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updates once a quarter or even once a year. 2. Release Downtime Metrics. We all know how applications should work. When they don't work as designed, we're unable to... 3. Average Number of ...

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Metrics discusses the important metrics in the major CM and related processes. These include: new item release; order entry/fulfillment; request for change; bill of material change cost; and field change.

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Configuration Management Metrics - 1st Edition

A few of these metrics include: throughput of change per week, month, year how many document releases made issues resulting from design deficiencies time

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Metrics necessary to find correct versions of documents, BOMs, As-Built configuration records length of time needed to route changes for review man-hours ...

Why Care About Configuration

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Management Metrics

Configuration Management Metrics Provides detailed guidance on developing and implementing measurement systems and reports
Demonstrates methods of graphing and charting data,

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with benchmarks A practical

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Metrics A recent discussion on software configuration (SCM) metrics in the configuration management (CM) professionals group of LinkedIn started off well, but seemed to have taken a wrong turn—at least from

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Metrics
what I can tell from reading some of the comments. One contributor argued "that SCM metrics are futile."

Why Software Configuration Management Metrics Are ...
Configuration management is

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the practice of tracking operational items and their attributes. It is a fundamental operations technique that captures valuable information for processes such as incident management, problem

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Management, change management, maintenance, safety and risk management. The following are illustrative examples.

4 Examples of Configuration Management - Simplifiable

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Management metrics are measurements of the objectives of managers. They are commonly used to measure the value created by a manager for purposes such as performance management . Management metrics may also

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Metrics be used to accomplish management goals by measuring, changing and measuring again in a process of innovation or improvement.

7 Types of Management

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Metrics - Simplifiable

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Number of Incidents reported
where the underlying cause
of the Incident is the
result of inaccurate
configuration management

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Metrics
Information; Effort for CMS
Verifications Average work
effort for physical
verifications of the CMS
contents; CMS Coverage
Percentage of configuration
components for which data is
kept in the CMS

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KPIs Configuration

Management | IT Process Wiki

Key performance indicators
for Configuration Management

The Key Performance

Indicators (KPIs) in the
following table are useful

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Metrics for evaluating your Configuration Management processes. To visualize trend information, it is useful to graph KPI data periodically. Note that some KPIs cannot be reported by using only the data from

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Key performance indicators
for Configuration Management
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Management Metrics: Product
Lifecycle and Engineering
Documentation Control
Process Measurement and
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Watts...

Configuration Item [cmdb_ci] class, which sets the Effective Durationtime to 60 days. This rule applies to all extended CMDB classes, and can be overridden by class specific staleness

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rules defined by the user.

To determine CI staleness, a staleness rule for the CI's class is used if it exists, otherwise, the default staleness rule is used.

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Configuration Management
Metrics: Product Lifecycle
and Engineering
Documentation Control
Process Measurement and
Improvement provides a
comprehensive discussion of
measurements for

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configuration management/product lifecycle processes. Each chapter outlines one of the most important measures of merit - the need for written policy and procedures. The best of the best practices

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as to the optimum standards are listed with an opportunity for the reader to check off those that their company has and those they do not. The book first defines the concept of configuration management

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(CM) and explains its importance. It then discusses the important metrics in the major CM and related processes. These include: new item release; order entry/fulfillment; request for change; bill of

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Material change cost; and field change. Ancillary processes which may or may not be thought of as part of these major processes are also addressed, including deviations, service parts, publications and field

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failure reporting. Provides detailed guidance on developing and implementing measurement systems and reports Demonstrates methods of graphing and charting data, with benchmarks A practical resource for the

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Development of Engineering
Documentation Control
processes Includes basic
principles of Product
Lifecycle processes and
their measurement

SCM practices are recognised

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as core functional areas in assisting a project team to identify, control, audit, and report on all configuration items of a project. Consequently they are then better able to control changes to the

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working environment. Moreira presents a totally unique book, offering a "how-to" guide for SCM implementation for commercial and technology fields. A thoroughly practical approach; this guide

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includes examples and instruction of SCM tasks. This book has an easy to follow set of tasks that can be customized to assist a SCM professional in implementing SCM in a more efficient and expedient

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manner while also imparting SCM knowledge. Provides a customisable step-by-step process in implementing SCM. Discusses typical SCM activities at project level and includes source control, change control, problem

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Management, etc. An accompanying website contains templates, procedures and other materials to aid understanding and encourage the practical applications of the material discussed

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throughout www.wiley.com/go/moreira_software/ Anyone who has to implement SCM in his/her company at every level will need this book and find its practical approach useful

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The ability to organise and measure performance is a key part of the implementation of IT Service Management processes. This publication contains practical

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the use of each metricAll metrics discussed are directly related to process objectives, in order to help create a service-focused management system. This publication complements the ITIL, CobiT and ISO20000

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Metrics management

principles. "If you need to develop metrics for an IT environment, buy this book or hire a consultant who has read it" G. Kieliszek, Healthcare CIO (Amazon)

"This is more than a book,

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it's a practical, useable "A to Z" of IT Service Management Metrics! Peter Brooks (Author) has given us all a crystal clear view of a neglected, blurred piece of the IT Service Management puzzle. As a Principal ITSM

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Consultant working for Foster-Melliard in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known by many in the industry. Metrics for IT

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Service Organisations
provides a vast array of
possible audiences something
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not, and this is a
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"How" to plan for, design,
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Metrics critical measures IT Service organisations require from both a strategic, tactical and operational perspective. I don't carry many books around with me, this one, I most certainly will!!" Ian Clark Principal ITSM

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"With all the focus on IT Governance and IT Business process management. It is easy to see why metrics are becoming hugely important for the management of organisations. In reality

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however, getting the right set of metrics in place is by no means a simple exercise. Metrics for IT service organisations can be a great help. Using ITIL as the basis the book lists many useful examples of

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Metrics. But what is more important, is that it gives us insight into to creation of "good" metrics and the dangers of "bad" metrics. "

Emma Speakman IT BPM consultant SA/NL/UK "Looking for a comprehensive, in-

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depth exploration and explanation of what metrics to use in your ITSM journey? Then 'Metrics for IT Service Organizations' by Peter Brooks may be exactly what you're looking for. This (new) book not only covers

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Metrics need to be seriously considered, but explains the 'why' and 'how' behind selecting and defining them, pointing out along the way many of the dangers and pitfalls of selecting the wrong ones; or

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too many. If you tend to agree that 'what gets measured gets done', then applying the ideas in Peter's book will assist you in getting the right things done." Ken Wendle (FISM) previous President of the

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itSMF USA, works as a Senior Solution Architect for Hewlett Packard's OpenView Software division Given that itSMF is the source, readers of this book will naturally expect a 'best practices' view on metrics, and a

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highly practical reference text. More particularly, though, the special merit of the text is its carefulness in stressing that metrics must be both useful and meaningful, and that the meaning comes from the

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Metrics business perspective on IT management processes - a perspective always represented by a stated business objective. By encouraging readers to seriously commit to defining clear business objectives,

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the text aims the reader at
measurement that avoids
excess or irrelevance.

Malcolm Ryder (CA Architect)

A set of functional
requirements for software
configuration management

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Metrics (CM) and metrics reporting for Space Station Freedom ground systems software are described. This report is one of a series from a study of the interfaces among the Ground Systems Development Environment (GSDE), the

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development systems for the Space Station Training Facility (SSTF) and the Space Station Control Center (SSCC), and the target systems for SSCC and SSTF. The focus is on the CM of the software following

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Metrics delivery to NASA and on the software metrics that relate to the quality and maintainability of the delivered software. The CM and metrics requirements address specific problems that occur in large-scale

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software development.

Mechanisms to assist in the continuing improvement of mission operations software development are described.

Church, Victor E. and Long, D. and Hartenstein, Ray and Perez-Davila, Alfredo

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RICIS PROJ. SE-34...

This title is the sister
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Metrics, this new title describes the context within the ITIL 2011 Lifecycle approach. More than that it looks at the overall goal of metrics which is to achieve Value. The overall delivery of Business Value is driven

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by Corporate Strategy and Governance, from which Requirements are developed and Risks identified. These Requirements drive the design of Services, Processes and Metrics. Metrics are designed and

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Metrics enable design as well as governing the delivery of value through the whole lifecycle. The book shows the reader how to achieve this Value objective by extending the ITIL Service Lifecycle approach

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to meet business
requirements.

Explains configuration management, an engineering discipline and process for maintaining the integrity of hardware, software, and

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firmware products as they evolve through the development and production stages, for implementers in both commercial and government environments. Outlines the four basic tasks: identification,

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change control, status
accounting, and audits.

Spectacular security
failures continue to
dominate the headlines
despite huge increases in
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The 20/20 hindsight of
audits is no longer an
effective solution to
security weaknesses, and the
necessity for real-time
strategic metrics has never
been more critical.

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Management Metrics: A

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Metrics essential for supporting business activities and managing information risk. This work provides anyone with security and risk management responsibilities insight into these critical security

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Metrics shows readers how to develop metrics that can be used across an organization to assure its information systems are functioning, secure, and supportive of the organization's business objectives. It provides a

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Metrics for information security governance, risk management, program implementation and management, and incident management and response. The book ensures that every facet of security required

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An effective systems development and design process is far easier to explain than it is to implement. A framework is needed that organizes the life cycle activities that

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form the process. This framework is Configuration Management (CM). Software Configuration Management discusses the framework from a standards viewpoint, using the original

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