

Download Itil Configuration Management Process Guide

4 ITIL Implementation and Process Guide. T ServiceWise II. The definitions for the perspectives are: • Financial Information covers the financial objectives of an organization and allows managers to track financial success and shareholder value. ITIL is a set of IT Service Management practices that focuses on aligning IT services with the needs of business. Every organization delivers a service or product. For every service or product, the ITIL framework helps manage delivery, industrialization, support, and consumerization from inception to retirement. UCISA ITIL: GUIDE TO SERVICE ASSET AND CONFIGURATION MANAGEMENT 3 service CI will include the details such as supplier, cost, purchase date and renewal date for licences and maintenance contracts and the related documentation such as Service Level Agreements and underpinning contracts. Configuration management, which tracks the configurations of and relationships between the various components (or configuration items) of your various IT services According to ITIL, SACM is: The process responsible for ensuring 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.