



How configuration,  
change and release  
management can save  
the world!

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# The enemies of great service

**Diversity**

**Complexity**

- The pace of change
- Service sprawl
- The human factor
- Threat actors
- Robot complexity
- Data quality



# CONFIGURATION MANAGEMENT LEAGUE

Dawn of Automation







**Did someone mention developers and operations?**





Servers

Assets

Firewalls

CALLS

Switches

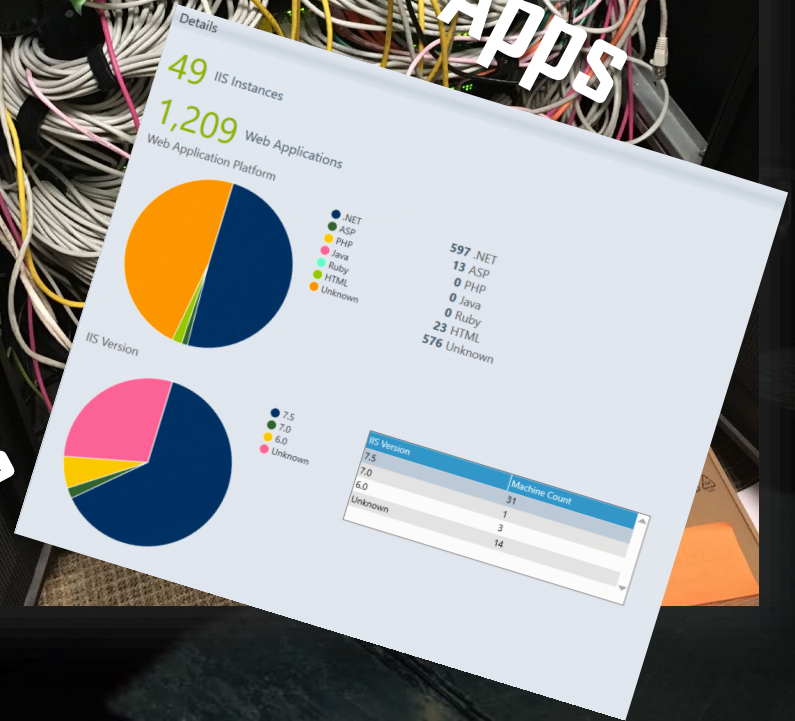
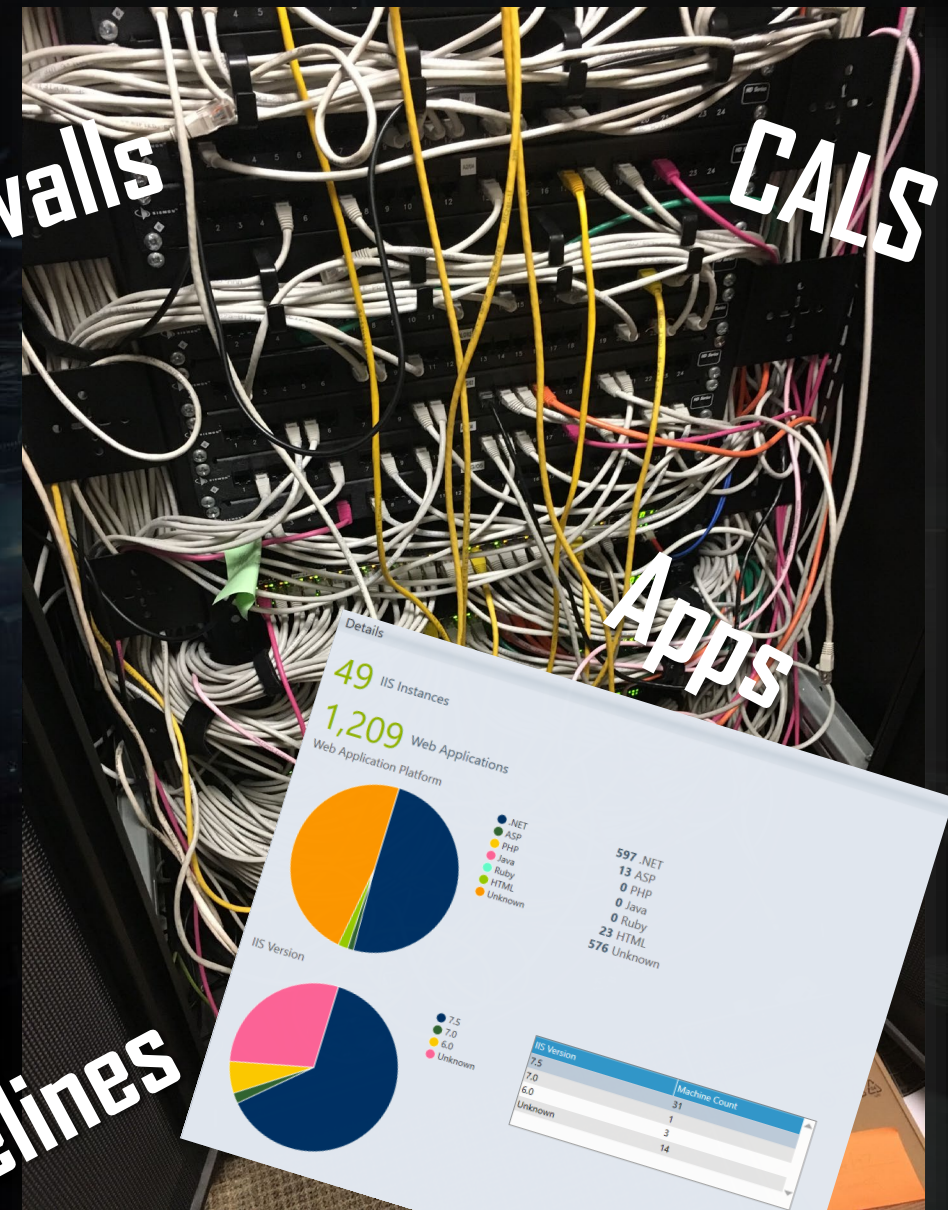
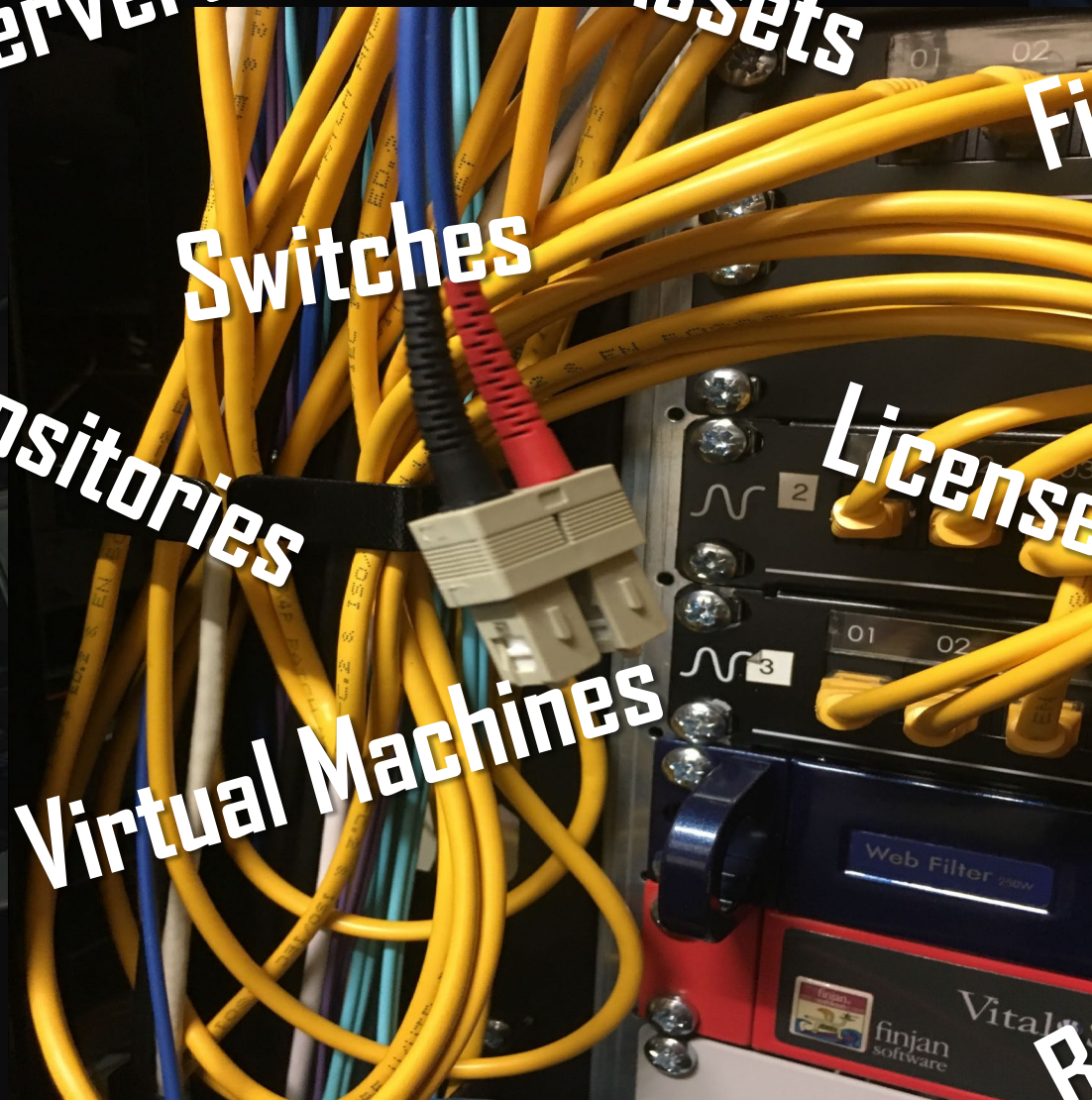
Repositories

Licenses


Apps

Virtual Machines

Baselines





A composite image featuring Batman in the foreground, looking down at a piece of equipment in the Batcave. The Batmobile is visible in the background, and Superman is standing in the distance. A speech bubble is overlaid on the image.

**To the configuration  
management cave!**



# The IT Lifecycle





# Configuration Management



Processes

Applications

People

Capabilities

Data

Policies

Systems

Configurations

Business Logic

Infrastructure



# Service Mapping/Relationships

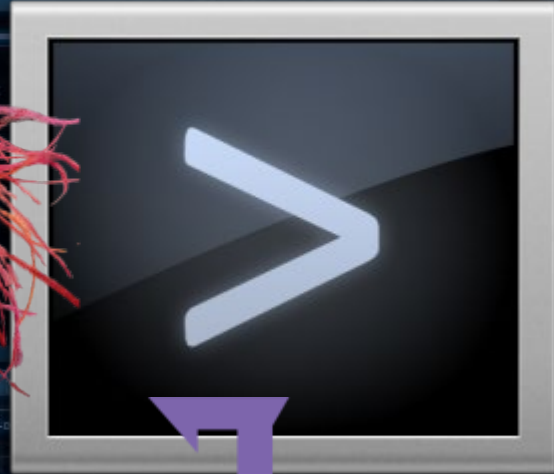
- Companies of all shapes and sizes have a number of assets/configuration items
- Inside the configuration items are configurations



but where are the actual configurations?



# Managing Configurations



Chef





# BatCave Login

# FATAL ERROR!



"I don't have an Alfred so if this may go quite wrong!"



# Case Study 1

(for when the demo goes wrong)

When automated configuration management can go wrong

**Remember!**

Hardware breaks,  
software has bugs &  
people make mistakes





# Case Study 2

(for when the demo goes wrong)

When lack of configuration management can be a business headache!





"I once thought I  
could protect the  
world by myself....



*rm -rf / anyone?*





A full-page background image of Superman flying over a city. He is wearing his iconic blue suit with a red cape and a red 'S' on his chest. He is flying towards the viewer with a determined expression, his arms outstretched. The city below is a dense urban landscape with many skyscrapers, and the sky is a clear, bright blue.

**Learning to fly (with  
configuration management)**





Remember you don't  
need to go into a phone  
box to be an IT hero!







**Thank you!**

**@Uk\_Daniel\_Card**