

Spectra Configuration Management



Manage and ensure appropriate ownership of configuration items

Product Datasheet

Configuration management is a critical process responsible for identifying, controlling, and tracking all versions of hardware, software, documentation, processes, procedures, and all other inanimate components of the information technology (IT) organization. The goal of configuration management is to ensure that only authorized components are used in the IT environment and that all changes are recorded and tracked.

Organizations of all sizes need to control their IT infrastructure to provision quality services, and to be effective, efficient, and economical in their operation. Spectra Configuration Management provides a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the versions of all Configuration Items in existence, and to provide a sound basis for Incident Management, Problem Management, Change Management, Availability Management and Release Management.

InfraTech's configuration management Application and its Configuration Management data base (CMDB) Supports ITIL best practices and enable you to maintain Information relevant to incident, problem, and change management Configuration Management is required for all ITIL Processes to function correctly and maintains process Control around CIs (Configuration Items).

- » Provides accurate information to service desk in a timely manner
- » Enables change management and risk assessment associated with change
- » Ensures CI information is appropriate to support ITIL best practices

The screenshot shows the 'Update CI' form with fields for Inventory No, Inventory Name, Category, Type, Status, Customer, and Supplier. Below the form is a pie chart with a legend indicating the distribution of configuration items: 11 Config/Hardware (green), 4 Config/Office (yellow), 1 Config/Software (blue), and 1 IT (red).

SN	Inventory No	Inventory Name	Category	Type	Status	Customer	Supplier
1	AKT001	OOGR LAPTOP	Config/Hardware	Laptop	Deployed	INFATECH BLP TH (89-10-10)	MICROSOFT
2	AKT001		Config/Hardware	Desktop	Reserved	INFATECH BLP TH (89-10-10)	

Configuration Management planning

- Configuration Management roles and responsibilities
- CI (Configuration Item) naming conventions
- The schedule and procedures for performing Configuration Management activities: configuration identification, control, status accounting, configuration audit and verification
- Interface control with third parties, e.g. Change, Management, suppliers
- Configuration Management systems design, including scope and key interfaces

Configuration identification

CIs are the components used to deliver a service. The CIs include software, documentation and SLAs. Also identify the relationship between CIs and the attributes for every CI.

Control of CIs

The configuration control is to ensure that only authorized and identifiable CIs are recorded in the CMDB upon receipt.

Configuration status accounting

Status reports are produced on a regular basis, listing, for all CIs under control, their current version and Change history. Status accounting reports on the current, previous and planned states of the CIs

- You can create a unique identifiers of constituent CIs and their current status, e.g. 'under development', 'under test', 'live'
- Configuration baselines, Releases and their status
- Latest software item versions and their status for a system baseline/application
- The person responsible for status change, e.g. from 'under test' to 'live'
- Change history/audit trail
- Open Problems/RFCs.

Configuration verification and audit

Service Desk staff, while registering incidents, can do daily verification. Configuration audits easily

Key benefits:

- Providing accurate information on CIs and their documentation.
- Controlling valuable CIs.
- Facilitating adherence to legal obligations.
- Helping with financial and expenditure planning.
- Making software Changes visible.
- Contributing to contingency planning.
- Supporting and improving Release Management.
- Improving security by controlling the versions of CIs in use.
- Enabling the organisation to reduce the use of unauthorised software.
- Allowing the organisation to perform impact analysis and schedule Changes safely, efficiently and effectively.
- Providing Problem Management with data on trends.

Integration with Third-party Tools

Spectra Configuration Management integrates with third-party discovery and monitoring tools to leverage existing information and investment.

InfraTech develops and sells enterprise software that enables customers worldwide to consolidate their business and manage their IT infrastructure. InfraTech solutions are based on industry best practices including IT infrastructure library (ITIL). InfraTech consolidation model enables IT organization to move from reactive to proactive operating practices, thus maximizing the strategic value of IT. InfraTech is headquartered in Istanbul, Turkey.

ITIL COMPATIBLE

**Service Delivery
Service Support**