

IT Service Management: Configuration Management

How much do you really know about the components that make up your IT infrastructure?

Configuration Management is an often overlooked, yet critical process responsible for identifying, managing, and tracking all versions of hardware, software, documentation, business processes, and other components of your IT business. By tracking these objects and their relationships to each other, the IT organization can ensure that the services they deliver can be monitored down to the component level and that all changes are recorded and tracked.

Offered as part of the IT Service Management suite of products, FrontRange Configuration Management gives IT organizations a centralized repository from which to track the details and history of virtually every component in the IT environment.

By building and maintaining a Configuration Management Database (CMDB), IT managers and Service Desk professionals can instantly see the status of an individual CI and how planned changes will affect future service delivery.

Support for ITIL Best Practices

Designed for both large and small organizations, Configuration Management provides all of the necessary components to design and manage your CMDB. Powerful configuration options allow you to tailor fit the solution to your existing methodologies or build out new processes around what is included with the product. Support of the ITIL Configuration Management framework is built-in along with the real-world best practices shared by over 125,000 FrontRange customer organizations around the world.

Beyond Asset Management

Unlike traditional Asset Management solutions which track only the hardware within your organization, the Configuration Management module allows you to identify the hardware, software, documentation, agreements and business processes that make up the core of your IT services. Each of these configuration items can be organized, tracked and modified to best support your service delivery efforts. Organizations that already have or are looking to establish formalized Change Management, Release Management, Problem Management, Incident Management or Availability Management processes can associate individual or groups of CIs to the appropriate change, release, problem, etc. By creating and managing these linkages IT managers are better able to control the impact of changes to IT services and components by analyzing the impacts and costs before implementation

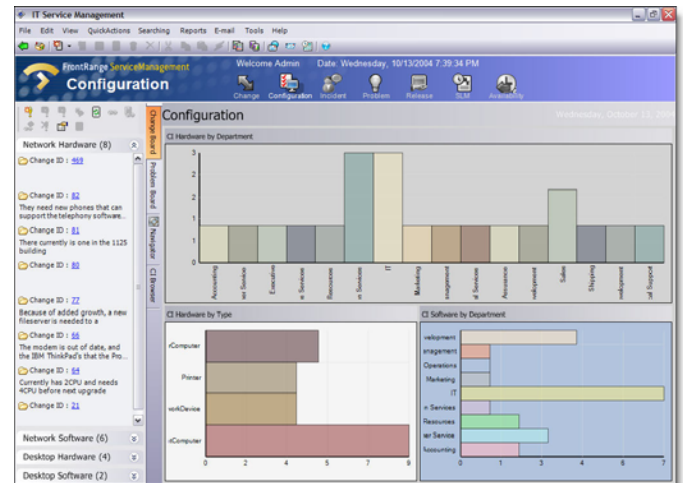
Centralized Management

The Configuration Management module includes a complete

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Configuration Management Database (CMDB) that serves as the central repository for tracking all of the CI information for the entire organization. Once identified and populated, The CMDB contains fully detailed records and historical data

of every Configuration Item (CI) in your infrastructure and makes this information available to any authorized user. Service Desk and IT professionals alike can access current CI information for their troubleshooting and planning purposes.



Powerful real-time reports and alerts allow you to track configuration items and services at a glance

Manage Components the way you want to

FrontRange Configuration Management gives you the flexibility to create CIs that meet the specific needs of your organization. Whether you need to track each individual component down to the Network Interface Card and mouse or if you just need to track primary services like email and storage, Configuration Management will fit your needs perfectly. Powerful configuration and management tools allow you to setup CI templates that track only the information that is important to your organization. The FrontRange CI Browser allows you to combine individual CI components into larger enterprise services. For example a router, two servers, ISP Contract, documentation, backup system, and lease agreement can all be combined into a service called "Email" that can then be tracked as a service.

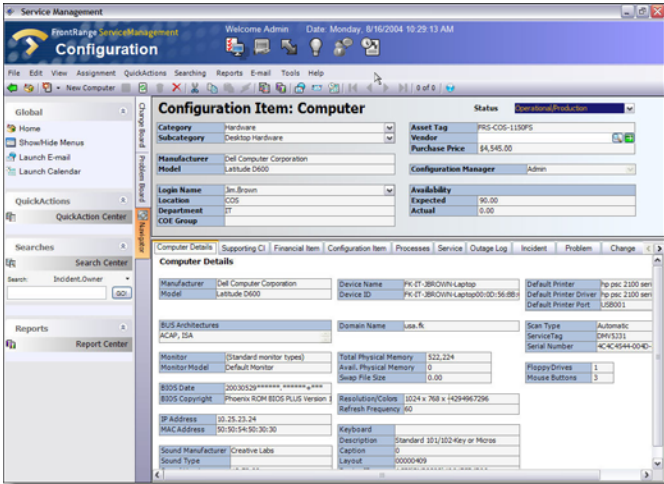
Better Manage Changes and Releases

Configuration Management improves an organizations overall ability to effectively manage change within the IT environment. By associating the individual CIs to a planned change or release, IT management has a clear view into the impacts and risks associated with any change. By accessing the historical

information about a CI, Change managers can quickly decide if the change will have the desired effect or if the expense outweighs the benefits.

Attention HEAT Users

The Configuration Management module is designed to integrate with your existing HEAT Service & Support™ solution. Configuration Item details can be accessed from the HEAT call logging screens.



Detailed information including the full historical record of each configuration item is available to support your regulatory needs including Sarbanes-Oxley

Deliver Better Service More Predictably

If your organization is looking to establish or improve your Configuration Management capabilities, or if you are looking for more advanced ITIL support, Configuration Management was created specifically for you. Built-in functionality and powerful configuration options ensure that the software will provide benefits quickly while affording you the ability to scale as your needs change. Because FrontRange IT Service Management shares a common architectural platform with the full suite of FrontRange business solutions, you have access to a range of capabilities that is unmatched in the industry.

FrontRange Solutions—a leading provider of service management and CRM applications with more than 7,500 customers and 125,000 implementations over the past 15 years—is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

Additional Configuration Management Features

- Real-time reporting on all components and IT services
- Support for automated discovery tools
- Easily associate CIs to owners and services
- Fully customizable dashboard and reporting views
- Full Integration with HEAT and FrontRange IT Service Management
- ITIL Compatible & Verified

Part of the FrontRange IT Service Management Solution

- Incident Management
- Problem Management
- Change Management
- Release Management
- Service Level Management
- Availability Management
- Self Service

Call 800 776 7889 to speak to your FrontRange representative today and discover the benefits of IT Service Management.

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