Service Asset and Configuration

ITILv3 Foundations

JASON DION
TRAINING THE CYBER SECURITY WORKFORCE

Service Asset and Configuration

- To ensure that assets needed to deliver services are managed and accurate/reliable information about them is available

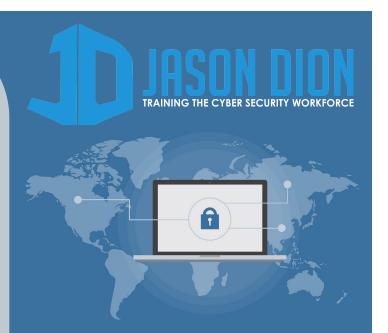- *This makes Service Asset and Configuration Management (SACM) vital to knowledge management*

Configuration Items (CIs)

- CIs are the individual records in your Configuration Management DB (CMDB)

- CIs are components or service assets that need to be identified and managed

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Baselines

- The documented and validated configuration of a component, system, service, etc.

- A snapshot of a particular configuration at a moment in time

- The starting point when new equipment arrives, you must document the changes from baseline to account for the differences in design vice operation

- Workstation and server baselines are the most commonly used

Configuration Management System

- An essential set of tools, data, and information on configurations

- Part of the Service Knowledge Management System (SKMS) and each SKMS can only have one CMS

- Includes information on incidents, service requests, changes, problems, releases, errors, and more

Definitive Media Library (DML)

- A secure storage area for authorized software versions for every CI, including the licensing information and documentation

- Everything must be quality checked before being put into the DML

- We will cover this more in the Release and Deployment Management lesson