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Itil Configuration Management Process Guide

Jiyuan Zhang

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A Guide to Software Configuration Management Alexis Leon, 2000 This comprehensive explanation of Software Configuration Management SCM provides a basic definition of SCM as a scientific tool that brings control to the developmental process and explains the procedures for SCM implementation in any organization It also reviews each phase in the software development life cycle and teaches how SCM can help software developers avoid pitfalls at every step

Implementing ITIL Configuration Management Larry Klosterboer,2007-12-28 Practical Real World ITIL Configuration Management From Start to Finish The IT Infrastructure Library ITIL places the best practices in IT operations at your command ITIL helps you make better technology choices manages IT more effectively and drives greater business value from all your IT investments The core of ITIL is configuration management the discipline of identifying tracking and controlling your IT environment s diverse components to gain accurate and timely information for better decision making Now there s a practical start to finish guide to ITIL configuration management for every IT leader manager and practitioner ITIL certified architect and solutions provider Larry Klosterboer helps you establish a clear roadmap for success customize standard processes to your unique needs and avoid the pitfalls that stand in your way You Il learn how to plan your implementation deploy tools and processes administer ongoing configuration management tasks refine ITIL information and leverage it for competitive advantage Throughout Klosterboer demystifies ITIL s jargon illuminates each technique with real world advice and examples and helps you focus on the specific techniques that offer maximum business value in your environment Coverage includes Assessing your current configuration management maturity and setting goals for improvement Gathering and managing requirements to align ITIL with organizational needs Describing the schema of your

configuration management database CMDB Identifying capturing and organizing configuration data Choosing the best tools for your requirements Integrating data and processes to create a unified logical CMDB and configuration management service Implementing pilot projects to demonstrate the value of configuration management and to test your planning Moving from a pilot to wide scale enterprise deployment Defining roles for deployment and ongoing staffing Leveraging configuration management information Reporting and beyond Measuring and improving CMDB data accuracy Covers ITIL version 3 Preface xvii Acknowledgments xxi About the Author xxiii Chapter 1 Overview of Configuration Management 1 Part I Planning for Configuration Management 17 Chapter 2 Gathering and Analyzing Requirements 19 Chapter 3 Determining Scope Span and Granularity 37 Chapter 4 Customizing the Configuration Management Process 55 Chapter 5 Planning for Data Population 67 Chapter 6 Putting Together a Useful Project Plan 85 Part II Implementing Configuration Management 97 Chapter 7 Choosing the Right Tools 99 Chapter 8 Implementing the Process 117 Chapter 9 Populating the Configuration Management Database 127 Chapter 10 Choosing and Running a Pilot Program 137 Chapter 11 Communication and Enterprise Roll Out 149 Part III Running an Effective Configuration Management System 161 Chapter 12 Building a Configuration Management Team 163 Chapter 13 The Many Uses for Configuration Information 179 Chapter 14 Measuring and Improving CMDB Accuracy 193 Chapter 15 Improving the Business Value of Configuration Management 207 Index 217

The ITIL V3 Factsheet Benchmark Guide Michael Wedemeyer, Claire Engle, 2007 New ITIL V3 Real life use insights and applications for all ITIL V3 processes 100% re researched edition includes 5 Lifecycle phases 19 Processes 4 Functions 51 Mindmaps and 29 other diagrams 150 hours of work poured into 132 pages of real life data for this Guide Known as the ITIL V3 Encyclopedia The Guide brings you exclusive data for all ITIL V3 s 19 processes plus implementation advice supporting info and related processes help into one handy Guide for you Use the 51 MindMaps and 19 tables of ITIL data to Compare your ITIL approach to your competitors and best practice Re design your ITIL processes and activities to improve results based on The new extensive MindMaps Get more insight in the processes activities Convince your boss or client to OK your implementation ideas and budget Discover if the new ITIL processes and activities or other advanced tactics are worth applying for your organization Find out how relations between processes differ by process lots of data Itil V3 Intermediate Prep guide: 350 Questions & Answers CloudRoar Consulting Services, 2025-08-15 Enhance your IT Service Management expertise with 350 ITIL V3 Intermediate Interview Questions Answers by CloudRoar Consulting Services This practical guide is designed for professionals preparing for interviews in ITIL focused roles emphasizing real world skill application rather than certification alone Key Features Comprehensive Coverage With 350 meticulously curated questions and detailed answers this book covers all essential ITIL V3 Intermediate topics including Service Lifecycle and Service Capability modules ITIL processes and functions Service Strategy Service Design Service Transition Service Operation and Continual Service Improvement Change Incident Problem and Release Management Governance risk and compliance in IT

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