

Define and Implement Service Assets and Configuration Management (SACM)

Course Summary

Description

This workshop will introduce Service Asset and Configuration Management process and its importance to the success of ITSM program in an organization. It will also discuss the process activities, the tools and technology that should support the process and the considerations that should be taken when choosing such tools, and how to manage the process, verify the integrity of the information and improve the process maturity over time.

Objectives

At the end of this course, students will understand:

- ITSM lifecycle at high level.
- The Service Asset & Configuration Management process.
- The required organizational buy-in and commitment.
- The associated tools and technologies.
- The related roles and responsibility.
- The approach to implementing, managing, and improving the process over time.

Topics

- Ensure business buy-in and commitment.
- The importance of Governance, risk management for ITSM, and all of its processes.
- Define and create a SACM process.
- Define and create a CMDB plan.
- Understand the CSFs, KPIs, Metrics associated with the CMS/CMDB.
- Understanding the relationships between SACM, CMS, CMDB, and other ITSM processes, especially Change Management process.
- Impact of change and change resistance.
- Linkage and integration with different supporting tools.
- The roles and responsibilities associated with the process from defining to managing and improving (Owners, Managers, coordinators, librarians, tools administrators, etc.)
- Defining and designing CMDB related data model.
- Defining, designing, and deploying CMS/CMDB.
- Technology and deployment considerations.
- Defining and building a project plan for creating a CMDB.

Audience

This course is designed for IT professionals interested in understanding the content and concepts of the new ITIL®, as well as understanding the differences with previous versions of ITIL®. This includes:

- Senior technical and operational staff.
- IT professionals and consultants.
- IT customers.
- SACM process Owners and Managers.
- Configuration Management system analysts and tool administrators.
- Business analysts, IT process designers, data architects.
- Change managers.
- IT consultants and project managers.

Prerequisites

Before taking this course, it is recommended that students have the ITIL 2011 Foundation certificate.

Duration

Two days

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Course Outline

- I. *Ensure business buy-in and commitment.*
- II. *The importance of Governance, risk management for ITSM, and all of its processes.*
- III. *Define and create a SACM process.*
- IV. *Define and create a CMDB plan.*
- V. *Understand the CSFs, KPIs, Metrics associated with the CMS/CMDB.*
- VI. *Understanding the relationships between SACM, CMS, CMDB, and other ITSM processes, especially Change Management process.*
- VII. *Impact of change and change resistance.*
- VIII. *Linkage and integration with different supporting tools.*
- IX. *The roles and responsibilities associated with the process from defining to managing and improving (Owners, Managers, coordinators, librarians, tools administrators, etc.)*
- X. *Defining and designing CMDB related data model.*
- XI. *Defining, designing, and deploying CMS/CMDB.*
- XII. *Technology and deployment considerations.*
- XIII. *Defining and building a project plan for creating a CMDB.*