



Office of Technology Strategies
ITSM Configuration Management
Design Pattern
Public Forum
Washington, DC | July 16, 2015

Executive Summary

Purpose: The purpose of this Public Forum was to provide an opportunity for VA and external experts and stakeholders to learn about the ITSM Configuration Management Design Pattern, and provide feedback prior to finalizing, publishing, and implementing the Design Pattern.

Background: The Technology Strategies Design Patterns Team has been soliciting input on the ITSM Configuration Management Design Pattern. We collaborated with a variety of stakeholders, including internal VA subject matter experts (SMEs), external government SMEs, industry vendors, and members of academia. This Public Forum is the final stage of stakeholder engagement in the Design Pattern development process.

Overview: The TS Design Pattern Team presented the final draft of the updated Design Pattern. An introduction of the department was provided by Stephany Perez-Cohen followed by an overview presented by Jackie Meadows-Stokes of the Office of Technology Strategies. Shari Monadizadeh of the Design Patterns Team presented the draft Design Pattern and covered the details of its content and development. Stakeholders from various OI&T offices and organizations, both internal and external to VA, shared their questions, comments, and insights related to the content covered in the presentation. The presentation and Q&A session lasted roughly 1 hour.

Key Discussion Points:

- Recent inspection of VA configuration management controls found substantial deficiencies which leaves doors open to vulnerabilities to critical software applications and systems. This can cause issues restoring services when a disruption or disaster happens.
 - To address this issue, Enterprise Configuration Management will manage changes to maintain a secure and approved baseline of the information system.
 - All changes will be traced to the baseline.
 - Up-to-date records of all the component configurations, including related documentation, will be stored in the CMDB.
 - Access restrictions will be established:
 - Access controls
 - Process automation
 - Abstract layers
 - Change windows
 - Verification and audit activities to limit unauthorized and/or undocumented changes to the information systems
- VA mandates configuration management, but this policy has not been executed at the enterprise-level across VA IT infrastructure

- Enterprise Configuration Management policy and procedures will incorporate into existing information technology and security programs
- The policy will be disseminated throughout the organization. The policy will address areas such as:
 - The implementation of plans
 - Integration into existing security program plans
 - Configuration Control Boards (CCB's)
 - Configuration change control processes
 - Tools and technology
 - The use of common secure configurations and baseline configurations
 - Monitoring
 - Metrics for compliance with established policies and procedures.
- To identify an enterprise-level Configuration Management Database (CMDB) to be used as a single authoritative CMDB, it will have the capability to
 - House reconciled and normalized data.
 - Support federation and have a standard product catalog.
 - Support auto-discovery.
 - Discover applications so that the CMS and CMDB systems can be updated.
 - A verifiable baseline is necessary so that SACM processes can discover the baseline and then detect changes against the baseline.
 - Do drift detection and analysis to ensure configuration remains compliant with internal policies and regulations.
- Acceptance of ownership and resources to manage and maintain an enterprise CMDB have not been identified

Questions

- How are you addressing security concerns within this design pattern?
 - There is a section within the design pattern which describes a secure baseline and we will continue to look into areas regarding security.
- How can we make the design pattern broader to relate to other departments that do not follow the ITIL process?
 - We will continue to research the different types of processes being followed by different groups and identify a solution for the design pattern
- How will the catalog subscription service work with the Technical Reference Model (TRM) and how does the TRM currently work?
 - The TRM is one component within the overall EA that establishes a common vocabulary and structure for describing the information technology used to develop, operate, and maintain enterprise applications. Once the TRM is integrated with a service catalog, it can supplement the current catalog to become a fully categorized product list

Next Steps:

The TS Design Pattern Team will finalize the Design Pattern document to address feedback from this Public Forum, and begin formal approval staffing. Updates will include additional inputs regarding architectural guidance and references to implementation guidance. The document will be edited to

ensure Section 508 compliance, and the final approved version will be posted onto the ASD TS public-facing website: http://www.techstrategies.oit.va.gov/docs_design_patterns.asp

Appendices:

- A. Attendee List
- B. Presentation Slide Deck

Appendix A: Attendee List

Attendee	Organization
Dirk Barrineau	PD
Nicholas Bogden	VA-TS
Joseph Brooks	VA- TS
Michael Donovan	Serena
Adrian Gordon	BAH
Donald Gunsolus	HP
Semir Hasedzic	BAH
Steve Hammond	Serena
Brenda Kirkpatrick	HP
Scott Kochaney	BMC
Michael Leroy	VA - EIE
Phoung Mai	CA
Bruce Marcey	BMC
Jacqueline Meadows-Stokes	VA- TS
Shari Monadzadeh	BAH
Stephany Perez Cohen	BAH
John Pusey	BDNA
Michael Shinozaki	Microsoft
Archana Vemulapalli	Intelleva
Kevin Weinstein	BAH

Appendix B: Presentation Slide Deck



ITSM Config Mgt
Public Forum_Design