Configuration management roles and responsibilities

Use this customizable template to build a charter for your configuration control board. For more information on configuration management, see our Success resources on [CMDB and Discovery deployment](https://www.servicenow.com/success/playbook/cmdb-deployment-plan.html) and additional resources on our [Customer Success Center](http://www.servicenow.com/success.html).

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| **Role** | **Responsibilities** |
| CM executive sponsor | The executive sponsor is a senior executive with the ability and authority to ensure that all departments within the <name> organization and other <organization> areas as necessary roll out and use the configuration management (CM) process. This sponsor’s specific responsibilities include:   * Resolving any cross-functional (departmental or geographical) issues * Sponsoring service improvement initiatives * Reporting on the effectiveness of configuration management to senior management * Approving and communicating the goals and objectives of configuration management |
| CM process sponsor | The process sponsor is a senior manager serving as the CM process owner with the ability and authority to ensure that all departments within the <name> organization roll out and use the process. This sponsor’s specific responsibilities include:   * Establishing and communicating the goals and objectives of CM in alignment with other IT service management efforts * Ensuring resources are dedicated to support the day-to-day CM delivery * Ensuring consistent execution of the process across all IT departments |
| Configuration manager | The configuration manager is a manager who has the ability and authority to ensure daily end-to-end delivery of CM services in accordance with the configuration management plan. The configuration manager’s specific responsibilities include:   * Managing the day-to-day activities of the process, including establishing priorities and work assignments * Tracking compliance to policies and procedures and resolving or escalating any compliance issues * Facilitating CM audits * Reviewing critical incident outage resolution results and responses and dispositions of failed changes due to issues related to the configuration management system (CMS) * Facilitating communication and engaging business and IT management to encourage CM efforts and value propositions * Engaging with strategic projects to ensure configuration management can deliver the required CMS functionality within project timeframes * Reviewing and approving all changes to the CMS infrastructure where applicable * Reviewing and approving significant IT infrastructure changes to ensure impacts to configuration management data are properly addressed * Mentoring the organization of CM services, concepts, policies, and procedures * Chairing the configuration control board (CCB) and enacting changes as directed * Providing and approving all requirements, use cases, user stories, etc. to support new or improving CMS functionality * Reviewing and approving all requests for the administrator log on credentials and access rights to the CMS infrastructure * Reviewing and publishing configuration management reporting |
| Configuration management system analyst(s) | These experienced resources deliver the day-to-day configuration management services to the organization with minimal direction, focusing work on prioritized tasks. Their specific responsibilities include:   * Performing operational activities as defined by CM policies and procedures * Fulfilling CM service requests as assigned * Engaging with strategic projects to ensure CM can deliver required functionality within project time frames * Mentoring the organization on CM services, concepts, policies, and procedures * Overseeing the design, coding, and testing of reports as needed * Collecting and reporting on metrics as required * Identifying and reporting on noncompliance situations * Performing CM audits as directed * Identifying service improvement opportunities * Mentoring and helping direct configuration management specialists |
| Configuration management specialist | A less-experienced resource who delivers day-to-day CM services to the organization and takes general direction from the configuration management manager and specific direction from configuration management analysts to deliver work products that support ongoing CM operations. The specialist’s specific responsibilities include:   * Performing operational activities as defined by CM policies and procedures * Working to fulfill CM service requests as assigned * Engaging with strategic projects to ensure configuration management can deliver the required functionality within project timeframes * Mentoring the organization on CM services, concepts, policies, and procedures * Running and delivering reports as required * Collecting and reporting on metrics as required * Identifying and reporting on noncompliance situations * Performing CM audits as directed * Identifying service improvement opportunities |