CONFIGURATION MANAGEMENT PLAN

ABRAMEK, INC.

CHARLOTTE, NCF

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PREPARED BY
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INTRODUCTION

At Abramek, Inc., we specialize in creating software solutions tailored to meet the specific needs of our customers, from initial requirements gathering to ongoing maintenance and quality assurance. Throughout every stage of development, we prioritize rigorous configuration management controls to ensure the integrity and reliability of our products. Our team of developers, engineers, and technicians follows documented processes and procedures to guarantee consistency and efficiency (Leidos, n.d.)

To streamline operations at Abramek, Inc., it's essential to have a well-coordinated Configuration Management (CM) Plan in place. This plan will define the roles and responsibilities of CM, outlining how we'll track, implement, and communicate changes to configuration items (CIs) effectively.

CMP SCOPE

This CMP is for the NONE-SECURE network only. A SECURE-NETWORK CMP can be obtained directly from the Security Manager

Systems, networks, and components covered in this CMP include: NIPRNet, storage, printers, peripherals, network equipment, workstations, servers.

ROLES AND RESPONSIBILITIES

A. KEY PARTIES

Configuration Manager – (Kamil Abramek | abramek.kamil@abramek.com)

- Managing the CMDB
- Identifying Configuration Items
- Configuration standards and templates
- Delivering any necessary configuration training

Project Manager – (Peter Parker | peter.parker@abramek.com)

- Determining if re-baselining is required
- Identifying resources impacted by CM change
- Stakeholder and sponsor communication

Lead Engineer – (Ryan Johnson | ryan.johnson@abramek.com)

- Keep a long of all Cis in the company.
- Identifying Configuration Items (CIs)
- Verifying that all change requests align with organizational templates and standards before submission to the Change Control Board (CCB)
- Appointing a focus group to craft the change request

B. Key System Owners

Storage devices

Storage Administrator: David Davis | david.davis@abramek.com

- Maintain an up-to-date inventory of storage devices, including hardware specifications and configurations.
- Ensure regular backups are scheduled and performed according to the backup policy outlined in the Configuration Management Plan.

Printers

Printer Technician: Ryan Johnson | ryan.johnson@abramek.com

- Establish and maintain a documentation system for printer configurations and maintenance logs.
- Conduct regular printer maintenance to optimize performance and minimize downtime.

Peripherals

Peripheral Support Specialist: Emily Patel | emily.patel@abramek.com

- Maintain an up-to-date inventory of peripheral devices, including details such as make, model, serial numbers, and assigned users or departments.
- Regularly review and update documentation related to peripheral configurations

Networking equipment

Network Security Analyst: Alexander Thompson | alexander.thompson@abramek.com

- Perform routine maintenance tasks on networking equipment, including firmware updates and hardware inspections.
- -Respond to network outages and performance issues promptly, following established incident response procedures.

Workstations

Desktop Support Technician: Daniel Black | daniel.black@abramek.com

- Manage workstation configurations and software installations according to the Configuration Management Plan.

Servers
Server Operations Manager: Christopher Clark | christopher.clark@abramek.com

- Oversee server provisioning and configuration management processes.
- Ensure adherence to change management procedures for server modifications and updates.

CONFIGURATION CONTROL

Abramek, Inc., follows the 7-rule configuration change policy.

1. All changes require a Change Request (CR) form to start the process.
2. The Change Control Board (CCB) reviews and approves changes to ensure they won't cause issues.
3. Before making changes live, we test them in a safe environment to catch any potential problems.
4. Whenever we make a change, we write down all the details, including why we're making the change and how it might affect things.
5. We follow the best practices and security rules when we make changes to keep everything safe and running smoothly.
6. We always take backups before we make any big changes, just in case something goes wrong.
7. After implementing changes, we review the process and outcomes to identify any areas for improvement or lessons learned.

CONFIGURATION MANAGEMENT DATABASE (CMDB)

The CMDB is the main repository storing all critical configurations of Abramek, Inc., systems. The CMDB ensures all employes are following company rules and guidelines. Ensure that all systems are configured and updated with the latest software, meeting the security policies and protocols. CMDB details the required naming conventions for configuration items (Cis), systems, and software. All changes will be recorded to continuously improve our practices and avoid repeating mistakes.

A. NAMING CONVENTION

Hardware:

- Servers: [Location]-[Function]-[Number]
- Storage: [Location]-[Function]-[Number]
- Workstations: [Department/Location]-[Serial Number/Employee ID]

- Networking Equipment: [Device Type]-[Location]-[Serial Number/Model]
- Printers/Peripherals: [Department/Location]-[Model]-[Serial Number]

Software:

- [Application/Software Name]-[Version]-[Platform]

Cables:

- [Type]-[Location/Endpoint]-[ID/Serial Number]

B. CMDB Baseline

Servers

Dell EMC PowerEdge R750xa Server

- Function: Virtualization and application hosting
- Location: Data Center Room B
- Serial Number: PE-R750XA-987654321

HPE ProLiant DL380 Gen10 Server

- Function: Database management and file storage
- Location: Server Room 1
- Serial Number: DL380G10-135792468

Storage

Cisco UCS C240 M5 Rack Server

- Function: Data processing and storage
- Location: Data Center Room A
- Serial Number: C240M5-123456789

Dell PowerEdge R740xd

- Function: Data storage and virtualization
- Location: Storage Room B
- Serial Number: R740xd-987654321

Workstations

*A csv file containing the list of all workstations can be obtained from the Lead Engineer. (Workstations: Department/Location-Serial Number/Employee ID)

Networking Equipment

Arista Networks 7280R Series Switch

- Function: Network traffic management and routing
- Location: Network Operations Center
- Serial Number: 7280R-246813579

Palo Alto Networks PA-5220 Next-Generation Firewall
- Function: Network security and intrusion prevention
- Location: Security Operations Center
- Serial Number: PA5220-987654321

Software
- Microsoft Office Suite - 365 Enterprise – Windows
- Ivanti Endpoint Manager - 2021.1 - Windows/Linux
- Microsoft Windows Server - 2019 Datacenter Edition – Windows
- Remote Desktop Services - 2022 - Windows Server
- Tanium Endpoint Security - 7.4 - Windows/Mac/Linux

Peripherals (Standard base configuration for each workstation)
*Serial numbers can be obtained from the Lead Engineer

Printer
- Department/Location: All department
- Model: HP LaserJet Pro M402dn
- Serial Number: (csv file)

Keyboard
- Department/Location: All departments
- Model: Logitech K780 Multi-Device Wired Keyboard
- Serial Number: (csv file)

Mouse
- Department/Location: All departments
- Model: Logitech MX Master 3 Wireless Mouse
- Serial Number: (csv file)

Wired Headset
- Department/Location: All departments
- Model: Jabra Evolve 40 Stereo UC Wired Headset
- Serial Number: JABRA-EVOLVE40-789012345

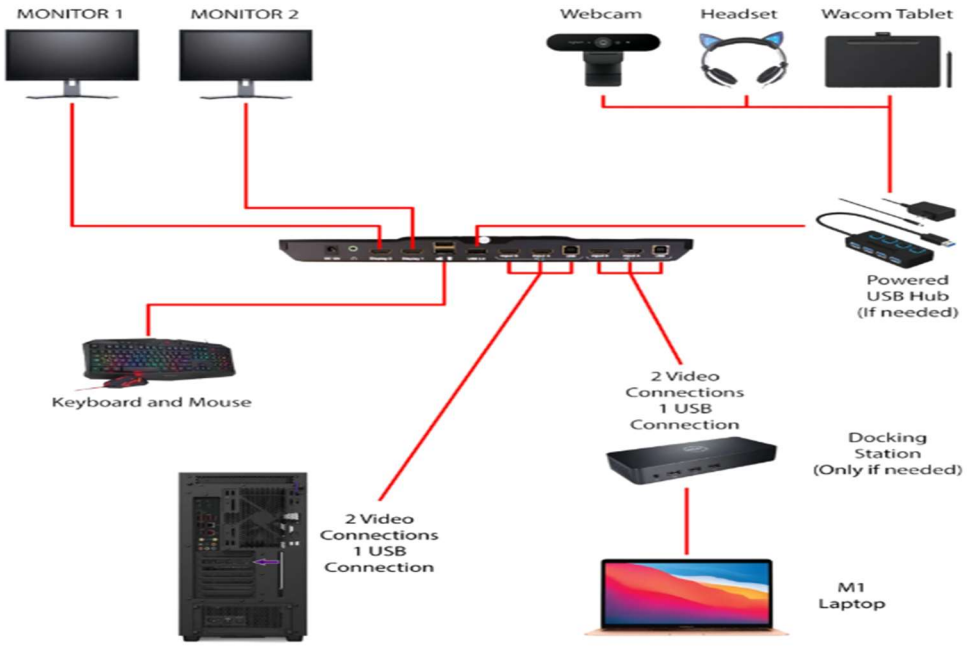
Monitor
- Department/Location: All departments
- Model: Dell UltraSharp U2720Q 27-Inch 4K Monitor
- Serial Number: DELL-U2720Q-234567890

Docking Station
- Department/Location: All departments
- Model: Dell WD19 180W Docking Station
- Serial Number: DELL-WD19-345678901

<u>Cables</u> (Workstation Configuration)
*Complete list of all baseline cables can be obtained from the Lead Engineer

- HDMI Cable - High-Definition Multimedia Interface - Type A - 2 meters
- Power Cable - Standard AC Power Cord - 3-prong - 6 feet
- USB-C Cable - USB Type C to USB Type C - 1 meter
- Ethernet Cable - Category 6 Ethernet Cable - RJ45 - 10 feet
- DisplayPort to HDMI Cable - DisplayPort to HDMI Adapter Cable - 6 feet

B. SCHEMATICS (BASELINE WORKSTATION CONFIGURATION)



Source: https://buytesmart.com/blogs/news/dual-monitor-setup-diagram

CONFIGURATION STATUS ACCOUNTING

Abramek, Inc., ensures that configurations remain current and adhere to established guidelines. Weekly reports will be generated by the project manager, and distributed at the beginning of each week on Monday (or Tuesday following Federal Holidays). These reports encompass the following:

1) Change Requests:
   a. Aging: The duration change requests have remained open.
   b. Distribution: Number of change requests submitted by owner/group.
   c. Trending: Identification of areas where approved changes are prevalent.

2) Version Control:
   a. Software
   b. Hardware
   c. Date
   d. Documentation

3) Build Reporting:
   a. Files
   b. Configuration Item (CI) relationships
   c. Incorporated Changes

4) Audits:
   a. Physical Configuration
   b. Functional Configuration

Before any new software or hardware releases, the Configuration Management (CM) team collaborates with each Lead Engineer to ensure all Configuration Items (CIs) are updated with the latest release versions.

CONFIGURATION AUDITS

Configuration audits are integral to Abramek, Inc.'s operational practices, ensuring adherence to established configuration management procedures and processes. These audits are conducted either before significant software releases or as determined necessary by the Project Manager.

To execute these audits effectively, the following steps will be taken:

1. Create an audit environment within the CMDB.
2. Transfer all latest software, data, and document versions to the audit environment.
3. Verify the accuracy of version numbers and ensure proper version control.
4. Analyze historical versions and timestamps to ensure accurate recording of changes.
5. Test the latest software versions to confirm compliance with requirements.
6. Ensure all required CIs are up to date in the CMDB.
7. Confirm the incorporation of approved Change Control Requests (CCRs) and record them in the CMDB.

After completing the audit, the Configuration Manager (CM) will compile findings and collaborate with the Project Manager, Key Parties, and Owners to determine corrective actions for each discrepancy. Responsibilities for these corrective actions will be assigned accordingly.

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