

How HelpLINE supports your ITSM – CONFIGURATION MANAGEMENT

Why Configuration Management disciplines are needed

As your business grows, your operations become more complex and you will benefit from Configuration Management. This provides you with effective support for all other service management processes.

The goal of Configuration Management

To provide accurate information on configurations and their documentation to support all other service management processes:

- Account for all the IT assets and their configurations within an organisation
- Provide a sound platform for Incident Management, Problem Management, Change Management,
- Service Level Management and Release Management processes to operate

Key Configuration Management activities supported by HelpLINE

HelpLINE assists you to deliver effective Configuration Management in the following areas:

Key Activity types	Supported by HelpLINE
Control of Configuration Items	✓
Managing Configuration status	✓
Reporting on incidents related to configuration items	✓

Benefits achievable through HelpLINE functionality

The major benefits to be gained by implementing Configuration Management process are:

- Providing accurate information on Configuration Items (CI)
- Giving management control over critical Configuration Items (CI)
- Tracking software changes
- Enabling improved Release Management
- Improving security by managing the versions of CIs being used
- Enabling changes to be made in an orderly and controlled manner