

VA ENTERPRISE DESIGN PATTERNS IT SERVICE MANAGEMENT CONFIGURATION MANAGEMENT



Office of Technology Strategies (TS)
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EXECUTIVE SUMMARY

Scope

This Enterprise Design Pattern (EDP) provides an enterprise-level view of the “As-Is” and “To-Be” mobile capabilities relevant to Veteran-facing mobile applications and the standard processes in use. This EDP provides a vendor-agnostic process framework, based on the Information Technology Infrastructure Library (ITIL) best practices and enterprise capabilities that VA will use to implement enterprise-wide IT service Configuration Management (CM). This framework includes standardized processes and toolsets to manage VA’s IT service configuration items, leading to reduced security vulnerabilities and enhanced customer support across all Lines of Business.

Business Need

The VA Office of the Inspector General (OIG), the Federal Information Security Management Act (FISMA), and Federal Identity, Credential, and Access Management (FICAM) have identified material weaknesses stemming from a fragmented approach to IT asset management. These assets include all of the Configuration Items (CIs) that make up IT services. A consistent approach and toolset for managing these CIs ensures that the entire infrastructure satisfies functional and nonfunctional requirements, including all Service Level Agreements (SLAs). As a result, all infrastructure hosting environments have unified control over potential vulnerabilities; and unexpected configuration changes that inhibit VA’s ability to meet customer expectations.

Approach

VA's near-term approach to establishing and deploying an enterprise CM capability includes the following activities: establishing a standard CM methodology; evaluating current CM toolset; determining parameters for the selection of an enterprise-wide CM toolset; and processing the national implementation of standard CM methodology and toolset. The de-ployment of an enterprise-wide CM capability will enable a logical view of all CIs across the enterprise. This capability will support the evaluation of IT assets against the One-VA Technical Reference Model (TRM) to ensure that approved products are used in the enterprise.

[Enterprise Design Patterns](#) (EDPs) are developed by TS in coordination with internal and external subject matter experts and stakeholders. An EDP is a reusable capability guidance document that identifies best practice approaches and resources for achieving VA IT strategic objectives. The EDP Team uses industry trends and innovations; enterprise architectural standards; and guiding principles for capabilities and constraints to improve efficiency and effectiveness and define solutions to reoccurring technical problems. The EDP helps guide the design of IT systems and services by VA project teams.