

# CMDB, CONFIGURATION AND ASSET MANAGEMENT

## PLAN/ANALYZE ASSESSMENT & ROADMAP ENGAGEMENT

### A DEEP, ACTIONABLE ANALYSIS & ROADMAP IN ONLY THREE WEEKS

Modern IT must be agile, efficient and accurate. This requires good decisions, which rest on accurate, timely data provided by effective CMDB, Configuration and Asset Management. Most organizations struggle to deliver this.

Evergreen's Assessment & Roadmap engagement is delivered in a short three weeks, and provides not only a strategy and roadmap tailored for your organization, but a broad array of valuable tools and processes that will help you build and sustain success, including:

- A three-phase roadmap
- CMDB, Configuration and Asset Management roles & responsibilities with a v1 RACI template
- ITIL best practice guidance & recommendations
- A detailed CMMI maturity assessment area by area, with identified, actionable gaps
- A clear, value based phase 1 statement of work/cost estimate
- An executive briefing of all findings & recommendations
- Workshop findings, notes & best practice recommendations

### ROLES & RESPONSIBILITIES

What is the role of an Asset Manager, Software Manager or Configuration Manager? Where do they intersect? Where do they overlap? How do they work together effectively over the useful life of assets and data in our organization?

As part of this engagement, Evergreen will bring our best practices definitions for these roles, and our RACI matrix which will help bring clarity to these roles as we work together to clearly establish the needed roles in your organization and create your initial, high level RACI structure.



<b>RESPONSIBLE</b>	<ul style="list-style-type: none"> <li>• The person who actually carries out the process of task assignment</li> <li>• Responsible to get the job done</li> </ul>
<b>ACCOUNTABLE</b>	<ul style="list-style-type: none"> <li>• The person who is ultimately accountable for process or task being completed appropriately</li> <li>• Responsible person(s) are accountable to this person</li> </ul>
<b>CONSULTED</b>	<ul style="list-style-type: none"> <li>• People who are not directly involved with carrying out the task, but who are consulted</li> <li>• May be stakeholder or subject matter expert</li> </ul>
<b>INFORMED</b>	<ul style="list-style-type: none"> <li>• Those who receive output from the process of task of who have a need to stay informed</li> </ul>

## ITIL BEST PRACTICES GROUNDING

The lifecycle processes of software asset management, hardware asset management and configuration management are interdependent over the useful lives of IT assets.

During the engagement we will review ITIL best practices definitions and processes across these domains, how to apply them and leave the best practices and processes with you - to apply as you go forward.

## CMMI MATURITY ASSESSMENT

To improve any complex capability, we must consider the people, processes and technologies current states, desired future states and any gaps that exists between them.

Evergreen brings you our robust CMMI CMDB, Configuration and Asset Management analysis tool, and we will map your current state against target future state to identify key gaps for 28 areas within asset, software and configuration management. This basis not only helps drive the development of the three-phase roadmap aligned with clear, measurable value; we leave these tools with you so you can continue to monitor your progress against best practices maturity goals.

## DETAILED PHASE 1 ACTIVITIES & COST ESTIMATE

A clear assessment & roadmap is most valuable when you can begin to take action on it immediately.

As part of this engagement, Evergreen will develop a detailed phase 1 statement of work aligned with your strategy and business goals, mapped out week by week and clearly calling out each party's roles and responsibilities from start to finish. This helps your team quickly and smoothly transition from planning to action.

## EXECUTIVE BRIEFING OF ROADMAP, FINDINGS AND DELIVERABLES

Building an accurate, reliable and actionable source of decision making data can truly transform IT's speed, agility and efficiency.

Evergreen will deliver and discuss the findings, observations, best practice recommendations, the three-phase roadmap and the detailed phase 1 statement of work in an executive briefing. Additionally we will provide all supporting materials developed during the workshops including all deliverables, detailed notes, recommendations, analyses and processes.

