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Configuration Management: Expert Guidance for IT Service Managers and Practitioners

Shirley Lacy, David Norfolk

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Configuration management is the vital underpinning for IT governance generally and the effective delivery of timely, robust and resilient IT services in particular. This book includes expert feedback from practitioners who have implemented configuration management in a wide range of real environments. It is invaluable to IT professionals who are implementing configuration management and also to technology-savvy business managers who need to use automated business services. This revised edition is updated to reflect latest IT service management practice. Review: "A masterfully crafted synthesis of experience, workshops, interviews and case studies, this book is an invaluable contribution to the governance of continual configuration management improvement. It also accurately references IT service management processes." Krikor Maroukian, Project Manager, Printec S.A.

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