Configuration Management

Process Asset Library

Office of Information and Technology
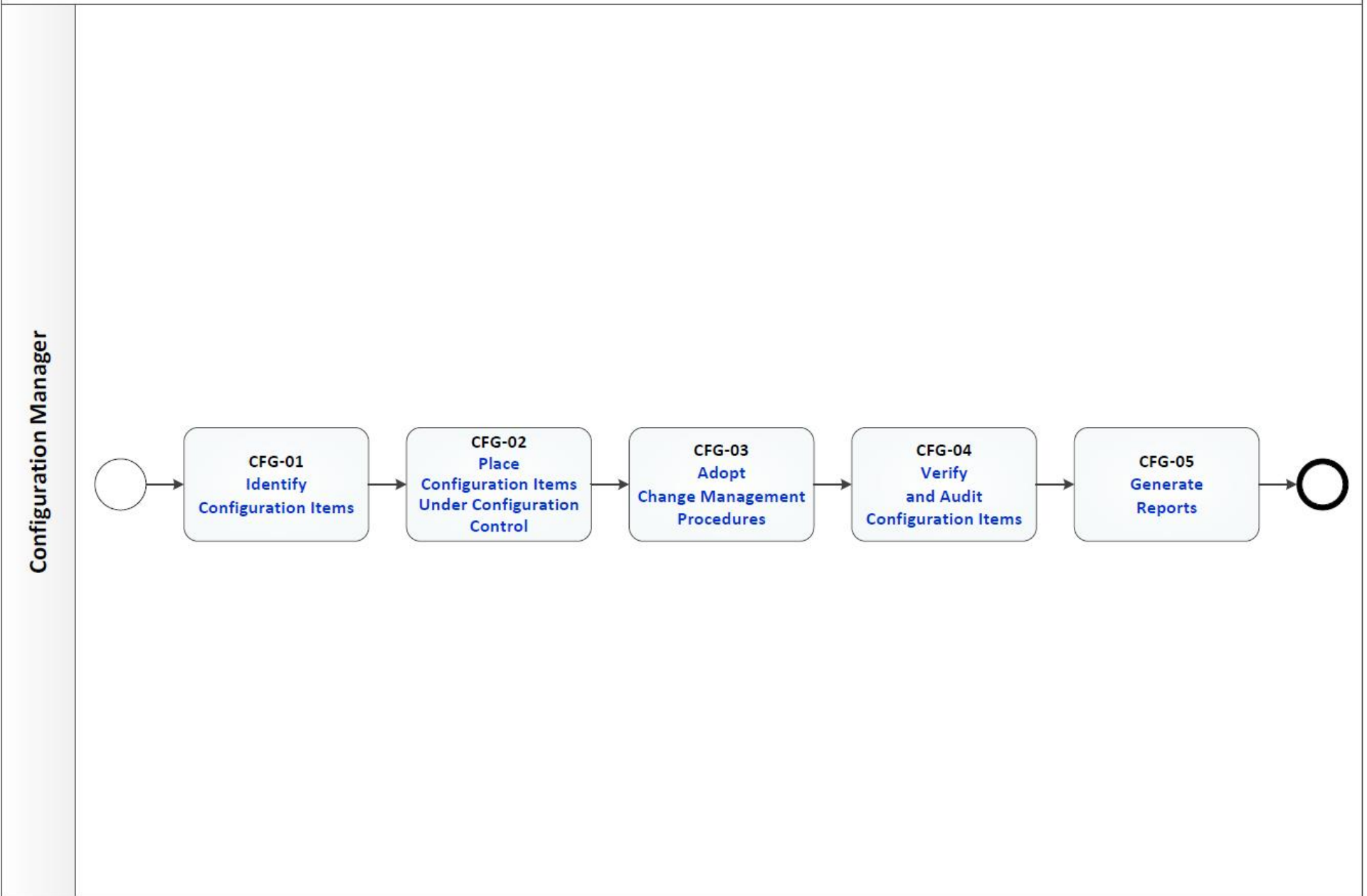
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Configuration Management Process Map

Configuration Management (CFG)

Configuration Manager

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○ ──→ ┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐ ──→ ◉
       │   CFG-01     │   │   CFG-02     │   │   CFG-03     │   │   CFG-04     │   │   CFG-05     │
       │   Identify   │   │    Place     │   │    Adopt     │   │   Verify     │   │   Generate   │
       │ Configuration│   │Configuration │   │   Change     │   │  and Audit   │   │   Reports    │
       │    Items     │   │    Items     │   │  Management   │   │Configuration │   │              │
       │              │   │    Under     │   │  Procedures  │   │    Items     │   │              │
       │              │   │Configuration │   │              │   │              │   │              │
       │              │   │   Control    │   │              │   │              │   │              │
       └──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘
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Configuration Management Description and Goals

Description

The Configuration Management process is a framework for setting a baseline for Configuration Items and adopting change management procedures. This framework also provides a means for verifying and auditing Configuration Items.

Goals

Establishes an Office of Information & Technology (OIT) Configuration Management process.

Documents standardized repeatable methods and procedures that follow sound configuration management principles.

Communicates an adaptable framework for configuration management that allows OIT offices to incorporate the principles of configuration management into their business functions and work products as a routine procedure.

Allows OIT to reinforce a commitment to minimizing or preventing adverse effects on VA information systems, as a result of a lack of proper planning, documentation, and/or coordination through an approved standard process

Configuration Management RACI Information

The following describes the RACI information for this process:

CFG-01 Identify Configuration Items

Responsible Role: Configuration Manager

Accountable Role: System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

CFG-02 Place Configuration Items Under Configuration Control

Responsible Role: Configuration Manager

Accountable Role: System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

CFG-03 Adopt Change Management Procedures

Responsible Role: Configuration Manager

Accountable Role: System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

CFG-04 Verify and Audit Configuration Items

Responsible Role: Configuration Manager

Accountable Role: System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

CFG-05 Generate Reports

Responsible Role: Configuration Manager

Accountable Role: System Owner

Consulted Role: Configuration Analyst

Informed Role: Configuration Analyst

Configuration Management Associated Artifacts Information

Associated Artifacts information (including hyperlinks) for this process include:

Configuration Items (CI's)

Configuration Management Audit Reports

Product (System) Configuration Management Plan Template

Configuration Management Tools and Web Sites Information

The Tools and Web Sites associated with this process (including hyperlinks) include:

CA Service Desk Manager

Rational Requirements DOORS Next Generation

Rational Team Concert (Change/Configuration Management)

Remedy

Risk Management and Incident Response (RMIR) Portal

SAP BusinessObjects Web Intelligence

Configuration Management Standards Information

Standards associated with this process (including hyperlinks) include:

Framework for Improving Critical Infrastructure Cybersecurity Draft Version 1.1

OIT Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Post Implementation Review SOP

Rational Doors Next Generation Permissions Matrix

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

Configuration Management Process

Process Activity Name: CFG-01 Identify Configuration Items

Previous Activities

Process Begins

Next Activities

CFG-02 Place Configuration Items Under Configuration Control

Description

The Configuration Manager works with the project team members to identify, select, name and classify the Configuration Items (CIs) subject to Change Control within Office of Information and Technology (OIT). The lowest level CI is normally the smallest unit that will be changed independently of other components. CI's may vary widely in complexity, size and type (including but not limited to hardware, software, software builds, documentation, product baselines, release packages, etc.) to a single program module or a minor hardware CI.

Input

Acquisition Package

All Software and System Engineering Design Documents to include: Logical & Physical Models, Systems, Components, Hardware & Software items, etc.

Discovery Tools Data

Project Management Plan

Software Configuration Management Procedures

Output

Configuration Items (Identified)

Associated Artifacts

Configuration Items (CI's)

Responsible Role

Configuration Manager

Accountable Role

System Owner

Consulted Role

Configuration Analyst

Informed Role

Configuration Analyst

Tools and Websites

CA Service Desk Manager

Rational Team Concert (Change/Configuration Management)

SAP BusinessObjects Web Intelligence

Standards

OIT Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

More Info

None Listed

Process Activity Name: CFG-02 Place Configuration Items Under Configuration Control

Previous Activities

CFG-01 Identify Configuration Items

Next Activities

CFG-03 Adopt Change Management Procedures

Description

The Configuration Manager ensures that Configuration Items (CIs) are managed and controlled according to the Configuration Management process. This activity updates existing CI information as well as any additions and/or retirement of CI's. Changes to CI information must be carefully controlled so that only approved changes are updated.

Input

Acquisition Package

All Software and System Engineering Design Documents to include: Logical & Physical Models, Systems, Components, Hardware & Software items, etc.

Approved Change Requests

Discovery Tools Data

Identified Configuration Items

Project Management Plan

Software Configuration Management Procedures

Output

Configuration Items (Controlled)

Associated Artifacts

Configuration Items (CI's)

Responsible Role

Configuration Manager

Accountable Role

System Owner

Consulted Role

Configuration Analyst

Informed Role

Configuration Analyst

Tools and Websites

CA Service Desk Manager

Rational Requirements DOORS Next Generation

Rational Team Concert (Change/Configuration Management)

Risk Management and Incident Response (RMIR) Portal

SAP BusinessObjects Web Intelligence

Standards

OIT Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

More Info

None Listed

Process Activity Name: CFG-03 Adopt Change Management Procedures

Previous Activities

CFG-02 Place Configuration Items Under Configuration Control

Next Activities

CFG-04 Verify and Audit Configuration Items

Description

The Configuration Manager follows established change management processes for Configuration Items (CIs) under Configuration Management control.

Input

Approved Change Requests

Identified Configuration Items

Project Management Plan

Software Configuration Management Procedures

Output

Configuration Items (Identified Under Change Control)

Associated Artifacts

Configuration Items (CI's)

Responsible Role

Configuration Manager

Accountable Role

System Owner

Consulted Role

Configuration Analyst

Informed Role

Configuration Analyst

Tools and Websites

CA Service Desk Manager

Rational Team Concert (Change/Configuration Management)

Risk Management and Incident Response (RMIR) Portal

SAP BusinessObjects Web Intelligence

Standards

OIT Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

More Info

None Listed

Process Activity Name: CFG-04 Verify and Audit Configuration Items

Previous Activities

CFG-03 Adopt Change Management Procedures

Next Activities

CFG-05 Generate Reports

Description

The Configuration Manager conducts an audit and verifies the current state and status of Configuration Items (CIs). The intent is to ensure the CIs match the specifications and other documentation. The audits and reviews verify that the CIs are being properly managed within the defined processes. These audits vary in complexity and formality and are performed in conjunction with the Change Management process. The Configuration Manager analyzes the information requested to determine the appropriate level of audit and verification. The data gathered from the analysis is used to determine the complexity of the audit and performs the audit according to established Standard Operating Procedures (SOP's). Changes to the process may be warranted as a result of the audit.

Input

Change Management Repository

Configuration Audit Requests

Configuration Information Requests

Configuration Management Repository

Software Configuration Management Procedures

Output

Appropriate level of Audit and Verification required

Associated Artifacts

None Listed

Responsible Role

Configuration Manager

Accountable Role

System Owner

Consulted Role

Configuration Analyst

Informed Role

Configuration Analyst

Tools and Websites

CA Service Desk Manager

Rational Team Concert (Change/Configuration Management)

SAP BusinessObjects Web Intelligence

Standards

OIT Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

More Info

None Listed

Process Activity Name: CFG-05 Generate Reports

Previous Activities

CFG-04 Verify and Audit Configuration Items

Next Activities

Process Ends

Description

The Configuration Manager generates reports as required by the schedule or in response to individual requests.

Input

Change Management Repository

Configuration Audit Requests

Configuration Information Requests

Configuration Management Repository

Software Configuration Management Procedures

Output

Configuration Management Audit Reports

Associated Artifacts

Configuration Management Audit Reports

Responsible Role

Configuration Manager

Accountable Role

System Owner

Consulted Role

Configuration Analyst

Informed Role

Configuration Analyst

Tools and Websites

CA Service Desk Manager

Rational Team Concert (Change/Configuration Management)

SAP BusinessObjects Web Intelligence

Standards

OIT Change Management Process Document

OIT Configuration Management Process Document

OIT Release Management Process Document

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

More Info

None Listed

END OF PROCESS