**UniQuE**

Technology Asset And Configuration Management Procedures

(Engagement Name and Id)

(Client)

**Document History**

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| Version | Date | Author | Release And Deployments |
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**Review And Approval**

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1. Introduction
   1. Purpose Of The Document

This document details the roles, responsibilities and procedures to satisfy the Technology Asset And Configuration Management process, provided by Capgemini to <Client name> for the <Contract>.

The main objective is:

* To create mutual understanding of Capgemini and the Client about how this process can be delivered to meet the agreements with the Client, as specified in the Service Contract. This is done by:
* Clearly defining the organization and related responsibilities of Capgemini and the Client.
* Defining the processes and procedures required to provide service to the client in accordance with the Service Level Agreements.
* Defining the Key Performance Indicators (KPI) for Technology Asset And Configuration Management.
* To ensure that the terms of the Service Contract are fully understood by the Configuration Manager and responsible delivery teams, demonstrate the acceptance of this document.
* To clearly define the responsibilities of Capgemini.
* To identify and establish a common understanding of the approach and components used during the service, (i.e. procedures, rules and applicable methods).
* To document or reference the specific versions of procedures, standards and methods which are applicable to the delivery of the service, incorporating Client procedures, as applicable.
* To provide an outline of the Technical Environment and tools used within the Service Engagement.
  1. Control Of The Document

The Engagement Manager (EM) in collaboration with the Configuration Manager is responsible for setting up the initial version of this document and the periodic maintenance of this document. This document should be minimally reviewed yearly and if needed, intermediate versions can be published. Each adjustment on this document should be agreed by the Client and Capgemini.

The log file of this document consists version number, date version, enhancements for specific version and author of the document. For significant adjustments “n.0” will be used and for small intermediate versions “n.x”.

* 1. Owner

Owner of this document is the Configuration Manager of the Service Engagement.

* 1. Distribution

Each version will be distributed to all stakeholders of Capgemini and the Client. Each stakeholder is responsible to take notice of this document, communicate to his teams and act accordingly.

* 1. Definition Of Terms And Abbreviations

|  |  |
| --- | --- |
| Term | Definition |
| CMMI for Services | Capability Maturity Model Integration for delivery of Services |
| ITIL | Information Technology Infrastructure Library |
| ISO | International Organization for Standardization |
| SGP | Service Governance Plan |
| SLA | Service Level Agreement |
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* 1. References

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| --- | --- |
| Reference | Source |
| UniQuE | https://e-3d.capgemini.com/sites/SSC2/GroupQMS/SitePages/QMS.aspx |
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1. Overview
   1. Scope And Requirements

*<<**Mention the scope (in scope and out of scope) based on the engagement contract. Also link the Requirement document>>*

* 1. SLA And KPI

<<Refer to SLA and if needed, add list additional agreed (internal and external) KPIs>>

1. Organization
   1. Service Organizational Chart

<<Mention the Organizational Chart to depict the teams responsible for this process within the Service Engagement. This would include Client team, Capgemini team, stakeholders and third-party vendors where ever applicable>>

* 1. Service Teams
     1. Client Team

The Client in an IT service provider is the person or group who defines and agrees the service level targets.

<<Mention the Client point of contacts, outlining their responsibilities and specific areas of expertise. Define contacts per group and language (if relevant)>>

* + 1. Capgemini Service Teams

<<Define the various resolver teams involved, outlining their responsibilities (e.g. 2nd/3rd Line Support) and specific areas of expertise. Define contacts per group and language (if relevant).

The language per team should be defined as well. If translation issue is relevant for the Service Engagement, precise the language for every information on technology asset and configuration and when the translation is performed>>

* + 1. Subcontractors / Third Parties

<<Describe any interfaces to subcontractors, including third party resolver teams. How will the releases be communicated/updated when third parties are involved e.g. interfaces between IT Service Management tools>>

1. Technology Asset And Configuration Management Process
   1. Handling Technology Asset And Configuration

4.1.1 Identify Configuration Items And Assets

*<<Mention the procedure followed to identify the configuration items and assets impacted due to change implementation>>*

4.1.2 Manage Baselines And Configuration Management Database

*<<Describe the procedures followed to maintain proper baselines to all impacted technology configuration items and accordingly update the CMDB>>*

4.1.3 Manage Technology Asset And Configuration Management System

*<<Mention the procedure followed to manage the existing asset and configuration tools used in this process.*

*Also describe the procedures to be followed in case of any new tool requirement. Technology Asset And*

*Configuration Management Plan is updated for its correctness>>*

4.1.4 Plan And Conduct Technology Asset And Configuration Audit

*<<Describe the procedures followed to audit the technology asset and configuration system>>*

4.1.5 Close Audit Findings

*<<Describe the procedures followed to implement the corrective actions and close the technology*

*configuration audit findings >>*

* 1. Review Technology Asset And Configuration Management

*<<Mention the procedures to review the Technology Asset And Configuration Management system functions to check if the intended objective is achieved>>*

* 1. Main Interfaces With Other Processes

*<<Mention the inter dependency of this process with other processes. Cross reference to any other process or plans can also be mentioned here>>*

* 1. Process Improvement Procedures

*<<Mention the procedure to identify the improvement and optimization opportunities for this process>>*

* 1. RACI

*<<Mention the detail roles and responsibilities of service teams for this process>>*

1. Communication
   1. Meetings

*<<Mention the meetings along with details like frequency, team, purpose, etc. required during the life cycle of the Service Engagement>>*

* 1. Status Reporting

*<<Mention the status reporting details (frequency, template, distribution list, etc.) as agreed with the Client>>*

* 1. Escalation Mechanism

*<<Define the escalation mechanism which must be followed within the Service Engagement to address the Technology Asset And Configuration Management escalation. Normally it includes the mechanism to address the issues, escalation criteria for missed deadlines, action list, etc.>>*

* 1. Stakeholder Communication

*<<Identify the list of stakeholders for this process and mention the instances and mode of communication for the same>>*

1. Technology Asset And Configuration Management Tools

*<<Mention the tools and its purpose used to execute the process within the Service Engagement>>*