



Configuration management

TfL's digital sites and services rely on multiple software and infrastructure components. Configuration management controls the inter-relationships and dependencies between these.

Without configuration management, it would be possible to install the wrong versions of software onto the infrastructure, which could result in interruptions or disruptions to our online services.

Audience

- Suppliers
- Stakeholders
- Developers
- Project and relationship managers
- Testing team

Background

TfL sites and services are kept running by internal and external support teams. These teams use a set of pre-defined processes based on Information Technology Infrastructure Library (ITIL) service management.

ITIL is the most widely adopted guidance for IT service management worldwide. It was created by experts who incorporated the learning experiences and practices of leading organisations, 'best-in-class' practitioners and IT service providers from around the world.

Outline

1. The ITIL definition of configuration management is:

The Process responsible for maintaining information about [software and hardware components] required to deliver [the service], including their relationships. This information is managed throughout the lifecycle of the [software and hardware components]

2. The steps involved in configuration management are:

- **Review**

This step gathers information on the infrastructure and software used to deliver TfL's digital sites and services. It also collects information on the inter-relationship between the components used to provide these

- **Update configuration management database**

The configuration management database holds information on the infrastructure and associated software used to provide a service. When a change is made to software or infrastructure, the configuration management database is updated to reflect the change

- **Extract existing artefacts from configuration management system**

The configuration management system provides version control on the software being used. Multiple versions of the software may be in use (eg development versions, versions being tested and versions in production). Each version will consist of numerous software components.

The configuration management system holds a controlled copy of each version of software. Prior to deployment onto our infrastructure, software components are extracted from the configuration management system

- **Update configuration management system**

When a new version of software is produced, the configuration management system is updated

Why we do this

Having a configuration management process means there should be no disruption to end users as a result of TfL support teams or developers deploying the wrong software to the wrong infrastructure.

As a result, end users get consistent performance from the TfL website at the high levels of service TfL are expected to provide.

Further reading

More information on ITIL can be found on the [ITIL website](#).

ITIL consists of five core publications:

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement

These are available through the ITIL website.

Type: Guidelines
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Version History

Version	Date	Summary of changes
1.0	12/11/2013	First issue

Review History

Name	Title	Date	Comments
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