

Configuration Management Industry Perspective

How are we Doing and What's Next?!

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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 and Conferences

BCS-CMSG

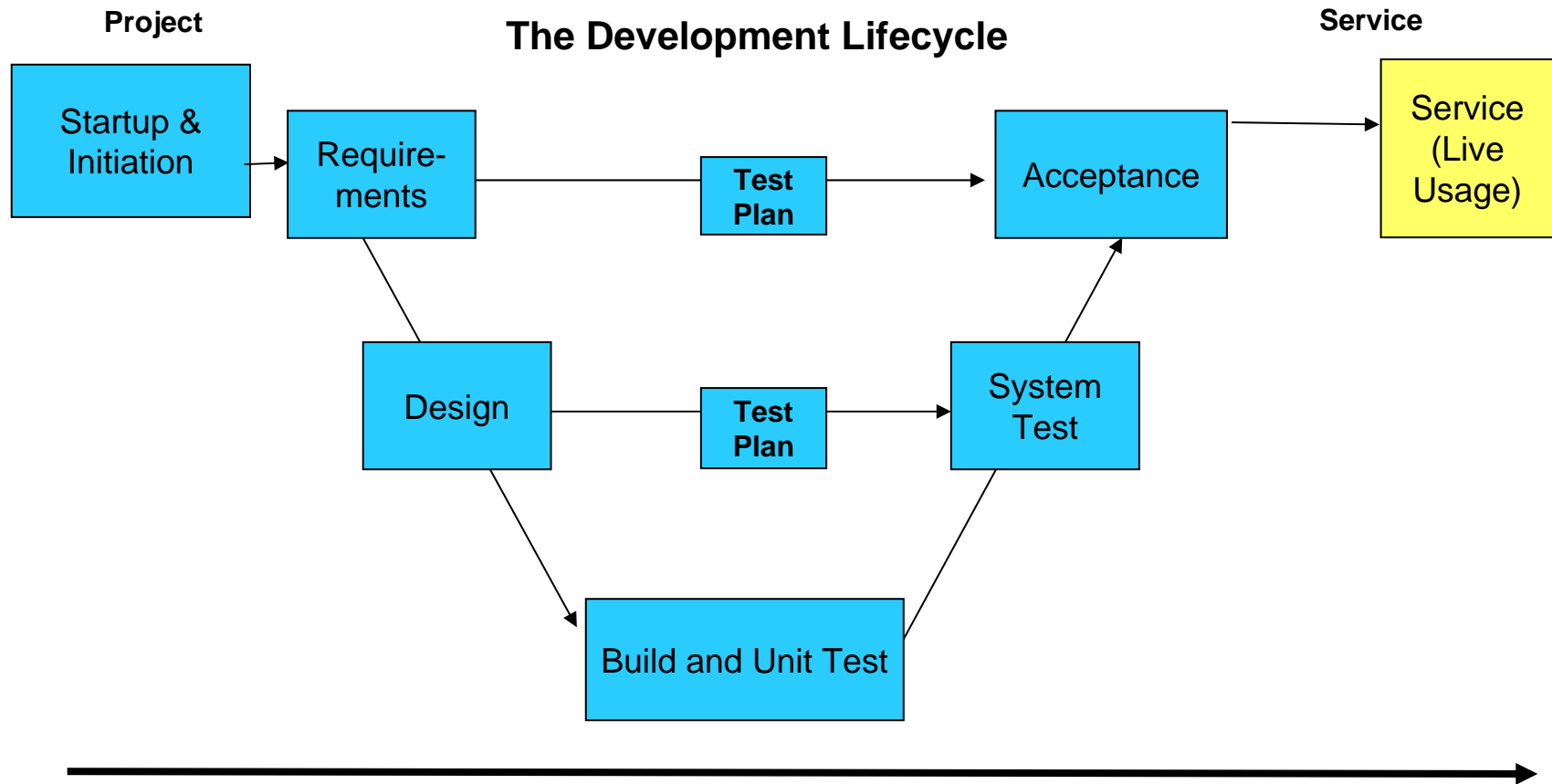


- 30th April at BCS Offices (free evening event)
 - Developing the right implementation strategy for your CMDB/CMS
- Conference with itSMF, 8&9 July 2008
 - The CMDB and CMS - the Powerhouse Of Service Management
 - Olympia Conference Centre
 - 4 Streams
 - **The Premier UK Event in this field!**

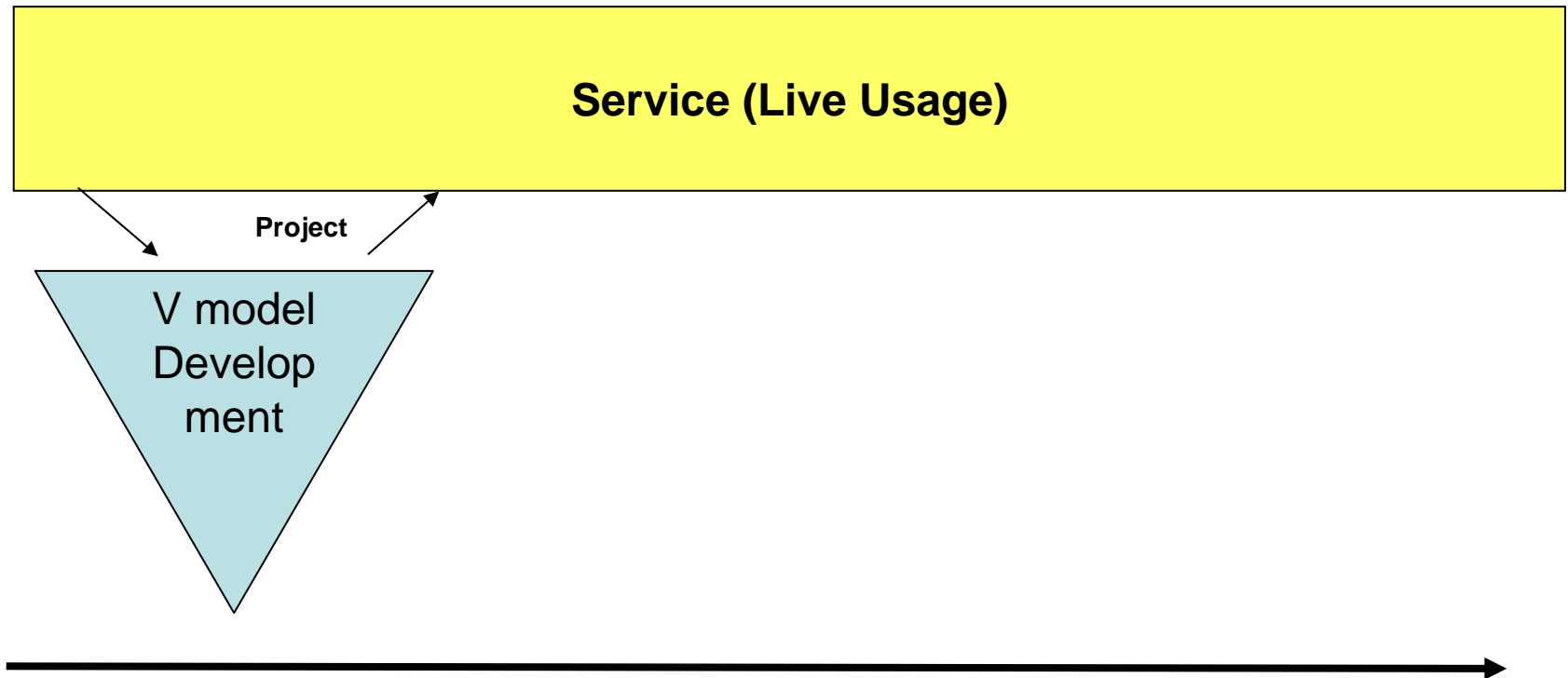
2 Years on – What's Changed?!

- ITIL V3
 - Clarifies and Strengthen's the link between ITIL's best practice and the business benefits
 - Takes a lifecycle approach to guidance
 - Shirley Lacy (CMMSG Vice Chair) was co-author of the Service Transition book
 - The structure of the CMDB/CMS made much clearer

Development Projects think the job is done when they finish



But App Development is only part of the Application/Service Lifecycle



Ongoing Challenges

- Integration across the organisation
 - No more silos
- Integration across the world
 - Internally and with third parties
- Integration across processes/tools
 - Service Desk & Application Development

Summary

- Making progress but plenty more to do!
- Keep your eye on the big picture