promote the benefit of CCRM within the industry at large
- Activities
 - Regular Meetings
 - Evening of Thursday 27th April at South Bank University
 - Tools Fair 15 June 2006, Service & Software vendors robert@vaccaperna.co.uk

What does/can CM cover?

Technical assets/components

Servers, desktops, software, networks

Business assets/components

Departments, roles, functions, data, suppliers

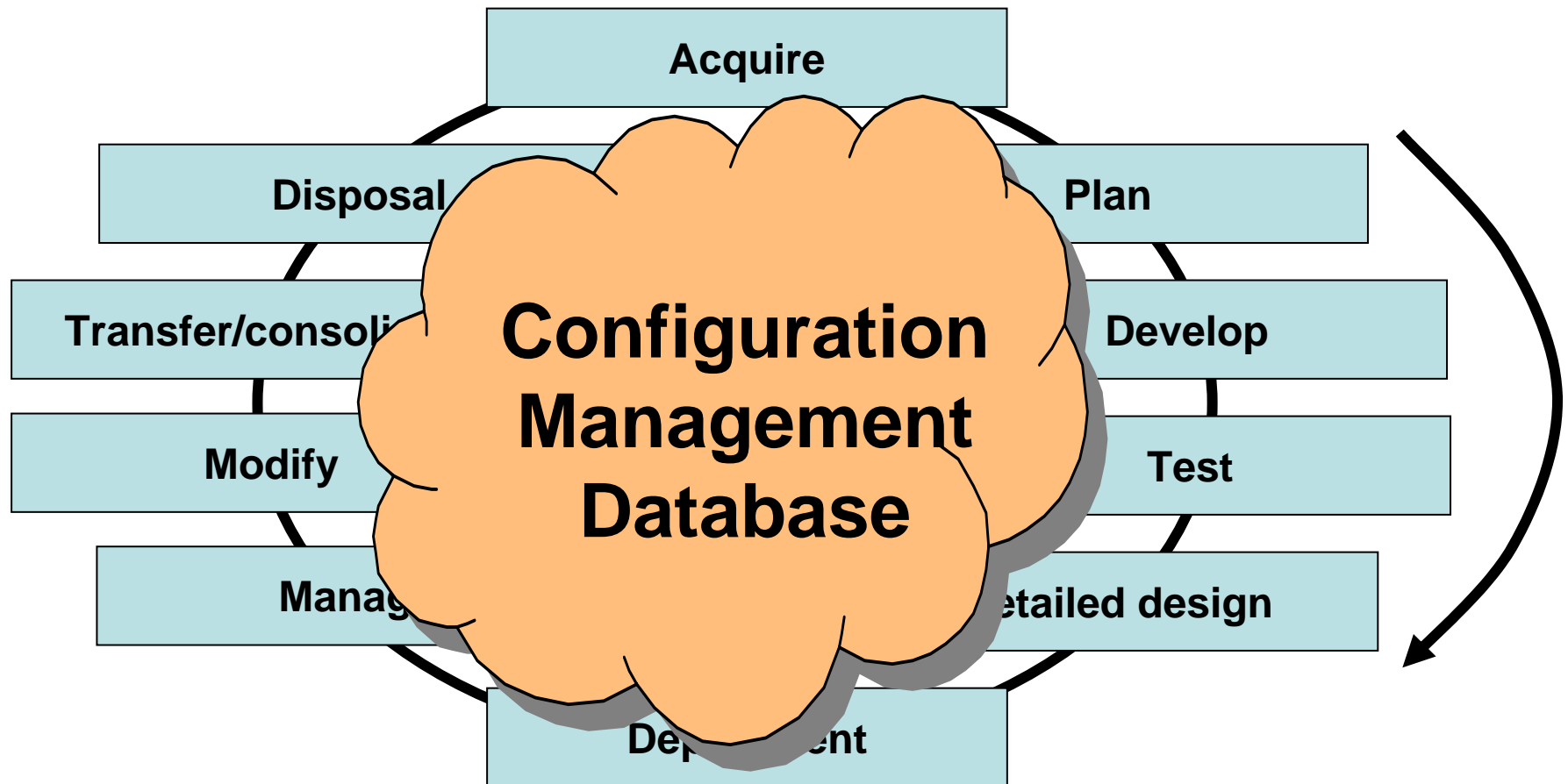
Dependencies and relationships

Technical and service (service catalogue)

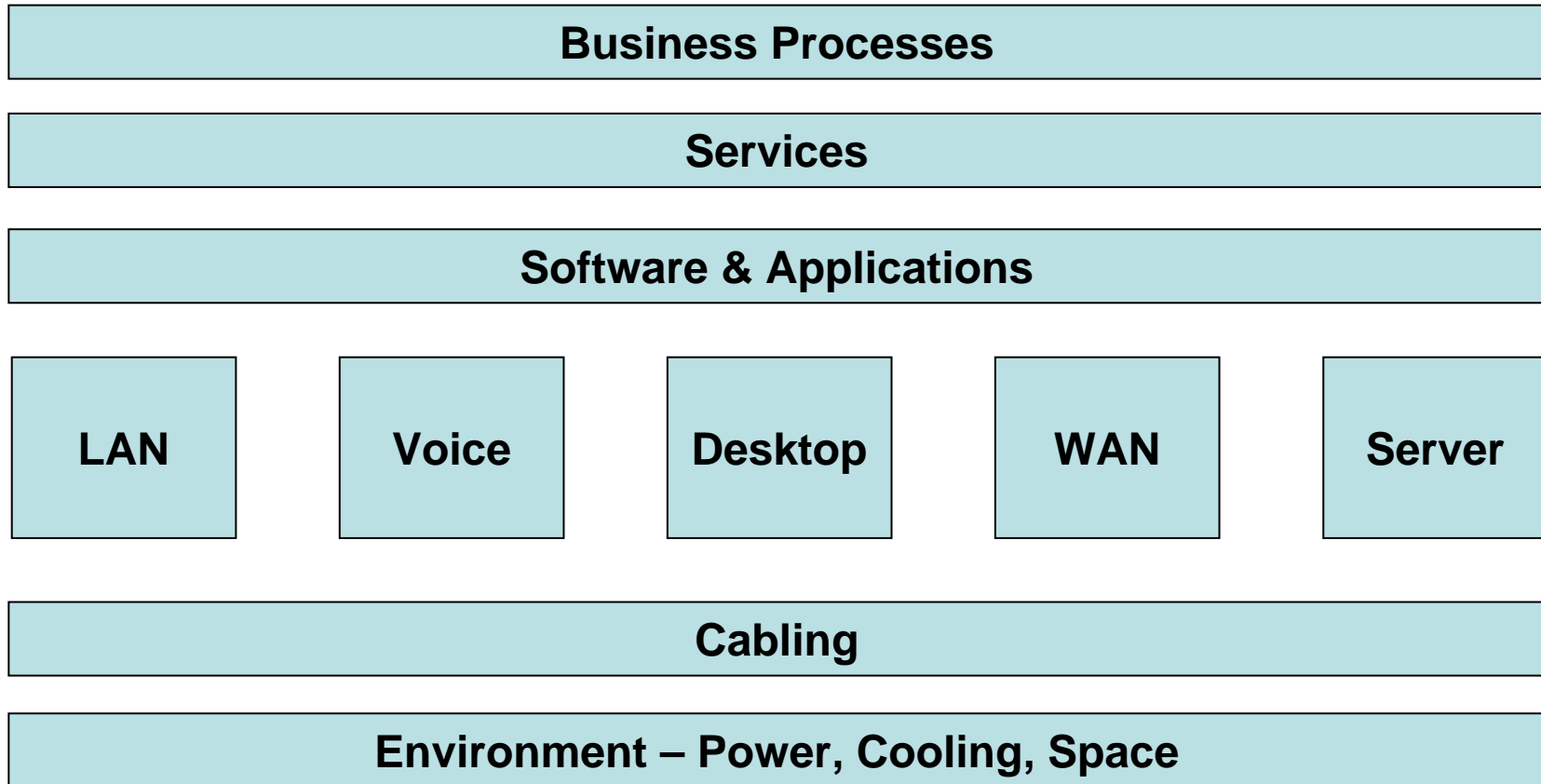
Policies & process

Contracts, documents, versions

IT Asset/System Lifecycle

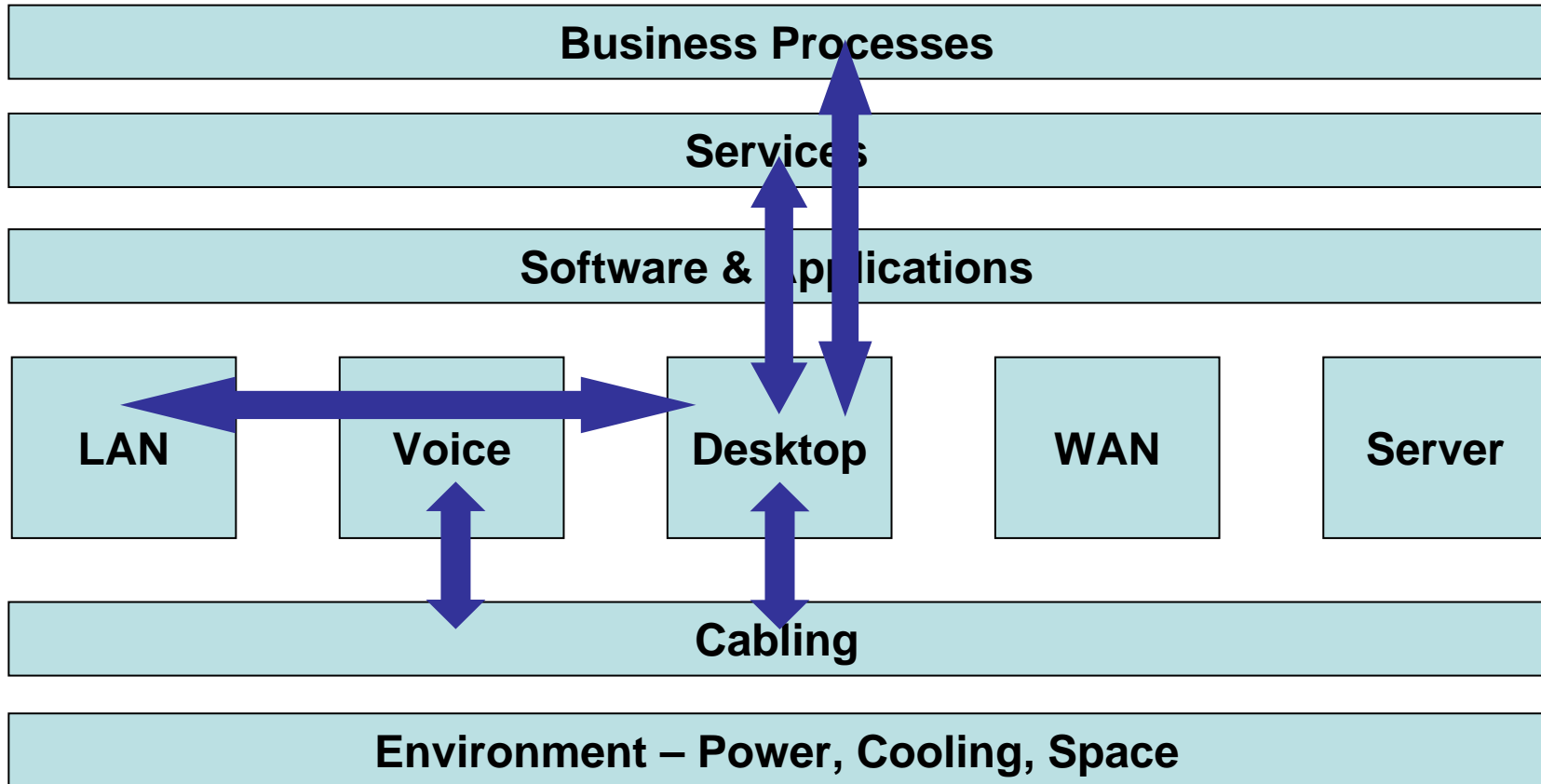


What is the Scope of CM?



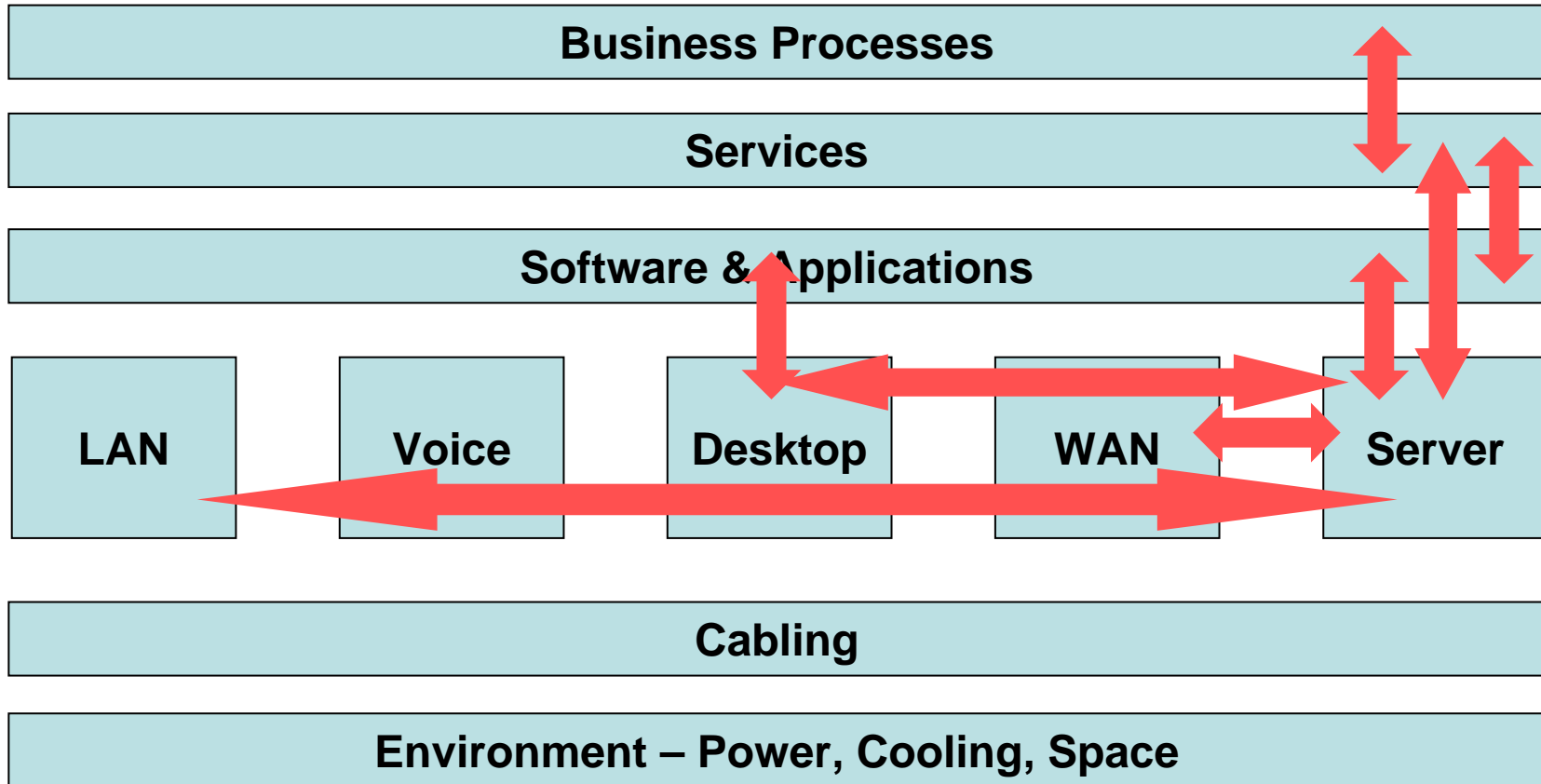
Team(s) should know their own technology configurations

What Data do you Need?



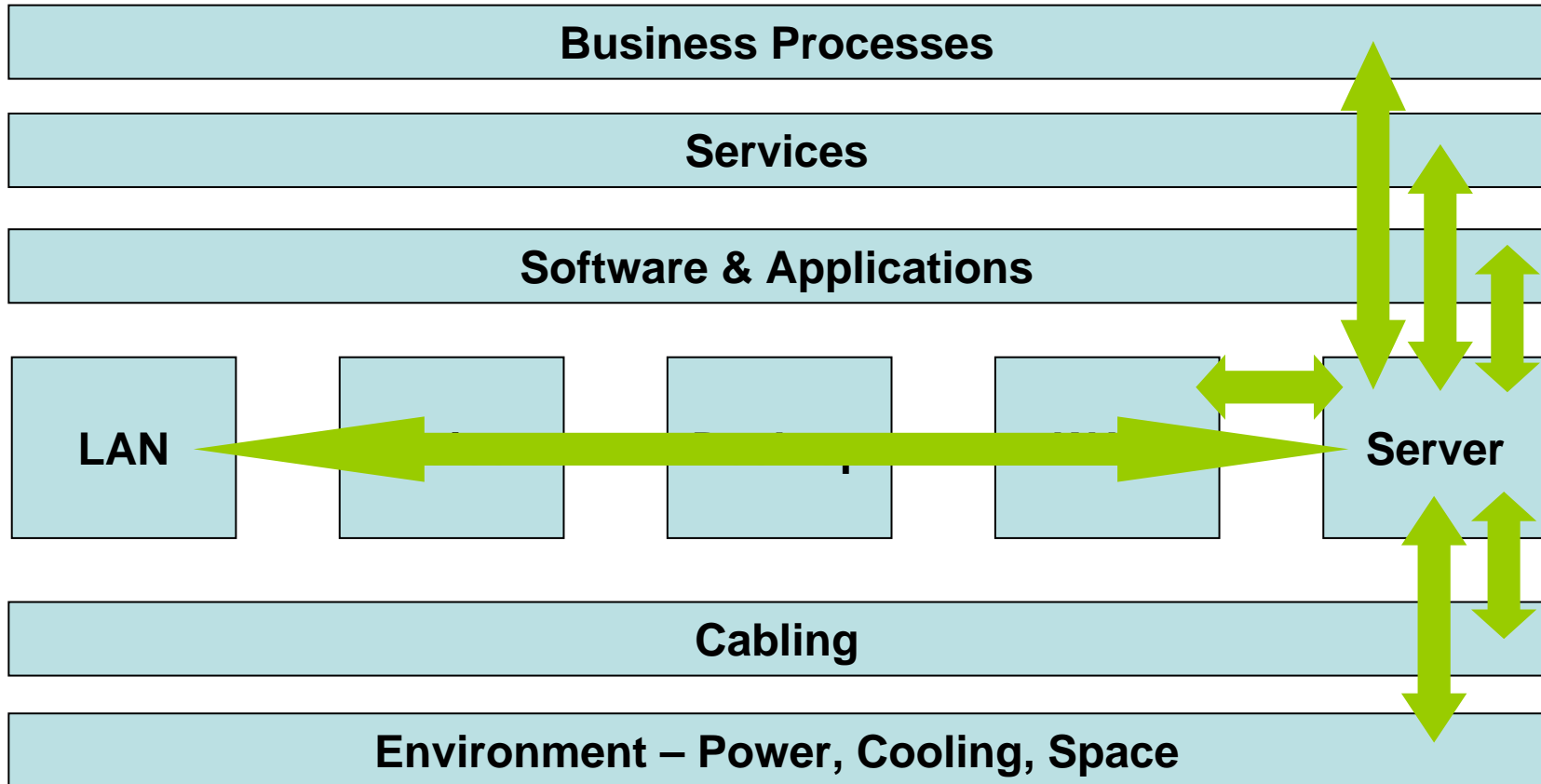
Moving a set of desktop users means you need to know interfaces

What Data Do You Need?



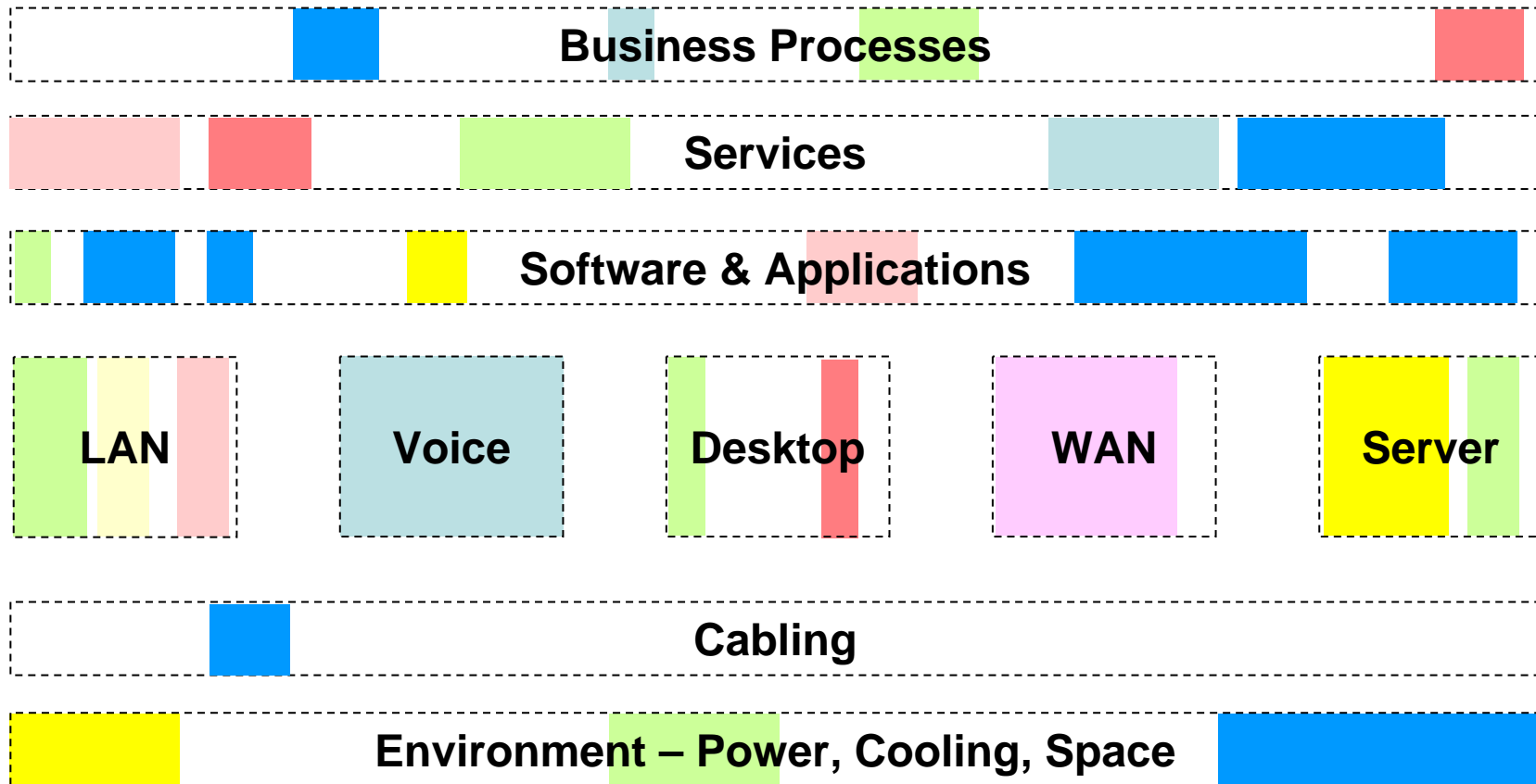
Managing a service means you need to manage all these interfaces

What Data Do You Need?



Upgrading a server means you need to know all these interfaces as well

Is this your starting point?



Typically, the data is inconsistent, has gaps across locations, teams and interfaces!

CM Definitions

- Configuration Management: The discipline of **identifying all components** and their **relationships** in a continually evolving system (taking into account relevant system interfaces) for the purpose of maintaining **integrity, traceability** and **control over change** throughout the lifecycle.
- British Standard BS 6488
Configuration management of computer-based systems

An Alternative Definition for Software

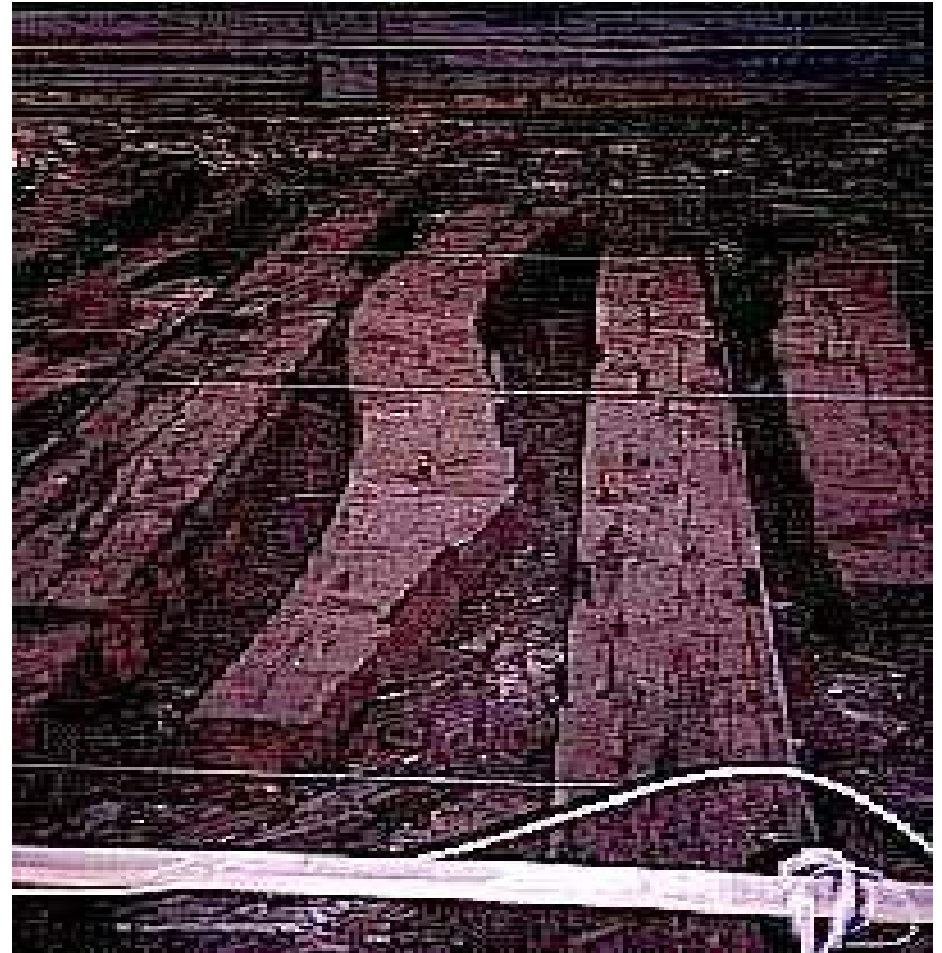
- The most frustrating software problems are often caused by poor configuration management. The problems are **frustrating** because they take time to fix, they **often happen at the worst time**, and they are **totally unnecessary**. For example, a **difficult bug that was fixed at great expense suddenly reappears**; a developed and tested feature is **mysteriously missing**; or a fully tested program **suddenly doesn't work**. Configuration management helps to reduce these problems by coordinating the work products of the many different people who work on a common project. Without such control, their work will often conflict, resulting in such problems as:
 - Simultaneous update
 - Shared Code
 - Common Code
 - Versions
- **Watts S Humphrey, Carnegie Mellon University, Software Engineering Institute (CMM)**

Some CM Standards - History

- 1970, MIL-STD-483, Configuration Management Practices
- 1992, MIL-STD-973, Configuration Management
- 1998, EIA-649, Configuration Management
- 1042-1987 (R1993) IEEE Guide to Software Configuration Management
- 828-1990, IEEE Standard for Software Configuration Management Plans

CM History

- Chatham Dockyards
- 18th C ship timbers discovered
- Markings
 - Originator
 - Unique ID
 - Interfaces



Large Scale Systems (Aerospace and Defence)

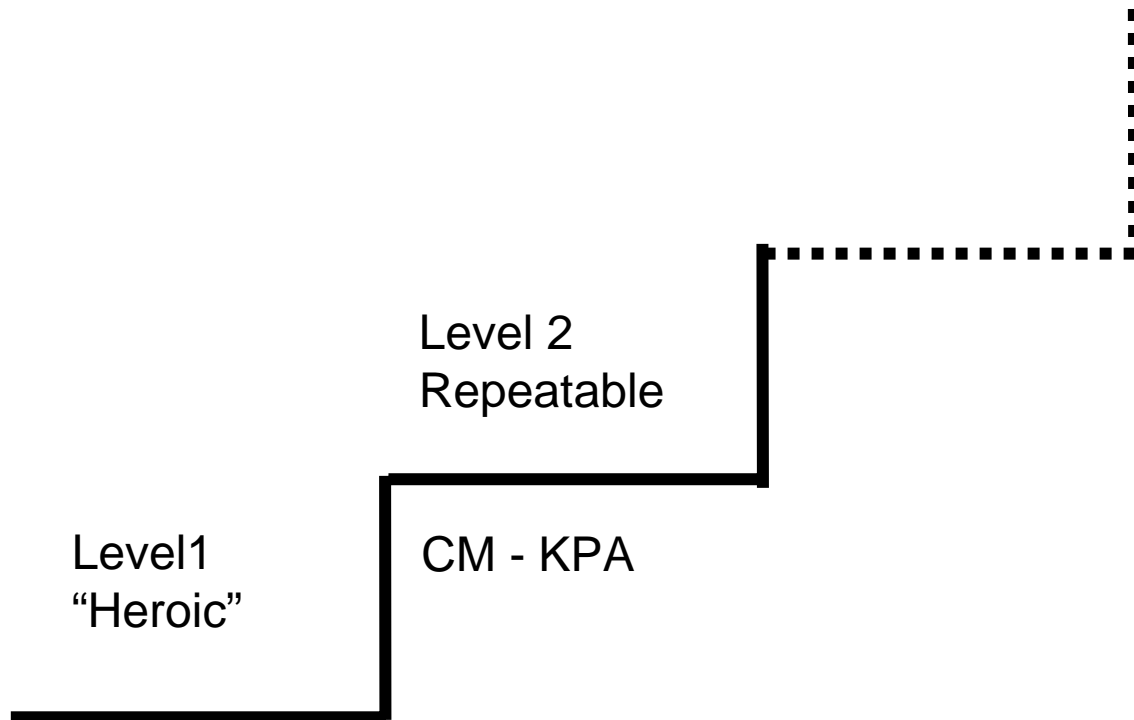
- Multi-billion £ programmes
- CM across the whole lifecycle/programme
- CM across organisations
- Programmes last for years
 - Good at principles
 - Conservative in use of tool sets



Software CM Drivers

- Continual change
- Responsiveness/time to market
 - Deadline pressures
- Reduced product lifetimes
- Multiple variants
- Globalisation
 - Onshore/offshore
- Regulation
 - Corporate governance/SOX
 - Pharmaceuticals etc.

CMM/CMMI View



CM Review

- Can you identify what you have released/what is in production?
- Can you reproduce (rebuild) it reliably?
- Can you trace code changes to the requirements for them?
- Do you control other items such as documentation and environment for releases?

Master Class 1 Workshop

What can automated discovery systems
do in practice?

Workshop

On the sheet of paper supplied tick the appropriate box

Yes -if you believe the information can be derived automatically by software toolsets

No -if the information has to be manually input or derived from a manual input

Data or Information?

