



Service Asset & Configuration Management (SACM)

Purpose: "...[E]nsure that the assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available when and where it is needed." (ST 4.3.1)

Activities: Configuration management and planning, identification, control, status accounting & reporting, and verification and audit. (ST 4.3.5)

General Platform Criteria Assessment Questions

PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
SACM-11-G-001	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
N/A	
<i>Comment:</i>	
SACM-11-G-002	Access Controls
5.10	Does the tool provide security controls to limit access to CMS records on a need-to-know basis?
<i>Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).</i>	
SACM-11-G-003	Does the tool support designating fields as mandatory?
N/A	
<i>Provide an overview:</i>	
SACM-11-G-004	Management Reports
5.25	Can the tool produce reports from any of the data fields that are held within the CMS? That is, without the need to purchase additional products or consultancy services.
<i>Provide an overview:</i>	
SACM-11-G-005	Does the tool facilitate the production of management reports from historical records?
N/A	
<i>Provide an overview:</i>	
SACM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
N/A	
<i>Describe:</i>	
SACM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
N/A	
<i>Describe:</i>	



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<i>Vendor Response: (cell expands to accommodate response)</i>	
SACM-11-G-008 5.4	Deletion of CI Records Does the tool allow old CI records to be deleted? The book says deleted but archiving may be acceptable.
<i>Describe:</i>	



Core Criteria Assessment Questions

PinkVERIFY #	Core Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
SACM-11-C-001	Raise a CI Record
5.1	Does the tool allow the addition of new records? This should be a simple task.
<i>Describe (can include screenshots):</i>	
SACM-11-C-002	Simple or Complex CI
5.11	Can the tool accommodate CI details of varying complexity? Such as entire systems, single hardware items or single software modules.
<i>Describe (can include screenshots):</i>	
SACM-11-C-003	CI Attributes
5.2	Does the tool allow attributes to be held about CI's? Typically, fields could include unique identifier, type, name, description, version, location, supply date, license details, owner, status and others depending on the type of CI.
<i>Describe (can include screenshots):</i>	
SACM-11-C-004	Varying Model Numbers
5.6	Does the tool support CIs with different formats for model numbers, version numbers and copy numbers? Such as would be needed for hardware (e.g., serial no. for Dell, HP & IBM) MS Office software and documentation such as ISBN number on books or an edition number on an SLA.
<i>Describe (can include screenshots):</i>	
SACM-11-C-005	Data Validation
5.5	Does the tool automatically validate input data? E.g., to ensure that all CI record details are unique.
<i>Describe (can include screenshots):</i>	
SACM-11-C-006	Establish New CI Relationship
5.3	Does the tool support the addition of the relationship with other CIs at the time of entering the record?
<i>Describe (can include screenshots):</i>	
SACM-11-C-007	Status Accounting
5.8	Does the tool show the current status of any CI? Such as 'live' or 'withdrawn'.
<i>Describe (can include screenshots):</i>	
SACM-11-C-008	Software Management
5.22	Does the tool support the control of software through all stages of its lifecycle? This is from the design stage through to live operational running.
<i>Describe (can include screenshots):</i>	



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Vendor Response: (cell expands to accommodate response)	
SACM-11-C-009 5.17	Configuration Baseline Does the tool support the management and use of baselines that can be used for reverting to trusted versions?
<i>Describe (can include screenshots):</i>	
SACM-11-C-010 5.9	Verification Does the tool verify that correct and authorized versions of CIs exist?
<i>Describe (can include screenshots):</i>	
SACM-11-C-011 5.23	DML Integration Does the tool support linking definitive media libraries to the CMS/CMDB?
<i>Describe (can include screenshots):</i>	
SACM-11-C-012 5.19	Inventory Reports Does the tool allow CI inventory reports to be produced? Such reports would facilitate configuration audits.
<i>Describe (can include screenshots):</i>	
SACM-11-C-013 5.16	CI History Does the tool maintain the historic details of all CIs? Such as installation date, records of changes and locations.
<i>Describe (can include screenshots):</i>	
SACM-11-C-014 5.21	Graphical Representation Can the tool display data in the form of models and maps of the relationships between CIs?
<i>Describe (can include screenshots):</i>	
SACM-11-C-015 5.12	CI Relationships Does the tool support the hierarchic and networked relationships between CIs? E.g., a capability that is needed for management reporting, managing incidents, problems and changes (impact analysis).
<i>Describe (can include screenshots):</i>	
SACM-11-C-016 5.13	Automatic ID of CIs Can the tool automatically identify other CIs affected when any CI is the subject of an incident, problem, known error record and RFC?
<i>Describe (can include screenshots):</i>	
SACM-11-C-017 5.14	Automatic CI Updates Can the tool automatically update the version number of a CI if the version number of any component CI is changed?
<i>Describe (can include screenshots):</i>	



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Vendor Response: (cell expands to accommodate response)	
SACM-11-C-018 N/A	Does the tool support data federation and reconciliation with other data sources within the Configuration Management System?
<i>Describe (can include screenshots):</i>	
SACM-11-C-019 5.26	Development to Live Does the tool support the transfer of CI data from the development environment to the CMDB without the need to re-key?
<i>Describe (can include screenshots):</i>	
SACM-11-C-020 5.27	Manual Updates Does the tool provide a documented procedure and checklist for manual updates to configuration data, which are also recorded in a configuration change log in the tool?
<i>Describe (can include screenshots):</i>	



Integration Criteria Assessment Questions

PinkVERIFY #	Integration Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
SACM-11-I-001 N/A	Does the tool integrate with Incident Management to enable the creation and maintenance of the linked relationships between CI Records and associated Incident Records?
<i>Describe (can include screenshots):</i>	
SACM-11-I-002 N/A	Does the tool facilitate Incident Management in providing business criticality and impact indicators of failed CIs for classification of Incident Records?
<i>Describe (can include screenshots):</i>	
SACM-11-I-003 5.15	Problem Mgmt. Integration Does the tool support the integration of problem management data with the CMS? This could be a fully integrated system or to a separate system that has data compatibility.
<i>Describe (can include screenshots):</i>	
SACM-11-I-004 5.18	Trend Reports Does the tool allow trend reports to be produced? E.g., the ability to identify the number of RFCs affecting any CI.
<i>Describe (can include screenshots):</i>	
SACM-11-I-005 N/A	Does the tool integrate with Change Management to enable the creation and maintenance of the linked relationships between CI Records and associated Change Records?
<i>Describe (can include screenshots):</i>	
SACM-11-I-006 5.24	Impact Analysis Can the tool assist with impact analysis?
<i>Describe (can include screenshots):</i>	
SACM-11-I-007 5.7	Change Control Does the tool prevent CI records being updated without appropriate change approvals and procedures being followed? This includes documentation.
<i>Describe (can include screenshots):</i>	
SACM-11-I-008 5.20	Unauthorized CI Report Can the tool produce a report showing unauthorized additions to the infrastructure?
<i>Describe (can include screenshots):</i>	