

| <b>Configuration Management Procedure</b> |  |                       |                   |
|---|--|-----------------------|-------------------|
| <b>Parent Policy</b>                      | Digital Governance Control Framework – Governing Policy                          |                       |                   |
| <b>Policy Sponsor</b>                     | Vice President Information Technology and Chief Information Officer (VPIT & CIO) | <b>Category</b>       | Administrative    |
| <b>Policy Contact</b>                     | VPIT & CIO   | <b>Effective Date</b> | December 12, 2019 |
| <b>Procedure Contact</b>                  | Deputy CIO   | <b>Review Date</b>    | December 12, 2024 |

### 1. Purpose

Configuration Management underpins IT services and is an integral part of institutional memory, a source of performance measurement information and is indispensable during change management, incident management, crisis planning and recovery, cybersecurity and audit work. This procedure is intended to keep track of Athabasca University’s hardware, software and related information.

### 2. Scope

This is a digital governance process, but it is usually performed or applied at the project and/or operational activity level. Development environments as well as Test, Acceptance, and Production environments will be managed by these processes.

### 3. Definitions

|                                 |   |
|---------------------------------|---|
| <b>Configuration Item</b>       | Any component that needs to be managed in order to deliver an IT Service including: <ul style="list-style-type: none"> <li>• IT enabled business level services or functions</li> <li>• Information management elements (structured and unstructured IT assets)</li> <li>• Technology infrastructure templates and rules</li> <li>• Software and applications</li> <li>• Information and data privacy and security templates, rules and requirements and compliance evidence</li> <li>• Operations, maintenance and recovery documentation</li> </ul> |
| <b>Configuration Management</b> | The process responsible for maintaining information about configuration items required to deliver an IT Service, including  |

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|   | their relationships. This information is managed throughout the lifecycle of configuration items.   |
| <b>Development Environment</b>            | A controlled environment where application, IT services, and other builds are assembled prior to moving into test or production environments  |
| <b>Standard Operating Procedure (SOP)</b> | A standard operating procedure addresses process-related information that is below the level of policies and procedures. Their content often inform the Policy Framework. A SOP is highly detailed, regularly revised and is deemed internal to the University, although a SOP may be shared on a need-to-know basis. |
| <b>Test Environment</b>                   | A controlled environment used to test configuration items, builds, IT Services, processes, etc. in order to verify these meet specification or agreed upon requirement.   |

#### 4. Guiding Principles

- 4.1. Digital governance standards associated with configuration management are:
- a. Information Technology must maintain an authoritative inventory of assets and the relationships required to manage its services that is traceable from IT configuration items through to business service configuration items.
  - b. Information Technology must also maintain a plan for any affected configuration items that facilitates oversight management and reporting procedures to ensure configuration management integrity and audit trail validation.
- 4.2. Procedural content will need to be developed and should address Acceptance and Test processes. The specifics of these processes may be internal to Information Technology.
- 4.3. Configuration Management System will be determined for use of all cloud-based and on-premise based infrastructure configurations, application configurations including determination of service owners of configurations.

#### 5. Applicable Legislation and Regulations

None applicable

#### 6. Related Procedures/Documents

[Investment Portfolio Management Procedure](#)

[Project Management Lifecycle Procedure](#)

[Information Technology Risk Management Procedure](#)

[Alberta Association in Higher Education for Information Technology's ITM Control Framework](#)

NOTE: The subject matter and scope of this procedure are also supported by internal-use only Standard Operating Procedures.

**History**

| <i>Date</i>       | <i>Action</i>                    |
|-------------------|----------------------------------|
| December 12, 2019 | Executive Team (Policy Approved) |