

# Implementing ITIL Configuration Management

Larry Klosterboer



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**Jochen Höfenstock**



## **Implementing Itil Configuration Management Larry Klosterboer:**

**Implementing ITIL Configuration Management** Larry Klosterboer, 2007-12-28 Practical Real World ITIL Configuration Management From Start to Finish The IT Infrastructure Library ITIL places the best practices in IT operations at your command ITIL helps you make better technology choices manages IT more effectively and drives greater business value from all your IT investments The core of ITIL is configuration management the discipline of identifying tracking and controlling your IT environment s diverse components to gain accurate and timely information for better decision making Now there s a practical start to finish guide to ITIL configuration management for every IT leader manager and practitioner ITIL certified architect and solutions provider Larry Klosterboer helps you establish a clear roadmap for success customize standard processes to your unique needs and avoid the pitfalls that stand in your way You ll learn how to plan your implementation deploy tools and processes administer ongoing configuration management tasks refine ITIL information and leverage it for competitive advantage Throughout Klosterboer demystifies ITIL s jargon illuminates each technique with real world advice and examples and helps you focus on the specific techniques that offer maximum business value in your environment Coverage includes Assessing your current configuration management maturity and setting goals for improvement Gathering and managing requirements to align ITIL with organizational needs Describing the schema of your configuration management database CMDB Identifying capturing and organizing configuration data Choosing the best tools for your requirements Integrating data and processes to create a unified logical CMDB and configuration management service Implementing pilot projects to demonstrate the value of configuration management and to test your planning Moving from a pilot to wide scale enterprise deployment Defining roles for deployment and ongoing staffing Leveraging configuration management information Reporting and beyond Measuring and improving CMDB data accuracy Covers ITIL version 3 Preface xvii Acknowledgments xxi About the Author xxiii Chapter 1 Overview of Configuration Management 1 Part I Planning for Configuration Management 17 Chapter 2 Gathering and Analyzing Requirements 19 Chapter 3 Determining Scope Span and Granularity 37 Chapter 4 Customizing the Configuration Management Process 55 Chapter 5 Planning for Data Population 67 Chapter 6 Putting Together a Useful Project Plan 85 Part II Implementing Configuration Management 97 Chapter 7 Choosing the Right Tools 99 Chapter 8 Implementing the Process 117 Chapter 9 Populating the Configuration Management Database 127 Chapter 10 Choosing and Running a Pilot Program 137 Chapter 11 Communication and Enterprise Roll Out 149 Part III Running an Effective Configuration Management System 161 Chapter 12 Building a Configuration Management Team 163 Chapter 13 The Many Uses for Configuration Information 179 Chapter 14 Measuring and Improving CMDB Accuracy 193 Chapter 15 Improving the Business Value of Configuration Management 207 Index 217

**Implementing ITIL Change and Release Management** Larry Klosterboer, 2008-12-01 The Business Focused Best Practice Guide to Succeeding with ITIL Change and Release Management ITIL Information Technology Infrastructure Library

can help organizations streamline and integrate their operations dramatically improving efficiency and delivering greater business value For the first time there s a comprehensive best practice guide to succeeding with two of the most crucial and challenging parts of ITIL change and release management Leading IBM ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries He helps you decide where to invest avoid ITIL pitfalls and build successful long term processes that deliver real return on investment You ll find detailed guidance on each process integrated into a comprehensive roadmap for planning implementation and operation a roadmap available nowhere else Klosterboer offers in depth coverage of the crucial issues every implementer will face including make or break challenges most consultants can t or won t talk about For example he demonstrates how to set a reasonable project scope migrate data execute successful pilot programs and continually improve quality once ITIL practices are in place This book s practical insights will be invaluable to every IT executive professional and user who wants to bring their current change and release practices in line with ITIL and transform them from a source of frustration into a source of value Coverage includes Discovering and managing your change and release management requirements Identifying the resources you ll need to succeed Building comprehensive schedules for executing change release management projects Moving from planning to real world implementation Choosing the right tools or modifying the tools you ve already invested in Using change release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change release management processes Covers ITIL version 3

ITIL Capacity Management Larry Klosterboer, 2011-02-17 The Business Focused Best Practice Guide to Succeeding with ITIL Capacity Management Using ITIL capacity management processes IT organizations can eliminate waste and overbuying reduce both equipment and staffing costs drive more value from existing investments and consistently provide the right resources to meet the needs of the business Now in this comprehensive best practice guide leading ITIL expert Larry Klosterboer systematically explains how to manage capacity using the ITIL framework and techniques Drawing on his extensive ITIL experience Klosterboer covers all facets of ITIL based capacity management and offers proven solutions to the challenges IT organizations encounter in implementation He presents expert guidance on accurately projecting demand and growth planning and staffing tool selection process implementation and much more This book s practical insights will be invaluable to every IT leader who wants to leverage ITIL s best practices for capacity management and for every business and technical manager who wants IT to deliver greater value efficiency and effectiveness Coverage includes Making the business case for capacity management Establishing specific goals for capacity management Mastering ITIL capacity management terminology Predicting capacity in dynamic fast changing organizations Implementing systems that help you anticipate trends Defining capacity plans staffing capacity management teams and implementing ongoing processes Linking capacity with performance management and with other ITIL processes Selecting the right capacity management tools for your environment Integrating capacity issues into your IT project management

discipline Using business capacity planning to help the entire business become more agile      The Greening of IT John Lamb, 2009-03-30 Ho For CEOs CIOs CFOs and IT leaders The green IT business case and best practices for making it happen Timely help for companies facing rising energy costs new government rules and growing public concern Powerful new insights from IBM's breakthrough 1 billion green computing initiative Chances are your enterprise IT organization has a significant carbon footprint In an era of unpredictable energy costs reducing energy usage throughout your data centers and IT infrastructure represents a powerful cost cutting opportunity Now a top green IT expert shows business and IT leaders how to drive powerful business value by improving IT's environmental performance Drawing on leading edge experience John Lamb helps you realistically assess the business case for green IT set priorities and overcome the internal and external challenges to making it work He offers proven solutions for issues ranging from organizational obstacles to executive motivation and discusses crucial issues ranging from utility rate incentives to metrics Along the way you'll discover energy saving opportunities from virtualization and consolidation to cloud and grid computing and solutions that will improve business flexibility as they reduce environmental impact Lamb presents case studies checklists and more all the practical guidance you need to drive maximum bottom line value from your green IT initiative      **Eating the IT Elephant** Richard Hopkins, Kevin Jenkins, 2008-04-29 A Practical Start to Finish Approach to Managing Evolving and Transforming Legacy IT Systems For every IT executive manager architect program leader project leader and lead analyst Richard and Kevin introduce us to a reality that's often neglected in our industry the problem of evolving legacy systems a domain they call Brownfield development The authors identify the root of the problem as that of complexity and offer an approach that focuses on the fundamentals of abstraction and efficient communication to nibble at this problem of transformation bit by bit As the old saying goes the way you eat the elephant is one bite at a time Richard and Kevin bring us to the table with knife and fork and other tools and show us a way to devour this elephant in the room Grady Booch IBM Fellow co creator of UML Most organizations in the 21st century have an existing complex systems landscape It is time that the IT industry face up to the reality of the situation and the need for new development methods and tools that address it This book describes a new approach to the development of future systems a structured approach that recognizes the challenges of Brownfield development is based on engineering principles and is supported by appropriate tooling Chris Winter CEng CITP FBCS FIET IBM Fellow Member of the IBM Academy of Technology Most conventional approaches to IT development assume that you're building entirely new systems Today Greenfield development is a rarity Nearly every project exists in the context of existing complex system landscapes often poorly documented and poorly understood Now two of IBM's most experienced senior architects offer a new approach that is fully optimized for the unique realities of Brownfield development Richard Hopkins and Kevin Jenkins explain why accumulated business and IT complexity is the root cause of large scale project failure and show how to overcome that complexity one bite of the elephant at a time You'll learn how to manage every phase of the

Brownfield project leveraging breakthrough collaboration communication and visualization tools including Web 2.0 semantic software engineering model driven development and architecture and even virtual worlds This book will help you reengineer new flexibility and agility into your IT environment integrate more effectively with partners prepare for emerging business challenges improve system reuse and value reduce project failure rates meet any business or IT challenge that requires the evolution or transformation of legacy systems System complexity understand it and harness it Go beyond the comforting illusion of your high level architecture diagrams How conventional development techniques actually make things worse Why traditional decomposition and abstraction don't work and what to do instead Reliably reengineer your IT in line with your business priorities New ways to understand communicate visualize collaborate and solve complex IT problems Cut the elephant down to size one step at a time Master all four phases of a Brownfield project survey engineer accept and deploy

*Agile ALM* Michael Hüttermann, 2011-08-19 Summary Agile ALM is a guide for Java developers who want to integrate flexible agile practices and lightweight tooling along all phases of the software development process The book introduces a new vision for managing change in requirements and process more efficiently and flexibly It synthesizes technical and functional elements to provide a comprehensive approach to software development About the Technology Agile Application Lifecycle Management Agile ALM combines flexible processes with lightweight tools in a comprehensive and practical approach to building testing integrating and deploying software Taking an agile approach to ALM improves product quality reduces time to market and makes for happier developers About the Book Agile ALM is a guide for Java developers testers and release engineers By following dozens of experience driven examples you'll learn to see the whole application lifecycle as a set of defined tasks and then master the tools and practices you need to accomplish those tasks effectively The book introduces state of the art lightweight tools that can radically improve the speed and fluidity of development and shows you how to integrate them into your processes The tools and examples are Java based but the Agile ALM principles apply to all development platforms Purchase of the print book comes with an offer of a free PDF ePub and Kindle eBook from Manning Also available is all code from the book What's Inside A thorough introduction to Agile ALM Build an integrated Java based Agile ALM toolchain Use Scrum for release management Reviewed by a team of 20 Agile ALM experts Table of Contents PART 1 INTRODUCTION TO AGILE ALM Getting started with Agile ALM ALM and Agile strategies PART 2 FUNCTIONAL AGILE ALM Using Scrum for release management Task based development PART 3 INTEGRATION AND RELEASE MANAGEMENT Integration and release management Creating a productive development environment Advanced CI tools and recipes PART 4 OUTSIDE IN AND BARRIER FREE DEVELOPMENT Requirements and test management Collaborative and barrier free development with Groovy and Scala **Policy Technologies for Self-managing Systems** Dakshi

Agrawal, 2009 The Mystery of Aquarius is a real Mystery of Initiation into Sacral Codes of the New Era You will discover the astrological manuscript The Heritage of Sirian Cosmic Culture the Mystery of the Goddess Isis and Her Elixir of Life in the

Book of Aquarius Here s two books united in One      *The British National Bibliography* Arthur James Wells,2009      **The Shortcut Guide to Improving IT Service Support Through ITIL** Realtimerepublishers.com,2007      An Analysis of the Success Factors in Implementing an ITIL-based IT Change and Release Management Application: Based on the IBM Change and Configuration Management Database (CCMDB) Jane Jurkscheit,2013-02 In the past few years the majority of IT managers followed a strategy to introduce an IT change and release management application in order to ensure the quality of the IT environment for the future The present book investigates if the implementations of the given success factors are leading to a successful implementation of a workflow based IT change and release management application Moreover further success factors will be introduced and discussed First the author discusses the HR change management in relation with the eight step model of Kotter and the outcome of its critical success factors in business Secondly the effectiveness of the ITIL reference model is explored in a research study The ITIL reference model defines critical success factors for a successful IT change and release management implementation The book uses for its purpose the ITIL reference model the process issues publications of the official ITIL source and the literature of Laudon Laudon In addition other important researchers are taken into account The findings are integrated into the questionnaire and the interviews and further they are used for an initial assessment      **The Visible Ops Handbook** Kevin Behr,Gene Kim,George Spafford,2005      *ITIL lite* Malcolm Fry,Office of Government Commerce,2010-03-09 ITL Lite is aimed at encouraging organizations to adopt ITIL V3 by selecting and implementing key ITIL V3 components For many reasons not every organization can adopt the whole of ITIL V3 Therefore the publication explains which components are essential and explains how to select the appropriate components for implementation The title is based around a project template to help readers prepare their own project Ideal for those departments whose budgets have been reduced but who still want to improve key processes and functions      Implementing ITIL Randy A. Steinberg,2005 How do you implement ITIL Finally there is a book that shows you how This is not a theoretical treatise but a practical guide that shows you the activities and steps to show results quickly In this book you will learn about Defining and building a comprehensive implementation approach that incorporates process technology organization and governance activities Practical tips and step by step approaches for defining your Service Management Vision building your processes developing a communications strategy analyzing stakeholders identifying technology requirements and building your implementation program What areas should be addressed as part of a proper assessment approach and how to focus assessment efforts to gain the maximum results from 3rd party consultants How to best organize your program work plans What key Work Products need to be produced by each step in your program Different options for transitioning your Service Management solutions and building an appropriate IT Service Management organization In addition this book is chock full of reference charts where you can easily find things such as Service Management Organizational Role descriptions input and output dependencies for every ITIL process and function work products that should be produced by each process key tooling

functions and more This is a comprehensive guide for building your IT Service Management program with all the information you need in one place This is the book we've been waiting for It definitely complements much of the available ITIL literature that describes the processes but not how you actually get them implemented We will use many of these concepts in our program planning Real valuable informative Great Some great tips for implementing ITIL Very valuable information

*ITIL® 2011 At a Glance* John O. Long, 2012-07-01 ITIL 2011 At a Glance is an important update to the internationally recognized ITIL best practices for IT Service Management ITIL 2011 At a Glance provides graphical and textual memory joggers for the primary concepts of those best practices IT organizations worldwide are implementing ITIL as a vehicle for improving IT service quality and improve return on investment for IT services This book is an update based on the ITIL 2011 Update The desk reference's unique graphical approach will take otherwise complex textual descriptions and make the information accessible in a series of consistent simple diagrams ITIL 2011 At a Glance will be of interest to organizations looking to train their staffs in a consistent and cost effective way Further this book is ideal for anyone involved in planning consulting implementing or testing an ITIL implementation

*An efficient holistic implementation plan of the ITIL® framework version 3 for SMB* Jochen Höfenstock, 2009-11-23 Diploma Thesis from the year 2009 in the subject Computer Science Commercial Information Technology grade 2 Fachhochschule des bfi Wien GmbH Projektmanagement und Informationstechnik language English abstract The IT Infrastructure Library ITIL framework is a defacto standard for a holistic Service Management approach In its third version a five stage lifecycle model provides principles roles processes and functions next to a plurality of information for the history of a service from the cradle to the grave Preceding activities ensure an efficient implementation of ITIL framework for different kinds of management systems used by IT departments or service providers for small and medium sized business SMB This master thesis reviews the corresponding theory of ITIL and organisational change management as well as project management methods necessary for ITIL framework implementation Most small and medium sized businesses rush into the implementation of ITIL framework because an essential analytic planning was not or ineffectually done The dependences and coherences between the Service Strategy Service Design Service Transition Service Operation as well as Continual Service Improvement allege how to efficiently implement the holistic ITIL framework Based on a survey of SMBs experiences and level of organisational maturity this information gets combined and framed in an implementation plan in due consideration of all coherences and dependencies to assure optimum quality of implementation With such a plan SMBs are in a position to generate as much as possible achievement compared with an adequate scale of effort SMB has also the assurance that only the appropriate parts of ITIL framework are affected for its System or Service Management approach The chain of causation starts with a summary of all five ITIL lifecycle stages and its interfaces next to a survey of SMB's experiences with such a framework and level of organisational maturity It ends with an implementation plan based on the participators statements and adequate project management methods for definition



of objectives pinpointing of dependencies object and work breakdown structures and environment analysis My major conclusion of this master thesis is that costs saving characteristics of ITIL framework do not appear by ITIL framework implementation They appear in case of consistent application

**ITIL For Dummies** Peter Farenden, 2012-03-08 ITIL For Dummies provides an easy to understand introduction to using best practice guidance within IT service management It breaks down the 5 stages of the service lifecycle into digestible chunks helping you to ensure that customers receive the best possible IT experience Whether readers need to identify their customers needs design and implement a new IT service or monitor and improve an existing service this official guide provides a support framework for IT related activities and the interactions of IT technical personnel with business customers and users Understanding how ITIL can help you Getting to grips with ITIL processes and the service lifecycle Implementing ITIL into your day to day work Learn key skills in planning and carrying out design and implementation projects

**Configuration Management Best Practice Handbook** Gerard Blokdijk, Ivanka Menken, 2008-10 Covers every detail including some missed in other books This thorough book provides a clear roadmap to designing implementing and operating Configuration Management The author leaves no key process out and completely covers everything from initial concept to measuring effectiveness and process improvement The book starts with an initial strategy that is focused on planning Configuration Management services that are completely aligned to requirements and are based on a mission statement This business oriented approach is refreshing and will keep IT grounded in the real reasons for a Configuration Management More importantly is the process for careful selection of services to provide An overly ambitious set of service goals will kill a Configuration Management implementation early in its life by offering too much before there is a stable Configuration Management process in place This book is realistic and lays the foundation for a successful implementation The section on the actual design of the Configuration Management structure provides insights and information that can be applied to a large number of solutions Since Configuration Management will be organized in accordance with requirements and unique mission statements this section of the book is like a catalog of patterns It has excellent tips on how to best structure Configuration Management to meet requirements and mission The information on accurately estimating requirements is consistent with industry best practices and something that believe it or not is often overlooked when Configuration Management is established This book gets into the meat by thoroughly covering the processes that are essential to running Configuration Management There are many topics that stand out as both unique to books of this genre and reflect best practices by the best run Configuration Management Managers Examples are change control disaster recovery and vendor management These topics show that the author not only considers business alignment but also cross functional alignment within IT Professional resources and underlying technology are provided in detail This book contains an in depth coverage of operational requirements for Configuration Management once it has been implemented It hits all of the critical success factors such as performance metrics service level agreements communications

and internal evaluations It even has a chapter on marketing which is something that is important but not often done by most Configuration Management Managers This proactive approach to keeping users your customers informed of new services accomplishments and tips is excellent and will go a long way towards attaining high customer satisfaction scores not to mention proving the value of the Configuration Management to IT and business management You will find this book to be one of the best for planning and implementing world class Configuration Management **ITIL V3 Planning to Implement**

**Service Management** Colin Rudd,2010 This handbook provides advice and guidance to organisations considering implementing service management It features a six step process to planning service management implementation relationships roles organisation structure and enablers and blockers to successful service management **ITIL® 4 - A**

**Pocket Guide** Jan van Bon,2019-04-30 The ITIL pocket guides of Van Haren Publishing are since long recognized as the industry classic guide on the topic of ITIL in many languages Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This pocket guide will provide readers with an understanding of the ITIL 4 service management framework by understanding the key concepts of service management understanding how the seven ITIL guiding principles can help an organization adopt and adapt service management understanding the four dimensions of service management understanding the purpose and components of the ITIL service value system understanding the six activities of the service value chain and how they interconnect knowing the purpose and key terms of 15 of the 34 ITIL practices understanding seven of these 15 ITIL practices in detail All exam requirements for the ITIL 4 Foundation exam are covered in this pocket guide It also provides support for everyone who has knowledge of previous ITIL editions and is looking for a bridge to the new edition ITIL 4 took a big leap into the modern world of IT service management covering the latest principles and practices in a customer focused service centric way enabling Agile principles for maximum support of any business **Availability Management 51**

**Success Secrets - 51 Most Asked Questions on Availability Management - What You Need to Know** Joyce Guy,2013-07 There has never been a Availability Management manual like this Availability Management 51 Success Secrets is not about the ins and outs of Availability Management Instead it answers the top 51 questions that we are asked and those we come across in forums our consultancy and education programs It tells you exactly how to deal with those questions with tips that have never before been offered in print This guidebook is also not about Availability Management best practice and standards details Instead it introduces everything you want to know to be successful with Availability Management A quick look inside of the subjects covered IT Service Management and ITIL Working Together Towards Total Customer Satisfaction ITIL and Data Center A Short Definition of ITIL Best Practice ITIL Service Delivery Service Catalog Features of an ITIL sample test ISO9000 ITIL ITIL v3 Foundation Glossary ITIL Demo Process The Jigsaw Diagram Service Operation Scenario ITIL ITIL Service Management Processes can be broken down into 2 ITIL Categories ITIL BASED IT SERVICE

MANAGEMENT ITIL compliance supports goals Service Catalog Service Level Management Service Catalog Demand Management Financial Management IT Infrastructure Library ITIL Prince2 and ITIL Making a Difference in the IT Industry ITIL and IT Service Management Implementing ITIL IT Services Service Enablers Processes Service Level Management Service Asset and Configuration Management What is ITIL methodology Why IT Professionals Need IT Service Management Foundation ISO 20000 BS 15000 Features of Any Standard ITIL Service Delivery Case Microsoft ITIL Specialist Training ITIL Books Download Sample Questions of ITIL Foundation Help Desk Glossary What is so special about ITIL Service Management Your ITIL Foundation Coverage ITIL Made Easy Capacity Management Activities This is especially true for regulated industries seeking ITIL compliance Access Management Relationship with other Processes Conflict It supports the organization in planning and executing its business All About ITIL Foundation Certificate in IT Service Management IT support needs to translate these goals into technical goals for the IT organization IT Services Detailed Objectives Goals Process Service Level Management ITIL In Action Service Delivery ITIL Management Release ITIL Foundation Cheat Sheet Service Management ITIL Access Management Triggers and Interfaces ITIL Managers Case Inputs About ITIL Security Management ITIL V3 From Process to Service Life Cycle Answers for review questions The Scope of ITIL Best Practices and much more

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