

Revision History

Date	Version	Description	Author	Reviewer
10-05-2024	1.0	Issued version		

XXXXXXX QMS		Classification : Internal
Service Configuration Management Process		Owner : Delivery Center
QMS/PR_SCM001	Version: 1.0	Company : XXXXXX

Table of Contents

1.	INTRODUCTION.....	5
1.1	PURPOSE	5
1.2	SCOPE.....	5
1.3	DEFINITIONS, ACRONYMS, AND ABBREVIATIONS	5
1.4	REFERENCES.....	5
2.	PROCESS.....	6
2.1	PROCESS CHARACTERISTICS	6
2.2	WORKFLOW	7
2.3	ACTIVITIES AND TASKS	8
	2.3.1 ACTIVITIES	8
	2.3.2 TASKS	8
2.4	RECORDS	9

XXXXXXX	QMS	Classification : Internal
Service Configuration Management Process		Owner : Delivery Center
QMS/PR_SCM001	Version: 1.0	Company : XXXXXX

List of Tables and Figures

Table 1.1 – Definitions, Acronyms, and Abbreviations5

Table 1.2 – References5

Table 2.1 - Process characteristics.....6

Table 2.2 - Process activities8

Table 2.3 – Steps and tasks.....9

Table 2.4 – Process records9

XXXXXXX	QMS	Classification : Internal
Service Configuration Management Process		Owner : Delivery Center
QMS/PR_SCM001	Version: 1.0	Company : XXXXXX

1. INTRODUCTION

1.1 PURPOSE

This document describes the service configuration management process.

1.2 SCOPE

This process is used in service management realized at XXXXXX.

However, in a particular service, the service manager or the delivery manager can decide whether to apply this entire process or just a modified version to the service, or leave it out.

1.3 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

No	Abbreviations	Description
1.	CM	Configuration Management
2.	CO	Configuration Officer
3.	DM	Delivery Manager
4.	CCB	Configuration Control Board
5.	DC	Delivery Center
6.	CI	Configuration Item
7.	CI s	Configuration Items
8.	CSCI	Computer Software Configuration Item
9.	N/A	Not Applicable

Table 1.1 – Definitions, Acronyms, and Abbreviations

1.4 REFERENCES

No	Document	Code	Description
1.	Template Access Register	QMS/PR_SCM001/T001	Access right registers
2.	Environment Configuration	QMS/PR_SCM001/T002	Software/Hardware configuration
3.	Guideline Service Configuration Management Process	QMS/PR_SCM001/G001	Guideline

Table 1.2 – References

XXXXXXX	QMS	Classification : Internal
Service Configuration Management Process		Owner : Delivery Center
QMS/PR_SCM001	Version: 1.0	Company : XXXXXX

2. PROCESS

2.1 PROCESS CHARACTERISTICS

Characteristic	Description	Requirements
Involved workers	<ul style="list-style-type: none"> Configuration Officer Service Manager Delivery Manager Team leader Team members Infrastructure officers 	<ul style="list-style-type: none"> N/A
Entry criteria	<ul style="list-style-type: none"> Service Plan approved by DM 	<ul style="list-style-type: none"> Approval confirmation
Exit criteria	<ul style="list-style-type: none"> Configuration Management Plan approved by DM Applicable environment verified by technicians and approved by DM before use 	<ul style="list-style-type: none"> Approval confirmation
Related processes	<ul style="list-style-type: none"> Service Planning 	<ul style="list-style-type: none"> N/A
Tool	<ul style="list-style-type: none"> Source Control Tools 	<ul style="list-style-type: none"> N/A

Table 2.1 - Process characteristics

XXXXXXX	QMS	Classification : Internal
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QMS/PR_SCM001	Version: 1.0	Company : XXXXXX

2.2 WORKFLOW

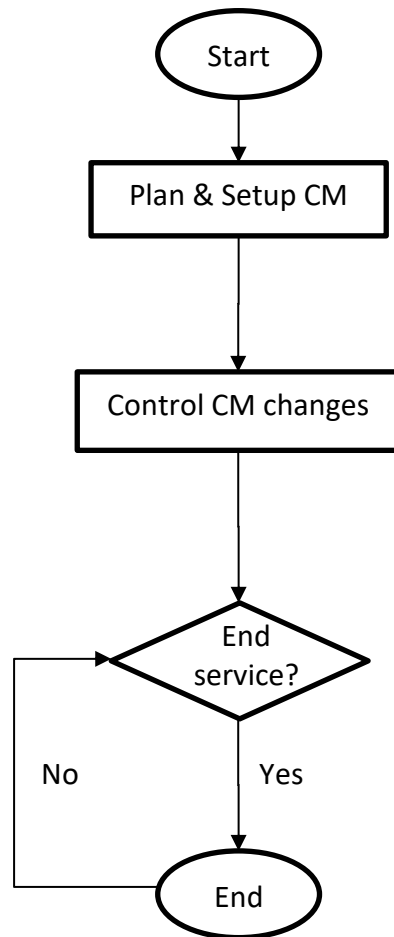


Figure 2.1 - Process workflow

XXXXXXXXX	QMS	Classification : Internal
Service Configuration Management Process		Owner : Delivery Center
QMS/PR_SCM001	Version: 1.0	Company : XXXXXXXX

2.3 ACTIVITIES AND TASKS

2.3.1 ACTIVITIES

Phase	Activity	Reference
1.0	Plan & Setup Configuration Management (CM)	
2.0	Control CM changes	

Table 2.2 - Process activities

2.3.2 TASKS

Step	Task	Person in charge	Input	Output	Reference
1	Plan & Setup Configuration Management				
1.1	Study service information to identify the requirement for hardware, software, and infrastructure	DM, CO	Service Plan	List of requirements for hardware, software, and infrastructure.	
1.2	Define environment configuration for each profile in service.	DM, CO	Service Plan	Environment configuration	Template_Environment_Configuration QMS/PR_SCM001/T002
1.3	Setup working environment according to configuration management plan	CO	Service Plan	Service repository	N/A
1.4	Maintain the up-to-date environment configuration and access register	CO	Changes in CIs	Access Register Environment configuration	Template_Access_Register QMS/PR_SCM001/T001 Template_Environment_Configuration QMS/PR_SCM001/T002
1.5	Implement access control to service repositories	CO	Service Plan	Access right list	N/A