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# Define & Implement Service Assets and Configuration Management (SACM) - 2 Days Workshop program

## Course Overview

This workshop will introduce Service Asset and Configuration Management process and its importance to the success of ITSM program in an organization. Also, it will discuss:

- The process activities
- The tools and technology that should support the process and the considerations that should be taken when choosing such tools
- How to manage the process, verify the integrity of the information and improve the process maturity over time.

## Duration

2 day

## Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

## Audience

IT professionals interested in understanding the content and concepts of the new ITIL®, as well as understand the differences with previous versions of ITIL®:

- Senior technical and operational staff
- IT professionals and consultants
- IT customers
- SACM process Owner
- SAMC process Managers
- Configuration Management system Analysts
- Configuration Management system tool administrators
- Business Analysts, IT Process Designers, Data Architect
- Change Managers
- IT Consultants, IT Project Managers

## Prerequisites

- ITIL® 2011 Foundation certificate is recommended

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## Program Objectives

- The course objectives are to enable course participants a solid understanding of:
  - ITSM lifecycle at high level
  - The Service Asset & Configuration Management process
  - The required organizational buy-in and commitment
  - The associated tools and technologies
  - The related roles and responsibility
  - The approach to implementing, managing and improving the process over time.

## Program Contents

- The program will introduce ITSM at high level; also it will provide you with the knowledge and first steps to:
  - Ensure business buy-in and commitment
  - The importance of Governance, risk management for ITSM and all its processes
  - Define and create a SACM process
  - Define and create a CMDB plan
  - Understand the CSFs, KPIs, Metrics associated with the CMS/CMDB
  - Understanding the relationships between SACM, CMS, CMDB and other ITSM processes, especially Change Management process
  - Impact of change and change resistance
  - Linkage and integration with different supporting tools
  - The roles and responsibilities associated with the process from defining to managing and improving (Owner, Managers, coordinators, librarians, tools administrators, etc...)
  - Defining and designing CMDB related data model
  - Defining, designing and deploying CMS/CMDB
  - Technology and deployment considerations
  - Defining and building a project plan for creating a CMDB

## Program Material (handout)

- A printed copy of the instructor's presentation will be distributed to the participants.
- Additional sample documents and templates including:
  - Example project plan for creating a CMDB
  - Considerations to keep in mind when purchasing a CMS/CMDB tools and technologies
  - RACI matrix identifying example roles and responsibilities
  - Sample roles and responsibilities
  - Checklist for criteria to select appropriate CMDB