

## 5. SERVICE ASSET AND CONFIGURATION MANAGEMENT

Topic/Question	
5.1	<p><b>Raise a CI Record</b> Does the tool allow the addition of new records? This should be a simple task.</p> <p>-----</p>
5.2	<p><b>CI Attributes</b> Does the tool allow attributes to be held about CI's? Typically, fields could include unique identifier, type, name, description, version, location, supply date, licence details, owner, status and others depending on the type of CI.</p> <p>-----</p>
5.3	<p><b>Establish New CI Relationship</b> Does the tool support the addition of the relationship with other CI's at the time of entering the record?</p> <p>-----</p>
5.4	<p><b>Deletion of CI Records</b> Does the tool allow old CI records to be deleted? The book says deleted but archiving may be acceptable.</p> <p>-----</p>
5.5	<p><b>Data Validation</b> Does the tool automatically validate input data? Eg, to ensure that all CI record details are unique.</p> <p>-----</p>
5.6	<p><b>Varying Model Numbers</b> Does the tool support CIs with different formats for model numbers, version numbers and copy numbers? Such as would be needed for hardware (eg, serial no. for Dell, HP &amp; IBM) MS Office software and documentation such as ISBN number on books or an edition number on an SLA.</p> <p>-----</p>
5.7	<p><b>Change Control</b> Does the tool prevent CI records being updated without appropriate change approvals and procedures being followed? This includes documentation.</p> <p>-----</p>

5.8	<p>Status Accounting Does the tool show the current status of any CI? Such as 'live' or 'withdrawn'.</p> <p>-----</p>
5.9	<p>Verification Does the tool verify that correct and authorised versions of CI's exist?</p> <p>-----</p>
5.10	<p>Access Controls Does the tool provide security controls to limit access to CMS records on a need-to-know basis?</p> <p>-----</p>
5.11	<p>Simple or Complex CI Can the tool accommodate CI details of varying complexity? Such as entire systems, single hardware items or single software modules.</p> <p>-----</p>
5.12	<p>CI Relationships Does the tool support the hierarchic and networked relationships between CI's? Eg, a capability that is needed for management reporting, managing incidents, problems and changes (impact analysis).</p> <p>-----</p>
5.13	<p>Automatic ID of CI's Can the tool automatically identify other CI's affected when any CI is the subject of an incident, problem, known error record and RFC?</p> <p>-----</p>
5.14	<p>Automatic CI Updates Can the tool automatically update the version number of a CI if the version number of any component CI is changed?</p> <p>-----</p>
5.15	<p>Problem Mgt 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.</p> <p>-----</p>

5.16	<p>CI History Does the tool maintain the historic details of all CI's? Such as installation date, records of changes and locations.</p> <p>-----</p>
5.17	<p>Configuration Baseline Does the tool support the management and use of baselines that can be used for reverting to trusted versions?</p> <p>-----</p>
5.18	<p>Trend Reports Does the tool allow trend reports to be produced? Eg, the ability to identify the number of RFCs affecting any CI.</p> <p>-----</p>
5.19	<p>Inventory Reports Does the tool allow CI inventory reports to be produced? Such reports would facilitate configuration audits.</p> <p>-----</p>
5.20	<p>Unauthorised CI Report Can the tool produce a report showing unauthorised additions to the infrastructure?</p> <p>-----</p>
5.21	<p>Graphical Representation Can the tool display data in the form of models and maps of the relationships between CI's?</p> <p>-----</p>
5.22	<p>Software Management 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.</p> <p>-----</p>
5.23	<p>DML Integration Does the tool support linking definitive media libraries to the CMS/CMDB?</p>

5.24	<b>Impact Analysis</b> Can the tool assist with impact analysis? -----
5.25	<b>Management Reports</b> 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. -----
5.26	<b>Development to Live</b> Does the tool support the transfer of CI data from the development environment to the CMDB without the need to re-key? -----
5.27	<b>Manual Updates</b> 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? -----