



## Service Transition

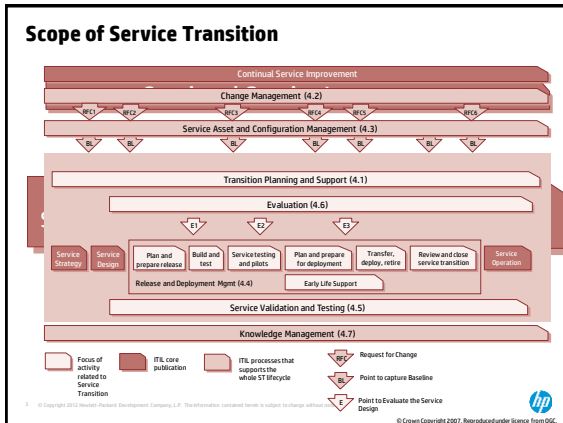
### Concepts

- V Model
- Configuration Item
- Configuration Management System
- Knowledge Management
- Data Information Knowledge Wisdom
- Service Knowledge Management System
- Definitive Media Library

### Processes

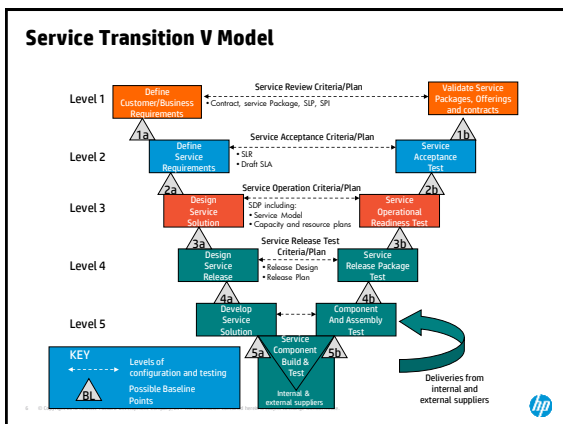
- Service Asset & Configuration Management
- Change Management
- Release Management

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## Service Transition V Model

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## Configuration Item (CI)

- Anything that needs to be managed in order to deliver an IT Service
- CI information is recorded in the Configuration Management System
- CI information is maintained and tracked throughout its Lifecycle by Configuration Management
- All CIs are subject to Change Management control
- CIs typically include
  - IT Services, hardware, software, buildings, people, and formal documentation such as Process documentation and SLAs

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## Configuration Management System (CMS)

**Information** about all Configuration Items

- CI may be entire service, or any component
- Stored in 1 or more databases (CMDBs)

CMDB stores attributes

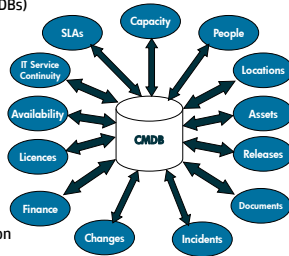
- Any information about the CI that might be needed

CMDB stores relationships

- Between CIs
- With incident, problem, change records etc.

CMDB has multiple layers

- Data sources and tools, information integration, knowledge processing, presentation



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## Knowledge Management (KM)

**"The process responsible for gathering, analyzing, storing and sharing knowledge and information within an organization."**

**The primary purpose of Knowledge Management is to improve efficiency by reducing the need to rediscover knowledge."**



55% of all organization knowledge is in people's heads...each person discovering knowledge independently

IF IT only knew what IT knows....

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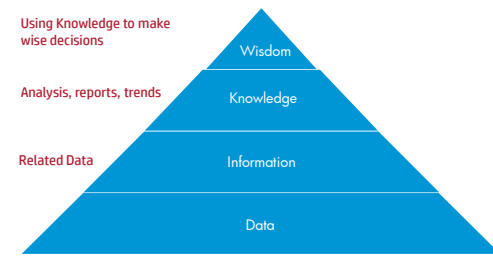


## Data, Information, Knowledge and Wisdom (DIKW)

Using Knowledge to make wise decisions

Analysis, reports, trends

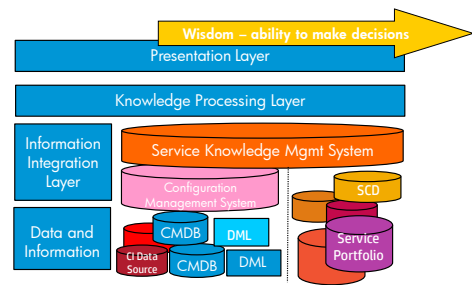
Related Data



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## Service Knowledge Management System (SKMS)



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## Definitive Media Library (DML)

Master copies of all software assets

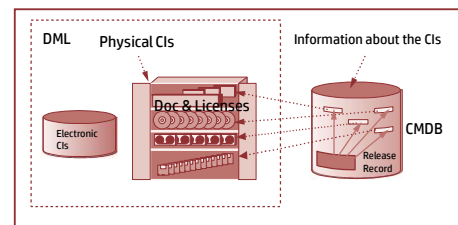
- In house, external software house, COTS...
- Scripts as well as code
- Management tools as well as applications
- Including licenses
- Quality checked
- Complete, correct, virus scanned...



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## DML and CMDB relationship



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## Service transition processes



## Service Transition processes

- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Validation and Testing
- Evaluation
- Knowledge Management



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## Service Asset and Configuration Management (SACM)

- Purpose, Goals, and Objectives
- Basic concepts
- Roles



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## SACM — Objective

Identify, control, record, report, audit and verify service assets and configuration items, including versions, baselines, configuration item attributes and relationships.

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## SACM — Purpose

Identify, control, record, report, audit and verify service assets and CIs

Account for, manage, and protect the integrity of service assets and CIs

Establish and maintain an accurate and complete Configuration Management System (CMS)

- As part of an overall Service Knowledge Management System

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## SACM — Goals

- Support the organization's control objectives and requirements
- Support efficient and effective Service Management processes by providing accurate configuration information
- Minimize the number of quality and compliance issues caused by improper configuration of service and assets
- Optimize service assets, IT configurations, capabilities, and resources

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## SACM — Basic concepts

Configuration Items

Logical Model

Configuration Management Activities



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## SACM Configuration Items categories

Service Lifecycle CIs

- Service Management Plans, service lifecycle plans, service design packages, release and change plans,

Service CIs

- **Service capability assets:** functions, processes, people, knowledge
- **Service resource assets:** servers, applications, infrastructure

Organization CIs

- Organization strategy, policies and documentation

Internal CIs

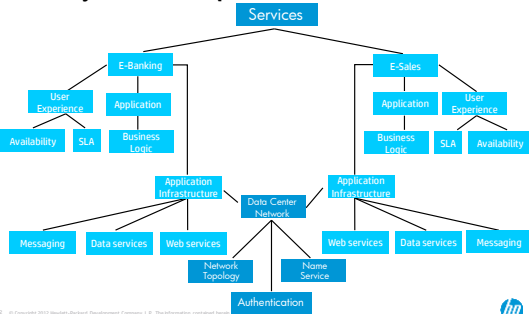
- CIs specific to an individual project or line of business

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## SACM logical model

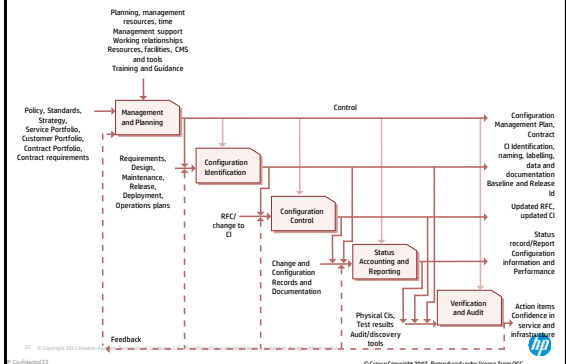
### Hierarchy and relationships between CIs



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## Typical Configuration Management Activity Model



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## Configuration Baseline

**A configuration baseline is the configuration of a service, product or infrastructure that has been formally reviewed and agreed on, that thereafter serves as the basis for further activities and that can be changed only through formal change procedures.**

**Establishing a baseline provides the ability to:**

- Mark a milestone in the development of a service, e.g. Service Design baseline
- Build a service component from a defined set of inputs
- Change or rebuild a specific version at a later date
- Assemble all relevant components in readiness for a change or release
- Provide the basis for a configuration audit and back out, e.g. after a change.

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## Snapshot

**A snapshot of the current state of a configuration item or an environment, e.g. from a discovery tool.**

**The snapshot:**

- Enables problem management to analyze evidence about a situation pertaining at the time incidents actually occurred
- Facilitates system restore to support security scanning software.

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## Definitive Spares

- An area should be set aside for the secure storage of definitive hardware spares.
- These are spare components and assemblies that are maintained at the same level as the comparative systems within the controlled test or live environment.
- These can then be used in a controlled manner when needed for additional systems or in the recovery from incidents. Once their (temporary) use has ended, they are returned to the spares store or replacements are obtained.

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## SACM — Roles

Service Asset Manager

Configuration Manager

Each of these is the process owner for their area

- Implement policy and standards
- Procure and manage finances
- Agree scope, processes and procedures
- Define and procure tools
- Recruit and train staff
- Oversee collection and management of data
- Manage audits
- Provide management reports

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