**Continuous Only**

GG1- Achieve Specific Goals

The process supports and enables achievement of the specific goals of the process area by transforming identifiable input work products to produce identifiable output work products

GP1- Perform Specific Practices

Perform the specific practices of the configuration management process to develop work products and provide services to achieve the specific goals of the process area.

----

**GG 2 Institutionalize a Managed Process**

The process is institutionalized as a managed process

GP 2.1 Establish an Organizational Policy

Establish and maintain an organizational policy for planning and performing the configuration management process

GP 2.2 Plan the Process

Establish and maintain the plan for performing the configuration management process.

GP 2.3 Provide Resources

Provide adequate resources for performing the configuration management process, developing the work products, and providing the services of the process

Examples of resources provided include the following tools:

• Configuration management tools

• Data management tools

• Archiving and reproduction tools

• Database programs

GP 2.4 Assign Responsibility

Assign responsibility and authority for performing the process, developing the work products, and providing the services of the configuration management process

GP 2.5 Train People

Train the people performing or supporting the configuration management process as needed.

Examples of training topics include the following:

• Roles, responsibilities, and authority of the configuration management staff

• Configuration management standards, procedures, and methods

• Configuration library system

GP 2.6 Manage Configurations

Place designated work products of the configuration management process under appropriate levels of control.

Examples of work products placed under control include the following:

• Access lists

• Change status reports

• Change request database

• CCB meeting minutes

• Archived baselines

GP 2.7 Identify and Involve Relevant Stakeholders

Identify and involve the relevant stakeholders of the configuration management process as planned.

Examples of activities for stakeholder involvement include the following:

• Establishing baselines

• Reviewing configuration management system reports and resolving issues

• Assessing the impact of changes for the configuration items

• Performing configuration audits

• Reviewing the results of configuration management audits

GP 2.8 Monitor and Control the Process

Monitor and control the configuration management process against the plan for performing the process and take appropriate corrective action.

Examples of measures and work products used in monitoring and controlling include

the following:

• Number of changes to configuration items

• Number of configuration audits conducted

• Schedule of CCB or audit activities

GP 2.9 Objectively Evaluate Adherence

Objectively evaluate adherence of the configuration management process against its process description, standards, and procedures, and address noncompliance

Examples of activities reviewed include the following:

• Establishing baselines

• Tracking and controlling changes

• Establishing and maintaining integrity of baselines

Examples of work products reviewed include the following:

• Archives of the baselines

• Change request database

GP 2.10 Review Status with Higher Level Management

Review the activities, status, and results of the configuration management process with higher level management and resolve issues.

**Staged Only**

GG3 and its practices do not apply for a maturity level 2 rating, but do apply for a maturity level 3 rating and above.

**Continuous/Maturity Levels 3 - 5 Only**

**GG 3 Institutionalize a Defined Process**

The process is institutionalized as a defined process.

GP 3.1 Establish a Defined Process

Establish and maintain the description of a defined configuration management process.

GP 3.2 Collect Improvement Information

Collect work products, measures, measurement results, and improvement information derived from planning and performing the configuration management process to support the future use and improvement of the organization’s processes and process assets.

Examples of work products, measures, measurement results, and improvement information include the following:

• Trends in the status of configuration items

• Configuration audit results

• Change request aging reports

GG 4 Institutionalize a Quantitatively Managed Process

The process is institutionalized as a quantitatively managed process.

GP 4.1 Establish Quantitative Objectives for the Process Establish and maintain quantitative objectives for the configuration management process, which address quality and process performance, based on customer needs and business

objectives.

GP 4.2 Stabilize Subprocess Performance

Stabilize the performance of one or more subprocesses to determine the ability of the configuration management process to achieve the established quantitative quality and process performance objectives.

GG 5 Institutionalize an Optimizing Process

The process is institutionalized as an optimizing process.

GP 5.1 Ensure Continuous Process Improvement

Ensure continuous improvement of the configuration

management process in fulfilling the relevant business

objectives of the organization.