Configuration Management Standard

Introduction

The Oklahoma Office of Management and Enterprise Services Information Services prescribes to a standardized process for configuration management for the State of Oklahoma's technology systems and services which is aligned with the Information Technology Infrastructure Library framework and methodology. Oklahoma state agencies, partners, vendors, suppliers and other third parties in conjunction with, as a service of, as a request from and/or as a participating member in OMES' configuration management process ensures the accuracy and integrity of the configuration data and the relationships between services and configuration items. Configuration management is integral in OMES' vision and fulfilling its mission to Oklahomans.

Configuration Management is a process for maintaining IT systems in a consistent state to ensure IT services are delivered to agencies as expected as changes are made over time. Configuration management aids in the prevention and resolution of system outages, security events and recurring incidents/problems. The detailed knowledge of all the elements of the state's systems and services reduces wasteful duplication of technology assets, allows for faster response and resolution to incidents and more efficient change and release management.

Purpose

This document establishes the requirement for Oklahoma state agencies and third parties contracting, supporting, managing and/or installing IT services and systems with, on behalf of, in partnership with and/or under the authority of Oklahoma state agencies do so in compliance with OMES IS policies, standards and procedures. Details regarding OMES IS policies, standards and procedures can be found in the State of Oklahoma Policy, Procedures and Guidelines website.

Definitions

Third party – Any contractor, service provider, consultant or any other individual and/or organization external to state government providing services on behalf of, for or as an agent of state government.

Configuration management – The process responsible for identifying, recording, evaluating, tracking, coordinating, reporting and controlling configuration items by performing supporting process activities that maintain the integrity of these items throughout the lifecycle of a configuration item or service, including their versions, components and relationships.

Configuration item – Any operational item that is placed in the IT infrastructure, which needs to be managed to deliver an IT service. A configuration item should be managed from the time it becomes operational until it is removed from the service.

Configuration management database – A database used to store configuration records throughout their lifecycle. The configuration management system maintains CMDBs, and each CMDB stores attributes of CIs and relationships with other CIs.

Change management – The logistical process of enacting and tracking change to IT systems and services within an organization.

Change – The addition, modification or removal of supported hardware, networks, software, applications, infrastructure or other IT systems or services that could impact services supported by OMES or utilized by State of Oklahoma agencies and/or partners.

Standard
Configuration management is responsible for identifying, recording, evaluating, tracking, coordinating, reporting and controlling configuration items by performing supporting process activities that maintain the integrity of these items throughout the lifecycle of a CI or service, including their versions, components and relationships. Configuration management ensures selected components of a service, system or product are identified, baselined and maintained and that changes to them are controlled. It provides a configuration model of the services and infrastructure by recording the relationships between service and configuration items providing a mechanism for identifying the impact of proposed changes, security threats and breaches and incidents, and aids in accelerating the response and resolution to incidents and security events.

OMES IS utilizes a centralized IT service management tool for configuration and change management activities, and it houses the configuration management database. The state's standard ITSM tool is documented in the enterprise reference architecture.

Additionally, the following apply to configuration management:
- OMES identifies the scope of configuration management as the infrastructure configured to deliver services to the State of Oklahoma and Oklahoma state agencies.
- Third parties and non-OMES IS-managed state agencies must participate in OMES IS configuration management.
- To ensure the information integrity of the state's systems, services and related CIs, all third parties shall participate in the OMES IS change management process as outlined in the Change Management Standard.
- For parties that do not have access to the OMES ITSM tool, communications and submissions related to configuration management shall be sent to change@omes.ok.gov.
- For contractual information, refer to Attachment D Information Technology Terms Section 14 for change management requirements.

Compliance
This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale
To coordinate and require central approval of state agency information technology purchases and projects to enable the chief information officer to assess the needs and capabilities of state agencies as well as streamline and consolidate systems to ensure that the state delivers essential public services to its citizens in the most efficient manner at the lowest possible cost to taxpayers.

References
- Policy, Standards & Publications (oklahoma.gov).
- Enterprise Reference Architecture.
- Change Management Standard.

Revision history

This standard is subject to periodic review to ensure relevancy.

Effective date: 01/18/2022	**Review cycle:** Quarterly
Last revised: 07/20/2022	**Last reviewed:** 09/05/2024
Approved by: Joe McIntosh, Chief Information Officer	