

Holistic IT Culture



- **Configuration Management** consists of controlling an enterprise's intellectual property—data, processes, people, and the relationships between them. Incident Management and Problem Management are components of configuration management.
- **Change Management** allows IT managers to enforce policies, standards, security settings and best practices. By defining server baselines, IT managers remove the inconsistencies between server configurations that cause downtime and security holes.
- **Patch Management**, whether it is an emergency patch, a configuration change, or an application update, system downtime can be prevented by taking a systematic approach to patch management.
- **Availability management** delivering required user experience to an IT system that enables the business to meet its objectives, in a cost effective manner.
- **Service Level management** maintains and improves the agreed quality of service by implementing a cycle of continuously agreeing, monitoring, reporting, and improving the existing service. The focus of this effort must be on meeting the current, and known future business needs.
- **IT Service Continuity management** supports the organization's overall Business Continuity Management process, by ensuring that all IT services critical to the function of the business can be recovered within a previously agreed time frame.
- **Supply Chain Management** control and track IT assets and equipment inventory including lease, maintenance, cost, and ownership information for individual IT assets.
- **Audit and Compliance** comprehensive assessment of the management, operational, and technical security controls in an information system, made in support of security accreditation, to determine the extent to which the controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting the security requirements for the system. The results of a security certification are used to reassess the risks and update the system security plan.
- **Financial Management, Capacity Management, IT Service Continuity Management, and Security Management**