Maintenance of Configuration Management System
Nezbeda, Josef (2011)

The objective of this thesis is to find way of ideal maintenance of Configuration Management System (CMS) to be able to work without unplanned breaks. This system is based on the Information Technology Infrastructure Library (ITIL) recommendations, where is described the many processes needed for provision of IT services. CMS is recording the state of IT in organizations and as such is just the tool needed to follow processes defined in ITIL. To be able recognize maintenance processes requires going through ITIL version 3 publications. This thesis was done on the basis of information gathered from many sources including specialist interviews and the internet. The result revealed the need for a definition of roles for responsibilities, and was followed by tasks to keep systems up to date with actual and needed information. The conclusion included a definition of roles, responsibilities and tasks related to specific parts of CMS and should be studied first from provider’s manual.

Kokoelmat
Opinnäytetyöt
For a configuration management system to operate, it needs some form of mechanism in which to store the information it governs. Originally, this was called the configuration management database (CMDB); ITIL V3 introduced the concept of a configuration management system (CMS) to replace the CMDB. Configuration management deals with the identification, maintenance, reporting on and verification of items and their interrelationships. The most in-depth utilization of the configuration management process is considered to be within the military and engineering establishment as part of its comprehensive change management lifecycle. These environments demand the level of scrutiny, audit and verification that configuration management offers. CFEngine is a configuration management tool that provides automation configuration for huge computer systems, inclusive of the unified management of servers, systems, users, embedded networked devices, mobile devices, and systems. Developed By: Mark Burgess, Northern Type: Open Source Initial Release: 1993 Stable Release: 3.12 Operating System: Cross Platform, UNIX, Windows Company: Europe and USA Adoption: >10,000,000 servers, >10,000 companies, >100 countries Users: Intel, AT&T, LinkedIn, Amazon, State Farm, SalesForce etc. They are being used by many giant companies also. Maintenance and set up is easy. They are based on most used programming languages like Java and .net. They support cross-functionality and multiple OS platforms.