

Role	Responsibilities
CM Executive Sponsor	<p>The Sponsor is a senior executive with the ability and authority to ensure the CM process is rolled out and used by all departments within the &lt;name&gt; organization and other &lt;organization&gt; areas as necessary. Specific responsibilities include:</p> <ul style="list-style-type: none"> <li>Resolving any cross-functional (departmental or geographical) issues</li> <li>Sponsoring Service Improvement initiatives</li> <li>Reporting on the effectiveness of Configuration Management to senior management</li> <li>Approving and communicating the goals and objectives of Configuration Management.</li> </ul>
CM Process Sponsor	<p>The Sponsor is a senior manager serving as the CM process owner with the ability and authority to ensure the process is rolled out and used by all departments within the &lt;name&gt; organization. Specific responsibilities include:</p> <ul style="list-style-type: none"> <li>Establishing and communicating the goals and objectives of Configuration Management in alignment with other IT Service Management efforts</li> <li>Ensuring resources are dedicated to support the day-to-day delivery of Configuration Management</li> <li>Ensuring consistent execution of the process across all IT departments.</li> </ul>
Configuration Manager	<p>A Manager with the ability and authority to ensure daily end-to-end delivery of Configuration Management services in accordance with this Configuration Management Plan. Specific responsibilities include:</p> <ul style="list-style-type: none"> <li>Managing the day to day activities of the process, including establishing priorities and work assignments</li> <li>Tracking compliance to policies and procedures and resolving / escalating any compliance issues</li> <li>Facilitates Configuration Management audits</li> <li>Reviews critical incident outage resolution results and responses and dispositions of failed changes due to CMS related issues</li> <li>Facilitates communication and engages business and IT management to encourage configuration management efforts and value proposition</li> <li>Engages with strategic projects to ensure Configuration Management can deliver required CMS functionality within project timeframes</li> <li>Reviews and approves all changes to the CMS infrastructure where applicable</li> <li>Reviews and approves significant IT infrastructure changes to ensure impacts to configuration management data are properly addressed</li> <li>Mentors the organization on Configuration Management services, concepts, policies and procedures</li> <li>Chairs the Configuration Control Board (CCB) and enacts changes as directed</li> <li>Provides and approves all requirements, use cases, user stories, etc. in support of new or improving functionality of the CMS</li> </ul>

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	<ul style="list-style-type: none"> <li>Reviews and approves all requests for administrator log on credentials / access rights to the CMS infrastructure</li> <li>Reviews and publishes configuration management reporting.</li> </ul>
Configuration Management System Analyst(s)	<p>An experienced resource which performs the day-to-day delivery of Configuration Management services to the organization with minimal direction focusing work on prioritized tasks. Specific responsibilities include:</p> <ul style="list-style-type: none"> <li>Performs operational activities as defined by Configuration Management policies and procedures</li> <li>Work to fulfill Configuration Management Service Requests as assigned</li> <li>Engages with strategic projects to ensure Configuration Management can deliver required functionality within project timeframes</li> <li>Mentors the organization on Configuration Management services, concepts, policies and procedures</li> <li>Oversees the design, coding and testing of reports as needed</li> <li>Collects and reports metrics as required</li> <li>Identifies and reports non-compliance situations</li> <li>Performs Configuration Management audits as directed</li> <li>Identifies Service Improvement opportunities</li> <li>Mentors and helps direct Configuration Management Specialists.</li> </ul>
Configuration Management Specialist	<p>A less-experienced resource which performs the day-to-day delivery of Configuration Management services to the organization taking general direction from the Configuration Management Manager and specific direction from Configuration Management Analysts to deliver work products that support ongoing configuration management operations. Specific responsibilities include:</p> <ul style="list-style-type: none"> <li>Performs operational activities as defined by Configuration Management policies and procedures</li> <li>Works to fulfill Configuration Management Service Requests as assigned</li> <li>Engages with strategic projects to ensure Configuration Management can deliver required functionality within project timeframes</li> <li>Mentors the organization on Configuration Management services, concepts, policies and procedures</li> <li>Runs and delivers reports as required</li> <li>Collects and reports metrics as required</li> <li>Identifies and reports non-compliance situations</li> <li>Performs Configuration Management audits as directed</li> <li>Identifies Service Improvement opportunities.</li> </ul>