Service Asset & Configuration Management
Departmental Policy
Health Sciences Center

UNM
HEALTH SCIENCES CENTER

Document Control

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Service Asset and Configuration Management Departmental Policy

Introduction

Managing service assets within the Information Technology (IT) environment is critical to delivering quality IT services to the UNM HSC community. Service Asset and Configuration management (SACM) is the process for providing accurate information about assets and configuration items. According to the IT Infrastructure Library (ITIL), “the goal of the Service Asset and Configuration Management process is to

- Respond to the customer’s changing business requirements while maximizing value and reducing incidents, disruption and re-work
- Respond to the business and IT requests for change that will align the services with the business needs.”

Purpose of this Departmental Policy

The purpose of this is to provide a logical model of the HSC IT infrastructure by defining and controlling service and infrastructure components and by maintaining accurate configuration information.

Objectives

- Ensure that assets under the control of the IT organizations are identified, controlled, managed, and protected throughout their lifecycle.
- Identify, control, record, report, audit and verify services and other configuration items (CIs), including their attributes and relationships.
- Account for, manage and protect the integrity of CIs through the lifecycle by working with change management to ensure that only authorized changes are made.
- Ensure the integrity of CIs and configurations required to control the services by establishing and maintaining an accurate and complete configuration management system (CMS).
- Maintain accurate configuration information on the historical, planned and current state of services and other CIs.
- Support efficient and effective service management by providing accurate configuration information to enable people to make decisions at the right time – for example, to authorize changes and releases, or to resolve incidents and problems.

Effective Dates

- UNMH IT will implement this policy effective 9/1/2014.
- HSLIC will implement this policy effective 9/1/2014.

Scope

The scope of SACM includes management of the complete lifecycle of every CI. These are service assets that need to be managed in order to deliver services. Other service assets may be required to deliver the service, but if they cannot be individually managed then they are not configuration items. Every CI is a service asset, but many service assets are not CIs. For example, a server will be both a CI and an asset; the knowledge used by an experienced service desk person to manage incidents is an important asset but is not a CI. Also, information that is stored on the server but is not under the control of change management may be a very valuable asset, but it is not a configuration item.
Policy Statements

- All IT employees and departments are required to fully adhere to all provisions of this policy.

- All changes to CIs under this policy must follow the existing Change Management policy.

- The HSC ITSM Steering Committee is responsible for defining the broad classifications of Configuration Items and their attributes. The broad classification includes things such as Servers, Network equipment, workstations, applications, etc.

- All CIs defined by the HSC ITSM Steering Committee will be tracked in an approved Configuration Management Database (CMDB). Help.HSC will serve as the primary CMDB.

- The HSC ITSM Steering Committee is responsible for the SACM process and will name a SACM process owner, and one or more SACM managers responsible for overseeing the overall operation of the SACM process work flow within the overall organization or within designated work groups.

- All CIs must have an assigned owner who is responsible for the integrity of the information, and reporting and auditing of the data. This includes keeping the information up to date and accurate.

- Identification of CIs can include automated tools. These automated tools and the process to integrate with the Help.HSC CMDB will be evaluated by the HSC ITSM Steering Committee.
# Service Asset and Configuration Management Departmental Policy

## Roles and Responsibilities

Roles associated with the Service Asset and Configuration Management process are defined in the context of the management function and are not intended to correspond with organizational job titles.

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<th>Role</th>
<th>Responsibilities</th>
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<tr>
<td>SACM Process Owner</td>
<td>Senior manager who provides management control and guidance for the process in the IT department. Accountable for process design, operation, and improvement. Approves process rollout and changes to the process. Coordinates with SACM Process Owners in other IT departments to ensure common practices where appropriate.</td>
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<tr>
<td>SACM Manager</td>
<td>This person has overall operational responsibility for the Service Asset and Configuration Management process in the IT department or designated sub-department. Accountable for ensuring that CI owners are properly maintaining their items.</td>
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<tr>
<td>CI Owner</td>
<td>This person is responsible for one or more CIs. This includes keeping the information about the CI current, and authorizing any changes to the CI.</td>
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Metrics and Reporting
The SACM Manager will work with the SACM Process Owner to establish appropriate metrics to monitor the success and continual improvement of the service asset and configuration management process. Reports containing the above metrics will be generated by the SACM Manager.

Continual Improvement
The SACM Process Owner and SACM Manager(s) will regularly review the health of the SACM process to ensure that it is clearly defined, designed, and performing to meet the needs of the customer. They will collect suggestions for improvement as part of this review.

The SACM Process Owner will
- approve the scope and definition of the revised process;
- approve metrics used to measure the process improvements;
- ensure a design team with the necessary skills is formed; and
- approve the revised process for rollout.

Key Definitions

Change – The addition, modification or removal of an IT service or service component and its associated documentation.

Configuration Item (CI) - An IT component that is significant enough to be under Configuration Management control. Each CI can be composed of other CIs. CIs may vary widely in complexity, size, and type from an entire system (including all hardware and documentation) to a single software module or a minor hardware component.

Service asset – Any resource or capability that could contribute to the delivery of a service. Examples of service assets include a virtual server, a physical server, a software license, a piece of information stored in a service management system, or some knowledge in the head of a senior manager.

Configuration record – A set of attributes and relationships about a CI.

CMDB – Configuration Management Database. A database or databases that contain the detailed configuration record of CIs and their relationships.
Changes to the Policy

This policy is subject to review and any stipulation may be permanently changed if a formal request is approved. Anyone wishing to make a change may submit the change to the Service Asset and Configuration Manager in writing. Once reviewed by the SACM Process Owner(s), the change will require approval of the CIOs of the sponsoring organizations.

This policy shall be reviewed annually by the SACM Process Owner and the ITIL Program Managers to look for opportunities for improvement and to ensure that practice continues to match the policy.

Acceptance

The undersigned have reviewed this document and approve its contents.

| Service Asset and Configuration Management Departmental Policy APPROVAL |
|---|---|---|
| **Holly Shipp Buchanan**  
CIO, Administration and Academic Systems, UNM HSC | **Signature** | **Date** |
|  | Holly Buchanan | 4-16-14 |
| **Glen Jornigan**  
Administrator Information Technology, UNM Hospitals |  | 4/11/2014 |
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Appendix A – SACM Processes

The service asset and configuration management process involves:

- Management and planning (policy, standards, strategy).
- Configuration identification (requirements design, maintenance, release, deployment).
- Configuration control (RFC/Change to a CI).
- Status accounting and reporting (Change and configuration records and documentation).
- Verification and audit.

Process Workflow

Figure 1. High-Level Workflow of the SACM Process