Configuration Management Procedure

1. **Purpose**

The objective of this process is to be able to accurately and efficiently identify, maintain and verify information on current IT asset configurations.

1. **Scope**

The procedure starts with a project plan and ends with the configuration plan and deployed configurations.

1. Narrative
2. The Relevant Section Manager analyses the Information Technology environment and determines whether there are missing configurations.
3. The Relevant Section Manager determines whether new configurations are required to be added to the IT environment.
   1. **Case A – Yes;** in case new configurations are required, proceed to step 3.3.
   2. **Case B – No;** in case no new configurations are required, proceed to step 3.9.
4. The relevant IT Specialist creates a plan for the deployment of the missing configurations to be added to the IT environment.
5. The relevant IT Specialist deploys configurations on test environment as per plan.
6. The IT General Manager determines whether to approve the configuration or not.
   1. **Case A – Yes;** in case the configuration is approved, proceed to step 3.6.
   2. **Case B – No;** in case the configuration is not approved, proceed to step 3.9.
7. The relevant IT Specialist deploys and monitors the configurations on the production environment as per plan.
8. The relevant IT Specialist determines whether there are any issues with the configurations.
   1. **Case A – Yes;** in case issues are identified, proceed to step 3.8.
   2. **Case B – No;** in case no issues were identified, proceed to step 3.9.
9. The relevant IT Specialist reports the detected issue to the responsible vendor and follows the rollback plan(s).
10. Is there a change required?
    1. **Case A – Yes;** in case a change is required, proceed to the **“Change Management”** process.
    2. **Case B – No;** in case no changes are required, **process ends.**
11. Configuration Management Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Number of Incidents Reported Due to Missing Configurations | KPI |
| Number of incidents reported where the underlying cause of the incident was the result of unidentified or missing configurations | Description |
| *Number of Configuration-Related Incidents* | Measurement |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Helpdesk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

**“Third party”** is an organisation or person that is not a part of the Authority.