

**CONFIGURATION MANAGEMENT PROCESS FOR AGILE**

**Software Process And Quality Management**

**Team 5 K16T1**



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| Date | Version | Author | Description |
| 24/09/2013 | 1.0 | Dao Khau | Create Document |
| 28/12/2013 | 1.1 | Chau Le | Update Document |

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**REVISIONS**

# Member Lists:

|  |  |
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| T103573 | Le Ngoc Chau |
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# Introduction:

## Document Purpose:

The purpose of this document is to set out in detail process in the area of Configuration Management. As such, this document will represent an initial design for the enhancement of existing Configuration Management processes and will be updated on at least an annual basis thereafter

CM supports the management and control of project requirements and configurations.CM establishes and maintains the integrity of the products of a project throughout the project life cycle. CM involves identifying the configuration of products developed and delivered to the customer, systematically controlling changes to the configuration, and maintaining the traceability of the configuration

## Scope:

This process supports projects involving systems or software engineering, or technical support services.

## Guidelines

Personnel performing CM may find it necessary or beneficial to tailor the steps defined in this document, depending upon the scope of the project for which CM is being implemented, e.g. where a project involves performing a service versus developing a hardware or software product, certain steps may be tailored or omitted as appropriate.

Project personnel charged with implementing this process shall ensure that completed work products based on this process comply with the process described in this document.

## Abbreviations and Acronyms

|  |  |
| --- | --- |
| Abbreviations | Acronyms |
| PM | Project Manager |
| CIO | Configuration Items Owner |
| DSO | Data source Owner |
| CMP | Configuration management plan |
| CIP | Configuration Items Plan |
| CIC | Configuration Items Control |
| CR | Change Request |
| CIR | Configuration Items report |
| CSA | Configuration Status Accounting report |
| IOD | Improvement Objective document |
| CRD | Change request document |

# Configuration Management Process:

## O***verview:***



## Configuration Management Process:

### Planning



#### Description

The planning of configuration management will establish the following factors:

* The objectives to be achieved
* Resources to be allocated both for initial setup and for on-going operation of the process
* Tools to be used to identify, record, manage and report on configuration items
* Timescales
* Roles and responsibilities in the configuration management process

The plans will be managed via the improvement process.

### Identification



#### Description

The selection, identification and labeling of all Configuration Items which creates a parts list of every Configuration Item in the system. This covers the recording of information about Configuration Item's, including hardware and software versions, documentation, ownership and other unique identifiers. Configuration Items should be recorded at a level of detail justified by the business need, typically to the level of "independent change". This includes defining the relationships of the Configuration Items in the system

### Control



#### Description

This gives the assurance that only authorized and identifiable CIs are accepted and recorded from receipt to disposal. It ensures that no CI is added, modified, replaced or removed without the appropriate controlling documentation. All CIs will be under Change Management control.

### Status accounting and report



#### Description

The Configuration management Group maintains a database of information used to produce Configuration Status Accounting reports. The Configuration Management Group documents the specifications for this database in the project Configuration management plan or Project Management Plan. The Configuration Management Manager with the Project Manager determines the appropriate media for archiving and accessing the Configuration Status Accounting database.

The Configuration Management Group receives change information to configuration items for entry into the database that supports Configuration Status Accounting reports.

The Configuration Management Group produces Configuration Status Accounting reports to provide visibility into the status of baselines.

The Configuration Management Group periodically distributes Configuration Status Accounting reports to address status and history of controlled products, approved identification numbers, library and baseline contents, Change Request implementation status, Configuration Control Board decisions, and deficiencies

### Verification and Audit



#### Description

The reviews and audits that verify the physical existence of Configuration Items, and checks that they are correctly recorded in the Configuration Management Database and parts list. It includes the process of verifying Release Management and Configuration Management documentation before changes are made to the live environment.

## Role and Responsibility

|  |  |  |
| --- | --- | --- |
| No | Role | Responsibility |
| 1 | Process Manager | Responsible for the Configuration management process throughout project   * Gathers functional requirements, defines, and implements Configuration Management Process at a level to support project management. * Monitors, measures and improves the configuration management process to improve product and operations * Works with the Configuration management database (CMDB) Product “Owner” to ensure decisions related to tools and automation are supporting the Configuration management Process. In partnership with the Configuration management database (CMDB) Product Owner, provides oversight of any Configuration management database (CMDB) governance or decision groups. This includes Configuration management database (CMDB) data structure changes. * Defines procedures (such as audit and control procedures) required for the Configuration Management Process. * Identifies and documents integration points with other processes (such as Change Management) and works collaboratively to ensure appropriate hand-offs. Ensures that individual processes are not optimized at the expense of others. * Work with the users to identify and deliver appropriate training and other support. * Defines proper update schedules for all source data. * Determines what documentation is necessary for the Configuration management database (CMDB) and its CIs. |
| 2 | CI Owner | Responsible for ensuring the accuracy of any Configuration Items under their authority   * Responsible for data auditing and reconciliation (ensure completeness, accuracy, and timeliness) for a given CI or a group of CIs * Works with data users to identify and work thru any data issues * Determines who gets access to what data * Defines access type (read vs write) for user groups * Owns data within the Configuration management database( CMDB) for a given CI * Provides appropriate data documentation as defined by the process owner * Accountable to the Configuration Management Process Manager to ensure data is captured at the appropriate level to support the process |
| 3 | Configuration management database (CMDB) Data Source Owner | * Responsible for the overall care and feeding of the source system(s) * Responsible for working with CI Owner to identify and communicate changes to the source system(s) that will impact the CMDB data model to the CMDB Product Owner * Participates in developing the reconciliation rules when integrating data into the CMDB |

# Change management process

## Change management process



## Change management description

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Step | Input | Activities | Output | Roles |
| 1. Receive change request | Change Request | Stakeholder send change request by using change request form | Change Request Form | Change Manager |
| 2.Log Change request | Change Request Form | Document change request | Change Request Log | Change Manager |
| 3.Analysis Impact of change | Change Request Form | * Evaluators will begin analyzing the information related to this change such as: traceability, priority, dependence, benefits etc. and update information needed to change request analysis. * Change Manager will estimate change entail of project and update Initial Analysis. * Change Manager inform Change Control Board Team to asset value of change   Change Control Board Team will decide accept or reject change request, if change request is reject, team will close change request and end process else go to stage 4 | Change Request Analysis | * Executor * Change manager * Change Control Board Team |
| 4.Estimate | Change Request Analysis  Change Request Form | * Estimate about time, resource. If can’t do it, team will kept change to next release else go to stage 5 |  | * Executor * Change manager |
| 5.Implement | Change Request Form | * After change request is approved, Change Manager make plan to solve this change and push it to Change Request Log for manages and control. * Team will implement change based on plan of Change Manager.   (Note: if change occurs on current Sprint, Team must discuss about impact of change on Sprint goal, it is most likely to cancel sprint for major impacts) | Change Request Log | * Change Manager * Executor |
| 6.Test | Change Request Log | Verifier will implement test this change to ensure change has resolved.  If test result is good, this change will be closed; else we must back to Implement step to re-execute. Change manager will update status of change in Change Request Log | Change request log | Verifier |