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REVISION AND APPROVAL HISTORY

Revision No.	Description	Page(s)	Made by	Date	Approved by	Date
1	General Review	All	C.Santos	09/09/2024	11/21/2024	Ricardo Soares

Summary

This Configuration Management Policy outlines the process for managing configurations of IT systems, applications, infrastructure, and business processes to ensure that the systems work well and ensure the capacity to recover the systems. The goal is to maintain the integrity, availability, and security of systems and data.

1. Scope

This policy establishes a structured approach to managing configurations, minimizing risks and disruptions to operations while maximizing the benefits of changes.

2. References, Definitions and Terminologies

None.

3. Objectives

o   Ensure that all configurations are documented, controlled, and systematically managed.

o   Provide accurate information on configurations and their documentation to support all other Service Management processes.

o   Verify the configuration records against the infrastructure and correct any exceptions.

4. General Guidelines

o   **Documentation:** Use Confluence to create and maintain the configuration of the systems

o   **Change Logs:** Maintain change logs on Confluence to track all changes to configuration items, and the changes must be a result of the application of Change Management

o   **Access Control:** Ensure that access to configuration documentation on Confluence is restricted to authorized personnel only.

4.1. Architecture Diagrams

Create visual representations of your cloud infrastructure, including all components and their interconnections, that can be helpful in a reconstruction process.

4.2. Configuration Files

Store configuration files in a version-controlled repository (e.g., GitHub). These files should include:

- Infrastructure as Code (IaC) scripts via GitHub with ".sh" files for automated deployment.
- Service configuration files "YAML" for APIs and services.
- Other components that impact the operation of the service (other software – including the versions tested) should be identified.

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4.3. Documentation

All the relevant information about the configuration of the services should be documented (in confluence) in representations of your cloud infrastructure, including all components and their interconnections, which can be helpful in a reconstruction process.

4.4. Change Logs

Maintain detailed change logs to track modifications to configurations. This helps in auditing and troubleshooting. Call the changes must follow what is defined in "ISMS.17 – Change management policy