

Configuration Management Plan for IT Changes

1. Introduction

This Configuration Management Plan (CMP) outlines the processes and procedures for managing changes to IT systems, components, and documentation. It ensures consistency, traceability, and control throughout the lifecycle of IT changes.

2. Purpose

The purpose of this CMP is to define the framework for identifying, controlling, auditing, and reporting configuration items and changes within the IT environment.

3. Scope

This plan applies to all IT hardware, software, network components, and documentation within the organization’s IT infrastructure.

4. Roles and Responsibilities

Role	Responsibility
Configuration Manager	Oversees the configuration management process and approves changes.
Change Manager	Coordinates and manages the implementation of IT changes.
IT Staff	Identifies, documents, and implements changes.
Quality Assurance	Reviews and audits configuration items and changes.

5. Configuration Items (CIs)

Configuration Items are components that are under configuration control. Examples include:

- Servers and network devices
- Operating systems and applications
- Source code and scripts
- IT documentation

6. Change Control Process

1. **Request:** Submit a change request detailing the proposed modification and affected CIs.
2. **Review:** Assess the impact, risk, and benefit of the change.
3. **Approval:** Obtain authorization from the Configuration Manager or Change Advisory Board.
4. **Implementation:** Carry out the change as per the approved plan.
5. **Validation:** Test and verify the change for correctness.
6. **Closure:** Update configuration records to reflect the completed change.

7. Configuration Status Accounting

Maintain an up-to-date record of configuration items, current versions, and change history in the Configuration Management Database (CMDB).

8. Audits and Reviews

Periodic audits will be conducted to ensure compliance with configuration management policies and accuracy of records.

9. Tools and Resources

- Configuration Management Database (CMDB)
- Version control and change tracking tools
- Change request and documentation templates

10. References

- ITIL Change Management Guidelines
- ISO/IEC 20000 - IT Service Management

11. Appendix

Sample Change Request Template:

Field	Description
Change ID	Unique identifier for the change
Requested By	Name of the requestor
Description	Details of the proposed change
Impact Assessment	Summary of impact analysis
Approval Status	Pending/Approved/Rejected