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Process metrics: "Manage configuration information" Quantitative process metrics Definition Number of CI types Number of configuration item types managed through the configuration management system (CMS). Number of CIs Number of configuration items managed through the configuration management system (CMS), possibly grouped by CI types.

Configuration Management sets the stage for innovation in both Engineering and Operations; and Configuration Management Metrics provides the tools to accomplish it. About the Author Frank Watts has over forty-eight years of industrial and consultation experience as a design engineer, industrial engineer, manufacturing engineer, systems analyst, project manager, and in management. Taking an lean-agile slant on metrics for configuration management, the authors focus on ways to measure the value CM and SCM adds to the project and product and how to measure flow and waste. This month we take an "agile" slant on metrics for CM, including the CM process itself.

Why Software Configuration Management Metrics Are ...

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7 Metrics for Configuration Management - Test Environment ...

For these groups understanding the value of configuration management metrics is an important role for the CM professional. Why the subject of metrics is so knotty for most organizations... It is not uncommon that performance data and cost metrics receive scant attention until some urgent financial justification or ROI calculation is required by management to support the next big initiative.

Why Care About Configuration Management Metrics

Configuration Management Metrics: Product Lifecycle and Engineering Documentation Control Process Measurement and Improvement provides a comprehensive discussion of measurements for configuration management/product lifecycle processes. Each chapter outlines one of the most important measures of merit - the need for written policy and procedures.

Configuration Management Metrics - 1st Edition

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

If configuration management (CM) provides the framework for the management of all systems engineering activities, then metrics provide the framework for measuring whether or not configuration management has been effective. That metrics are an absolute requirement is proven by the following dismal statistics:

Metrics and Configuration Management Reference | Preface

Fast, accurate, efficient, documented, measured and well understood Configuration Management is also critical to profitability. Frank Watts' Configuration Management Metrics gets engineers and managers up and running with Configuration Management measurement, reporting and benchmarking strategies designed to deliver world-class manufacturing outcomes.

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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? Because he says that SCM metrics measure SCM instead of business value.

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 - Simplifiable

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 - Simplifiable

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

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Lean Metrics for Agile Software Configuration Management ...

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 Management Metrics: Watts, Frank B ...

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Service Management Metrics | YaSM Wiki

The overall CMDB health score consists of three Key Performance Indicators (KPIs) which are correctness, compliance and completeness, each further consisting of sub-metrics. Each KPI and metric is associated with a scorecard that determines its contribution to the aggregated health at the overall CMDB level, class, and CI level.

CMDB Health KPIs and metrics - ServiceNow

Configuration management Organizations commonly monitor critical systems using a variety of software packages. Too often this falls into a pattern of, “Server X is critical for application Y, so we should monitor it,” rather than, “We should monitor the network itself for new devices.”

Network Inventory, Configuration Management, and Security

Configuration Management (CM) ... Also, the number of defects that are open and closed are metrics that may be used for configuration management. Automate to manage complexity. If the program is sufficiently complex, identify and install an automated tool to support the configuration management tasks.

Configuration Management Metrics

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