



**Configuration Management  
RACI Matrix**

<b>Configuration Management RACI Matrix</b>	
<b>Role</b>	<b>Abbreviation</b>
<b>Configuration Management Council</b>	<b>CMC</b>
<b>Configuration Manager</b>	<b>CFGM</b>
<b>CI Owner</b>	<b>CIOW</b>
<b>Configuration Data Analyst</b>	<b>CDA</b>
<b>Change Manager</b>	<b>CM</b>

\* These terms are referenced throughout the Configuration Management process model

Configuration Management Council = CMC  
 Configuration Manager = CFGM  
 CI Owner = CIOW Configuration Data Analyst = CDA  
 Change Manager = CM

#	Activities	IT				
		CMC	CFGM	CIOW	CDA	CM
4.1	Identify Configuration Structures & Update Plan					
4.1.1	Define/Update CI Data Gathering Strategy	R	A,R			
4.1.2	Identify CI Owners for Unregistered CIs	R	A,R			
4.1.3	Identify CI Data Sources for Unregistered CIs	R	A,R			
4.1.4	Define CI Structures for New CI Types	R	A,R			
4.1.5	Inventory & Label CIs	R	A,R			
4.1.6	Identify/Update CI Relationships	R	A,R			
4.1.7	Register CIs in CMDB		C		A,R	
4.1.8	Update the Configuration Management Plan	R	A,R			
4.1.9	Capture CMDB Baseline		A,R		R	

**Legend: R=Responsible A=Accountable C=Consult Before I=Inform After**

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4.2	Monitor & Verify CMDB Integrity					
4.2.1	Perform CI Monitoring		A,R			
4.2.2	Identify & Report Unauthorized CMDB Changes		A,R			I
4.2.3	Verify and Correlate CMDB Discrepancies		A,R			
4.2.4	Unauthorized Change?		A,R			
4.2.5	Determine Responsible Party	C	A,R	C		C
4.2.6	Notify Management & Warn Offender		A,R			C,I
4.2.7	Assess Impact of Unauthorized Change	C	A,R	C		C
4.2.8	Develop CMDB Remediation Plan		A,R			
4.2.9	Submit CMDB Discrepancy Report to Change Management		A,R	I		I

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<b>4.3</b>	<b>Control &amp; Maintain CMDB</b>					
4.3.1	Receive & Review Work Order for CMDB Modification				A,R	
4.3.2	Verify CI Targets are Valid			C	A,R	
4.3.3	New CI, CI Category or Relationship?				A,R	
4.3.4	<b>Perform New CI Procedures</b>					
4.3.4.1	Review Work Order for New CI, CI Category or Relationship		A,R			
4.3.4.2	Do New CI Addition Issues Exist?		A,R			
4.3.4.3	Resolve New CI Addition Issues	C	C	C	A,R	C
4.3.4.4	New CI Issues Resolved?				A,R	
4.3.4.5	Approve CMDB Additions		A,R			
4.3.4.6	Perform New CI Registration				A,R	
4.3.5	<b>Perform Current CI Modification Procedures</b>					
4.3.5.1	Analyze Current CI Modification Work Order				A,R	
4.3.5.2	Do CMDB Modification Issues Exist?				A,R	
4.3.5.3	Resolve Current CI Modification Issues	C	C	C	A,R	C
4.3.5.4	Current CI Issues Resolved?				A,R	
4.3.5.5	CI Need to be Removed?				A,R	
4.3.5.6	Perform CI De-registration				A,R	
4.3.5.7	Perform Current CI Update Procedures				A,R	
4.3.6	<b>Verify CMDB Modification</b>		A,R			
4.3.7	<b>Update &amp; Close CMDB Work Orders</b>		A,R			

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<b>4.4</b>	<b>Audit CMDB</b>					
<b>4.4.1</b>	<b>Determine Scope and Type of CMDB Audit</b>		A,R			
<b>4.4.2</b>	<b>Perform CMDB Audit</b>					
4.4.2.1	Physical Audit?		A,R			
4.4.2.2	Perform Physical Audit of CI Sample Set		A,R	R		
4.4.2.3	Perform Audit Using Discovery Tools		A,R	R		
4.4.2.4	Compare Audit Output with CMDB Actuals		A,R			
<b>4.4.3</b>	<b>Discrepancy Found?</b>		A,R			
<b>4.4.4</b>	<b>Identify Required CMDB Remediation Actions</b>	C	A,R	C		
<b>4.4.5</b>	<b>Determine Root Causes of CMDB Discrepancies</b>		A,R			
<b>4.4.6</b>	<b>Prepare &amp; Distribute Audit Report</b>		R	I	A,R	I
<b>4.4.7</b>	<b>Assess Impact of Report Findings</b>		A,R			
<b>4.4.8</b>	<b>Configuration Management Plan Update Required?</b>		A,R			
<b>4.4.9</b>	<b>Update Configuration Management Plan</b>	C	A,R			C
<b>4.4.10</b>	<b>Develop Audit Action Plan</b>		A,R		C	
<b>4.4.11</b>	<b>Execute Audit Action Plan</b>		A,R			

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