

CONFIGURATION MANAGEMENT AUDIT: EVALUATES THE CONTROL AND DOCUMENTATION OF IT CONFIGURATION ITEMS

“Ensuring Integrity, Consistency, and Control in IT Assets and System Configurations”

Schedule

Date	Venue	Fees (Face-to-Face)
22 - 26 Jun 2026	London, UK	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Configuration Management (CM) is critical to maintaining the integrity and performance of IT systems. This intensive course provides participants with the knowledge and skills needed to audit the effectiveness of configuration management practices, policies, and technologies.

Participants will explore how to identify control gaps, ensure accuracy of configuration items (CIs), assess change processes, and audit compliance with frameworks such as ITIL, COBIT, and ISO/IEC 20000. The course combines theory, real-world audit cases, and practical workshops to ensure maximum applicability.

Objectives

By the end of this course, participants will be able to:

- Understand the principles and scope of configuration management
- Identify key configuration items and verify their documentation
- Evaluate the effectiveness of CMDBs and discovery tools
- Assess integration of configuration management with change and incident processes
- Audit controls to ensure data integrity, version control, and policy compliance
- Produce actionable audit findings and risk-based recommendations

Why Attend

- Improve your ability to audit IT infrastructure and configuration data
- Reduce operational risks caused by undocumented or unmanaged changes
- Align your audits with ITIL, ISO, and COBIT frameworks
- Strengthen IT governance through better configuration oversight
- Learn through real audit scenarios and hands-on workshops

Target Audience

This program is designed for:

- IT Auditors and Internal Auditors
- Configuration Managers and Asset Management Professionals
- IT Governance and Risk Officers
- Compliance Managers
- Change and Release Management Staff

Individual Benefits

Key competencies that will be developed include:

- Practical auditing of configuration management systems
- Understanding of CMDB structure and control verification
- Ability to evaluate IT process alignment with best practices
- Enhanced skills in risk-based reporting and evidence gathering
- Exposure to audit tools and real-world examples

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger control over IT assets and configuration integrity
- Reduced downtime from mismanaged changes or discrepancies
- Improved compliance with IT service and quality standards
- More effective incident response and troubleshooting
- Enhanced accountability and governance across IT operations

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Deep dive into configuration management concepts, IT audit standards, and CMDB evaluation
- Case Studies - Real-world examples of configuration management failures and audit reviews
- Workshops - Hands-on exercises to analyze CMDB records, validate data, and simulate audit tests
- Peer Exchange - Interactive discussions on configuration issues and audit strategies
- Tools - Audit templates for CM control testing, CI verification, and reporting

MAWA EVENTS

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Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3-4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Configuration Management Audit - 07:30-15:30

- Module 1: Introduction to Configuration Management – 07:30-09:30 Key concepts of configuration management Role of CIs, CMDBs, and documentation standards Relationship between CM, ITSM, and audit
- Module 2: Frameworks and Guidelines – 09:45-11:15 ITIL, COBIT, ISO/IEC 20000, and NIST SP 800-128 Industry benchmarks and audit criteria Role of configuration audits in IT governance
- Module 3: Configuration Item Identification – 11:30-01:00 Identifying hardware, software, network, and documentation CIs Version control and baseline management Establishing criticality and relationships
- Module 4: Workshop – CI Mapping Exercise – 02:00-03:30 Hands-on task to map sample CIs and assess their documentation status

Day 2: Auditing Configuration Processes and Records - 07:30-15:30

- Module 1: Audit Planning and Scoping – 07:30-09:30 Defining audit objectives and boundaries Accessing CMDBs and records Identifying audit stakeholders and interview planning
- Module 2: Evaluating CMDB Accuracy – 09:45-11:15 Common data integrity issues and reconciliation practices Tools for automated discovery and validation Sampling techniques and spot checks
- Module 3: Control Testing for CIs – 11:30-01:00 Change tracking, unauthorized modifications, and rollback readiness CI lifecycle and decommissioning procedures Documenting and testing controls
- Module 4: Workshop – CMDB Audit Simulation – 02:00-03:30 Review and test a sample CMDB for integrity, completeness, and compliance

Day 3: Configuration Controls and Integration - 07:30-15:30

- Module 1: Integrating with Change and Incident Management – 07:30-09:30 Linking CIs to change tickets and incidents Tracing unauthorized or unrecorded changes Ensuring CM supports problem resolution
- Module 2: Security and Access Controls – 09:45-11:15 Role-based access to CMDB and CI modification Audit trail management and segregation of duties Protecting configuration data from tampering
- Module 3: Risk Identification and Reporting – 11:30-01:00 Risk indicators for configuration failures Prioritizing findings based on impact and likelihood Formulating audit recommendations
- Module 4: Workshop – Configuration Risk Assessment – 02:00-03:30 Analyze real-world scenarios to identify configuration risks and control gaps

Day 4: Audit Reporting and Stakeholder Communication - 07:30-15:30

- Module 1: Audit Documentation and Report Writing – 07:30-09:30 Effective audit documentation structure Evidence logs and audit trails Drafting clear and actionable audit reports
- Module 2: Presenting Findings to Management – 09:45-11:15 Report formatting for executives and IT teams Communicating risk and control impacts Handling resistance or lack of cooperation
- Module 3: Third-Party and Cloud Configuration Audits – 11:30-01:00 Auditing external service providers' configurations Reviewing SLAs and vendor audit rights Risks in cloud-based CM systems
- Module 4: Workshop – Drafting an Audit Report – 02:00-03:30 Practice compiling audit findings and recommendations for stakeholders

Day 5: Final Integration and Assurance - 07:30-15:30

- Module 1: Configuration Assurance and Governance – 07:30-09:30 Establishing continuous CM audit practices Audit follow-up and remediation tracking Integrating with IT governance frameworks
- Module 2: Lessons Learned from Configuration Failures – 09:45-11:15 Real-life incidents caused by poor configuration control Root cause analysis and preventive measures Role of audit in continuous improvement
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Module 3: Final Case Study and Team Presentation – 11:30-01:00 Group simulation to present audit findings for a fictional IT environment

- Module 4: Feedback and Certification – 02:00-03:30 Course review and feedback Q&A session Certificate distribution

Certification

Participants will receive a Certificate of Completion in Configuration Management Audit, validating their ability to audit, assess, and improve configuration management processes within IT environments in line with international standards.

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