

ITS Configuration Management Standard

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FOIA Exempt?	No

Process Owner:

- ITS Enterprise Service Delivery – Technology Support & Quality Management

PURPOSE:

Configuration Items (CIs) are any component or other service asset that must be managed to deliver an IT service. Information about each CI is recorded in a configuration record within the configuration management system (CMS) and is maintained throughout its lifecycle by service asset and configuration management.

This document provides a comprehensive list of ITS-owned or managed assets/CIs currently required to be under change control and subject to the ITS Change and Configuration Management Policy.

SCOPE:

This standard applies to any configuration item used to maintain a highly sensitive, high impact system at George Mason University that is managed by ITS, such as Banner.

RESPONSIBILITIES:

The teams responsible for maintaining highly sensitive and high impact systems are maintained in the Asset & Configuration module of the ITSM Tool, which is supported by ITS.

REQUIREMENTS:

The following categories and types of ITS-owned or managed items are used in the production environment and shall be in scope for the ITS Change and Configuration Management Policy and represented in the Asset/CI Module:

- Software and hardware supporting the Banner system and associated applications.
- Software and hardware supporting departmental applications and services co-located in the Aquia Data Center and/or the Science & Technology Campus Disaster Recovery Site
- All routers and aggregation switches
- All physical and virtual firewalls and VPN gateways
- All load balancers / application delivery controllers
- Servers and appliances supporting technical network services such as DNS, DHCP, and IP address management.
- Network time protocol (NTP) servers

Titles and department names are subject to organizational changes.

- Digital certificates supporting secure access to production applications.
- Physical and virtual servers and appliances supporting enterprise communications.
- ITS-supported integration points for enterprise services, e.g., Servers that act as gateways or relay points used to exchange Banner data with external entities.
- All components of the technical environment supporting Controlled Unclassified Information (CUI)

Items outside the listed categories may be tracked in the Asset/CI Module and follow the Change Management process if deemed useful to do so. ITS-supported services should be represented at an appropriate level of detail and disaggregation, with dependencies mapped to enable ITS personnel to determine the impact of CI to service delivery.

The Asset/CI Module is not required to be the authoritative source of detailed configuration information for any class of CI. Other tools and data repositories may be employed for that purpose. However, tracking entries for all CIs in the above list must be maintained in the Asset/CI Module for change control.

COMPLIANCE:

The entries for highly sensitive and highly impacting systems managed by ITS will be monitored by ITS Management as part of the Change Review Board meetings to ensure that items are updated once an RFC is completed.

EXCEPTIONS:

There are no current exceptions to this standard.

DEFINITIONS AND ACRONYMS:

Terminology or Acronym	Definition
Asset/CI Module	The Asset/CI Management used to support the Change Management process in the ITSM Tool. As of the current review of document, Mason is transitioning from CMDB to TeamDynamix as the System of Record for Change and Configuration Management.
Configuration Item (CI)	A component of a system that can be identified as a self-contained unit for purposes of change control.
Configuration Management System (CMS)	One or more data repositories that contain detailed information about configuration items. Puppet, NetMRI, SCCM, Jamf, and RSA Archer are examples of configuration management data repositories that could be components of an overall CMS within ITS.
Controlled Unclassified Information (CUI)	CUI, as defined by Presidential Executive Order 13556 and 32 CFR 2002, is information the Federal Government creates or possesses, or that an entity creates or possesses for or on behalf of the Federal Government, that a law, regulation, or Federal Government-wide policy requires or permits an agency to handle using safeguarding or dissemination controls.
Production Environment	Includes systems and components required to support the functioning and availability of ITS services. Spares, instances, and equipment used exclusively for testing and development purposes are normally excluded. However, a system routinely used to support development or quality testing of production software may be a vital component of

	the software development process and, therefore, part of the production environment.
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REVIEW SCHEDULE:

Annually

APPROVAL:

Title, Department Name	Name	Signature and Date
Director, ITS Enterprise Service Delivery, Technology Support & Quality Management	David Lutz	

REVISION HISTORY:

Date	Version Number	Department or Author	Brief Description of Changes
9/8/2018	1.0	ITS Enterprise Service Delivery, IT Process & Planning	Initial release
2/20/2023	1.1	ITS Enterprise Service Delivery, IT Risk & Compliance	Annual review completed with minor edits; content reformatted using an updated template.
9/25/2023	1.2	ITS Enterprise Service Delivery, Technology Support & Quality Management	Minor edits
10/11/2024	1.3	ITS Enterprise Service Delivery, Technology Support & Quality Management	Annual review completed with minor edits; content reformatted using an updated template.
11/10/2025	1.4	ITS Enterprise Service Delivery, Technology Support & Quality Management	Annual review completed with minor edits; content reformatted using an updated template.
12/5/2025	1.5	Enterprise Cybersecurity, IT Risk & Compliance / Cindy Kim	Errata <ul style="list-style-type: none"> Page 3: The reference to “TS.ITS-POL001, Change and Configuration Management Policy” should be “ITS.ITS-POL001, George Mason Information Technology Change and Configuration Management Policy”. Page 3: The name of the procedure should be “Asset and Configuration Item Management Procedure”, not “Asset & Configuration Management Procedure.”

RELATED DOCUMENTS/REFERENCES:

- ITS.ITS-POL001, George Mason Information Technology Change and Configuration Management Policy
- [List of Active Services](#)
- ITS.ESD-PROC002, Change Management Procedure
- ITS.ESD-PRC001, Asset and Configuration Item Management Procedure