

## Configuration Management Metrics

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7 Metrics for Configuration Management 1. Frequency of Updates. Some companies are perfectly fine with shipping 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 ...

~~7 Metrics for Configuration Management - Test Environment ...~~

The book first defines the concept of configuration management (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 material change cost; and field change.

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

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

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~~Configuration Management Metrics - Frank B. Watts - Google ...~~

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

~~4 Examples of Configuration Management - Simplicable~~

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

~~7 Types of Management Metrics - Simplicable~~

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

~~KPIs Configuration Management | IT Process Wiki~~

Key performance indicators for Configuration Management The Key Performance Indicators (KPIs) in the following table are useful 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 Service Manager.

~~Key performance indicators for Configuration Management~~

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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 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.