



Configuration Management

Information Service providers can incur severe cost penalties through the lack of configuration management. The symptoms are unexpected results, problem proliferation, uncoordinated changes, fire fighting, low morale and user dissatisfaction. The bottom line is rework, interruption and lost opportunity.

This one day workshop provides you with the skills to understand and use configuration management to gain team productivity.

Objectives

- To demonstrate the importance of configuration management in a modern information services environment.
- To explain the principles, terminology and structure of configuration management systems.
- To transfer the skills to establish or review a configuration management system.

Benefits

- Improved project co-ordination.
- Improved productivity.
- Better user satisfaction through improved service.

Workshop format

Presentations are interspersed with in-class exercises, case studies and team activities which are used extensively to provide you with the skills required to identify and apply the techniques to your company's specific needs. The course material comprises all overheads and course notes. Additional handouts are also included.

Who should attend

- Senior staff, team leaders and managers who wish to implement configuration management or wish to review existing systems.
- Staff who are responsible for IT service management functions.
- Staff requiring training in the concepts and use of configuration management techniques.

Course content

Configuration Management

- Why use configuration management?
- Identifying when and what to control.
- Configuration management database.
- Status reporting.
- Roles and responsibilities.
- Software distribution and control.
- Quality control of configured items.
- Configuration status reporting.
- Support tools.
- Change management and release co-ordination.
- Problem management.
- Measuring efficiency and effectiveness.
- Relationship with other processes.
- Implementation issues.

Preparatory work

Benefits will be maximised if you are able to familiarise yourself with any configuration management procedures within your company.