

Successfully Delivering The CMDB

David Cuthbertson
Square Mile Systems

david.cuthbertson@squaremilesystems.com

www.squaremilesystems.com

Tel 0870 950 4651

Mob 07717 883177

© Square Mile Systems



Overview

Welcome and Brief Overview of CM

An Analysts Perspective

Martin Atherton, Freeform Dynamics

Ensuring Compliance with ISO20000

Ian Whyte, Bishops Beech

Discovering what you have is key to effective Configuration Management

Michel Delran, FoxIT

Fundamentals of CMDB Design

Harvey Davison, LloydsTSB

Automated Service Mapping using the CMDB

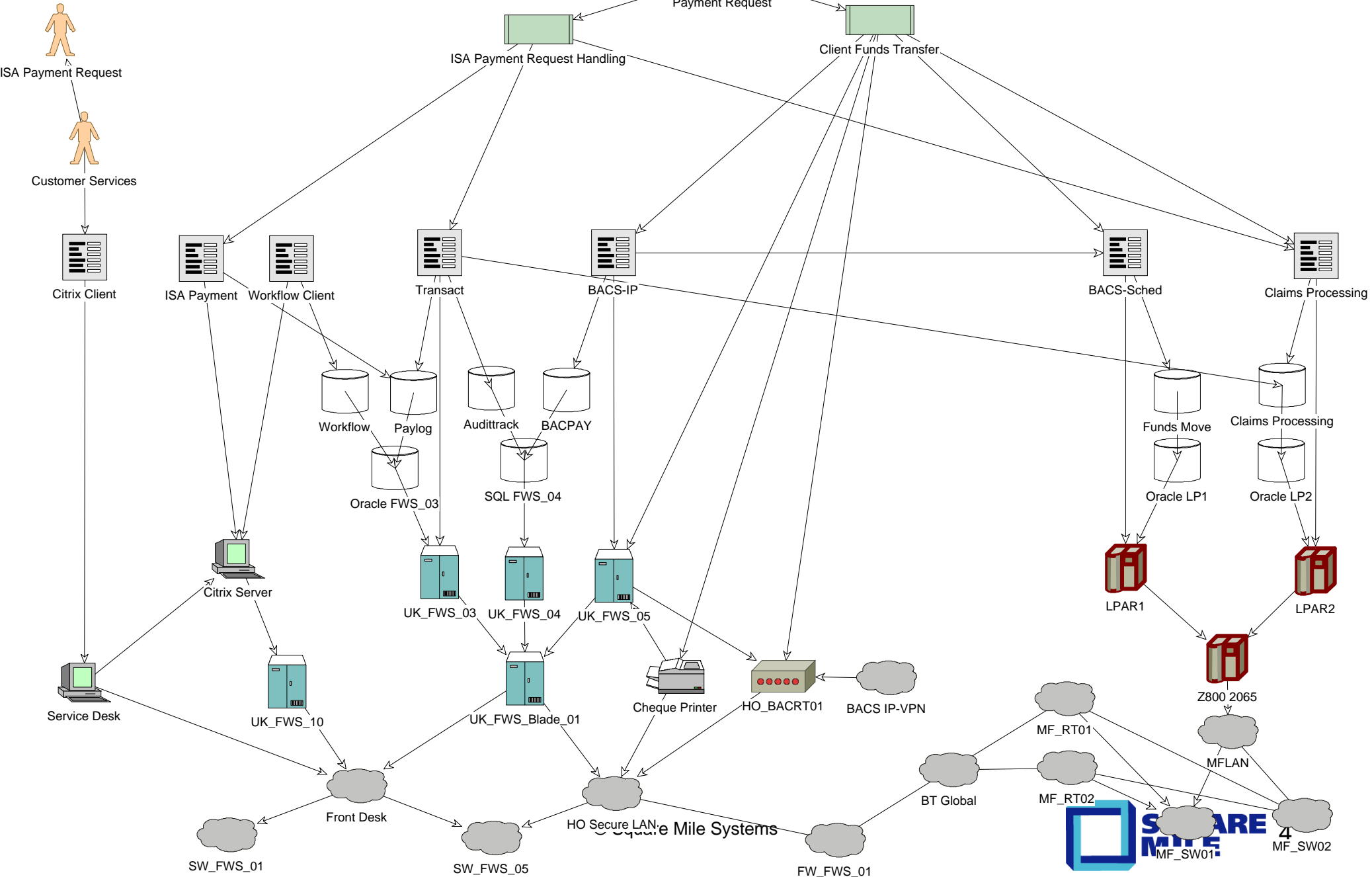
David Cuthbertson, Square Mile Systems

Panel & Close

What is a CMDB?

- Set of data sources which support configuration management and other management processes
- Configuration items, relationships and status all defined along with roles and processes
- Typically consists of
 - Database(s) internal and external to service desk
 - Spreadsheets
 - Documents
 - Diagrams

ISA Payment Process



Successfully delivering a CMDB?

- Success
 - Used actively in managing service delivery
 - Scope is clear and delivered against
 - Common reference for linking processes, tasks and teams
- It is not
 - Block or architecture diagrams of concepts
 - Automated collection of data which is not trusted or used
 - A future deliverable that can be easily added
 - A set of data without ownership or verification processes
 - Something used only by a few



Without Configuration Management

- Changes can be incorrectly categorised
- Incidents are not put against causes
- Service reporting has to be “interpreted”
- Change is less predictable and more costly
- The end to end service is not understood
- Maintaining risk management is too costly
 - Security, continuity, availability

Automated Service Mapping using the CMDB

Square Mile Systems

Develop databases and integrated solutions

Physical infrastructure – data centres

Systems & Services mapping

CMDB “analysis” & visualisation

Deliver CM programmes

Assess, strategy, project, data capture, integration

The Issues

We have a CMDB but.....

- Validating devices / relationships is time consuming
- Incidents, changes etc. are not always categorised
- Doesn't help in quite the way we thought
- Lots of data, but too difficult to comprehend
- External service maps/ diagrams needed in addition to the CMDB but not linked

The White Board Approach to Service Diagrams

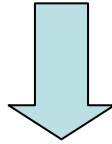
“Our CMDB can’t produce service maps”

“We don’t have all the data in the CMDB”

“Our systems are so complex, so a white board is suitable”

Define the Need

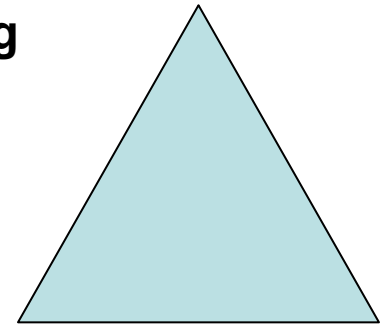
“Top Down”



Dependency Mapping

- Security & Risk Planning
- Consolidation Risk
- Systems Architecture
- Availability Planning
- Business Continuity
- Single Points of Failure

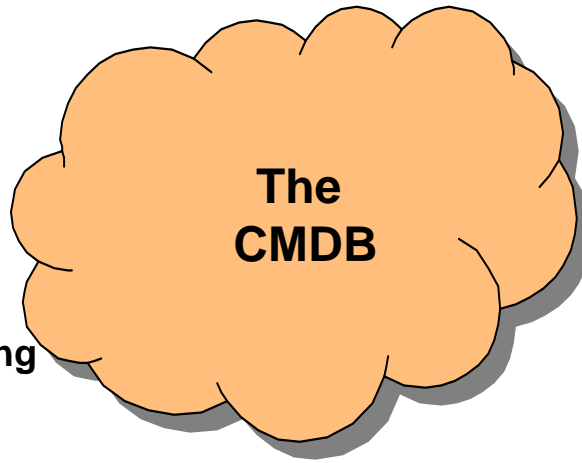
Service



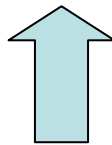
Servers

Maintenance

- Accurate updating
- Correct classification
- System reporting
- Validating services
- Consistency across teams
- Linkage to systems monitoring



The CMDB

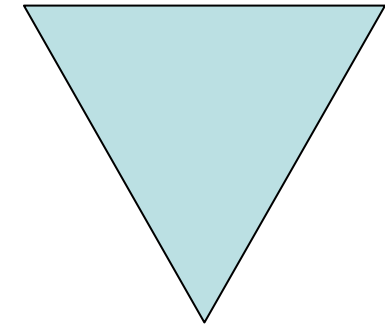


“Bottom Up”

Impact Analysis

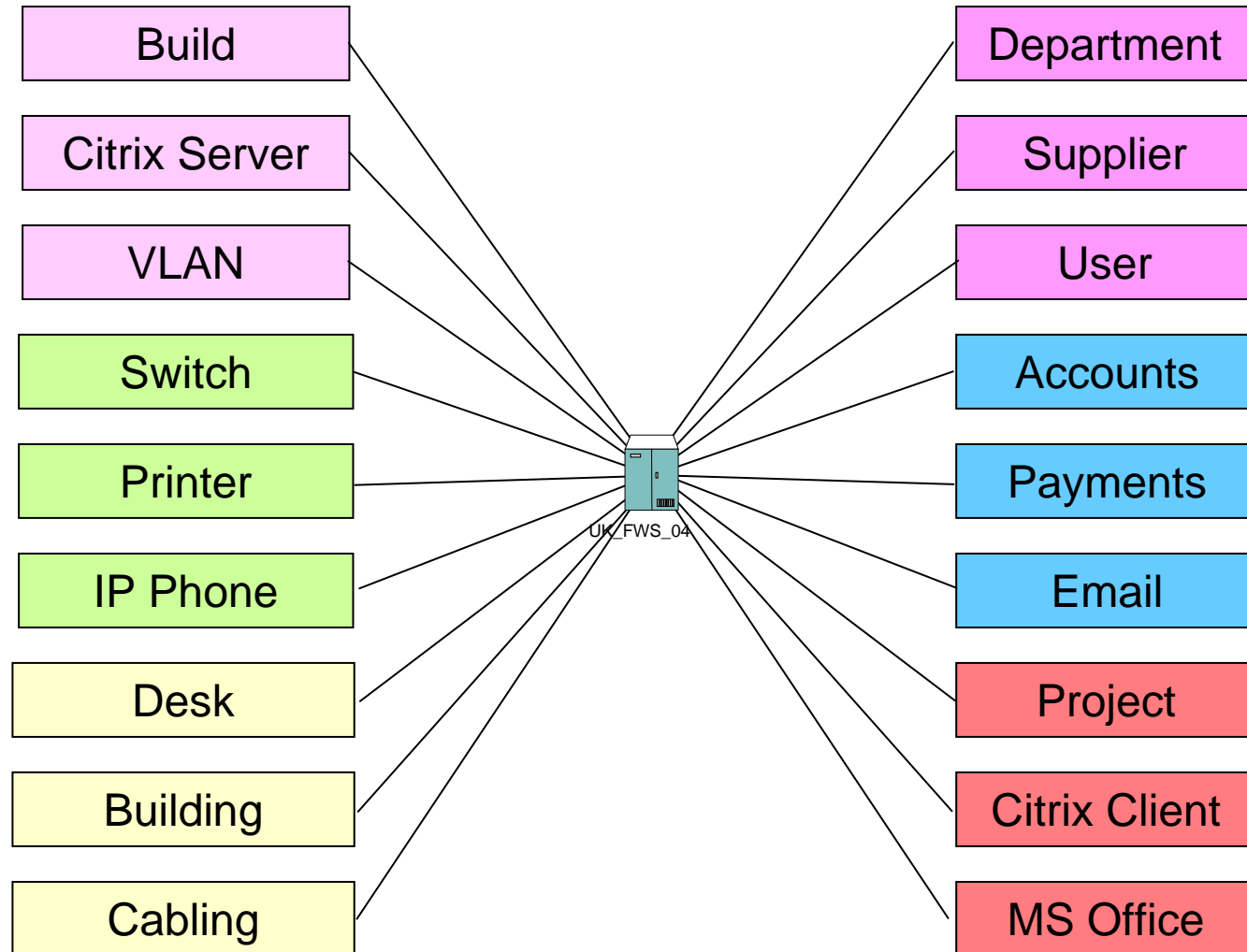
- Incident Management
- Crisis Management
- Change Control
- Project Planning
- Incident Recovery

Services



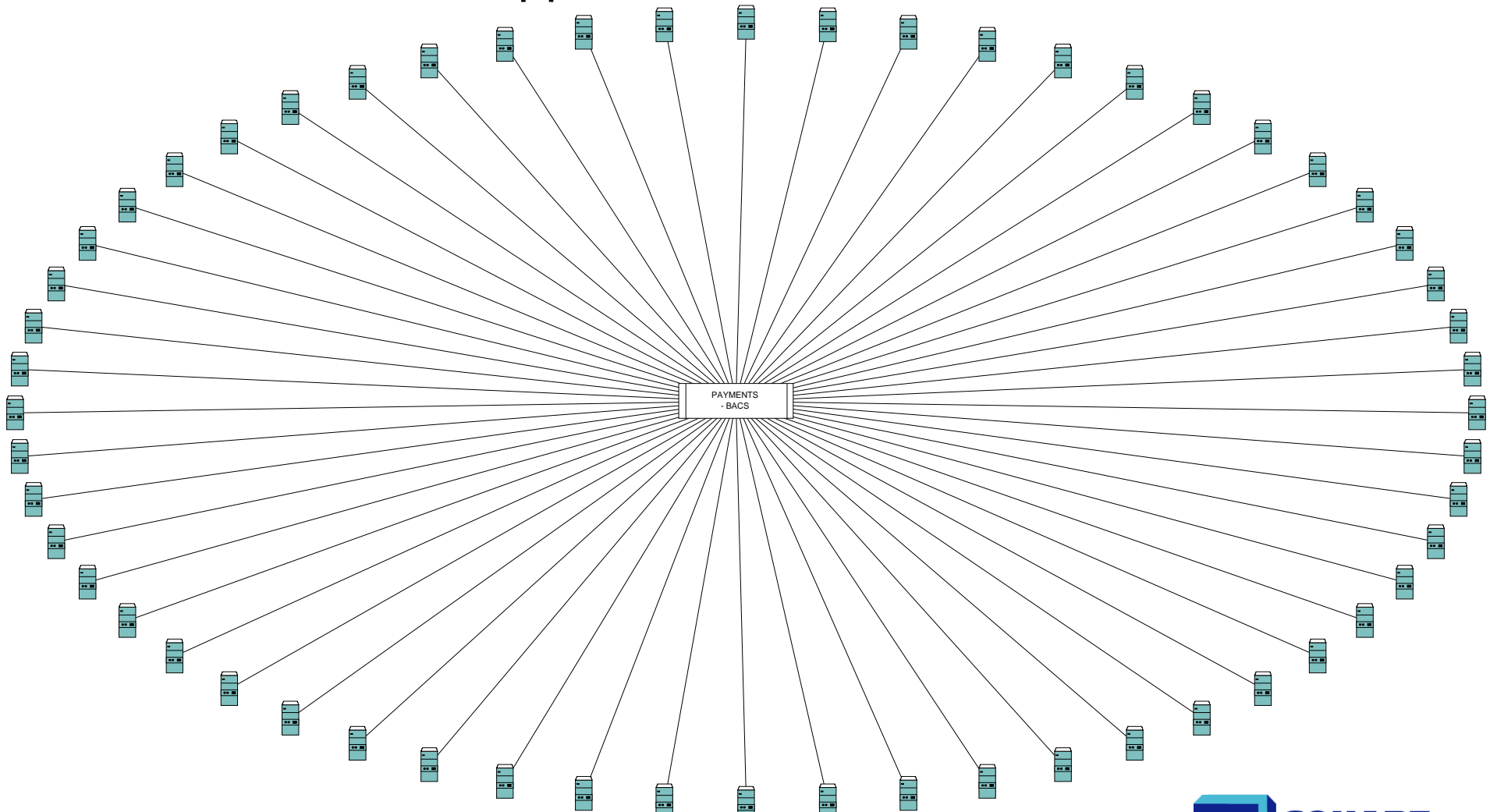
Server

Hub & Spoke Mapping

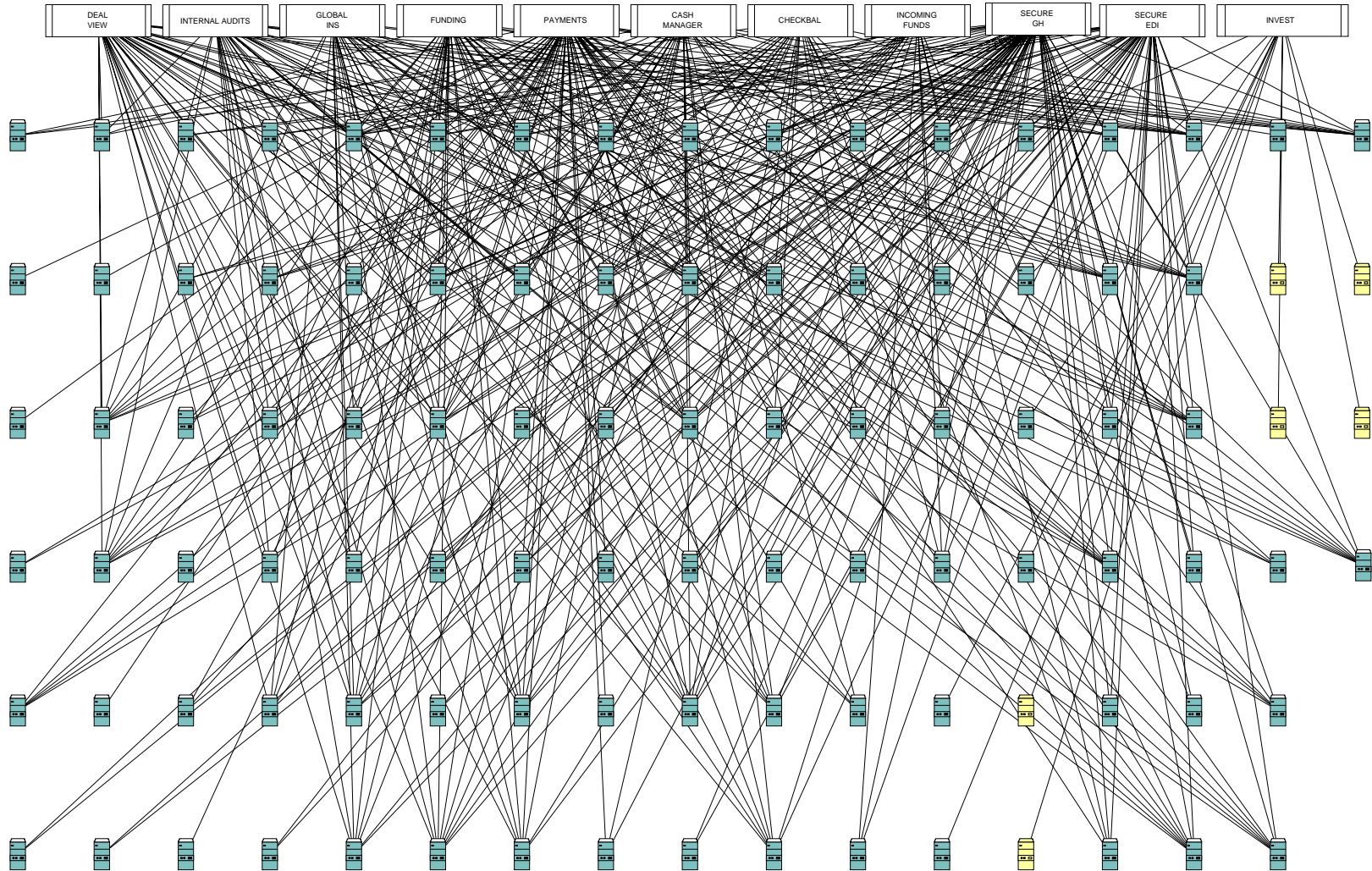


A Little Bit More Complex

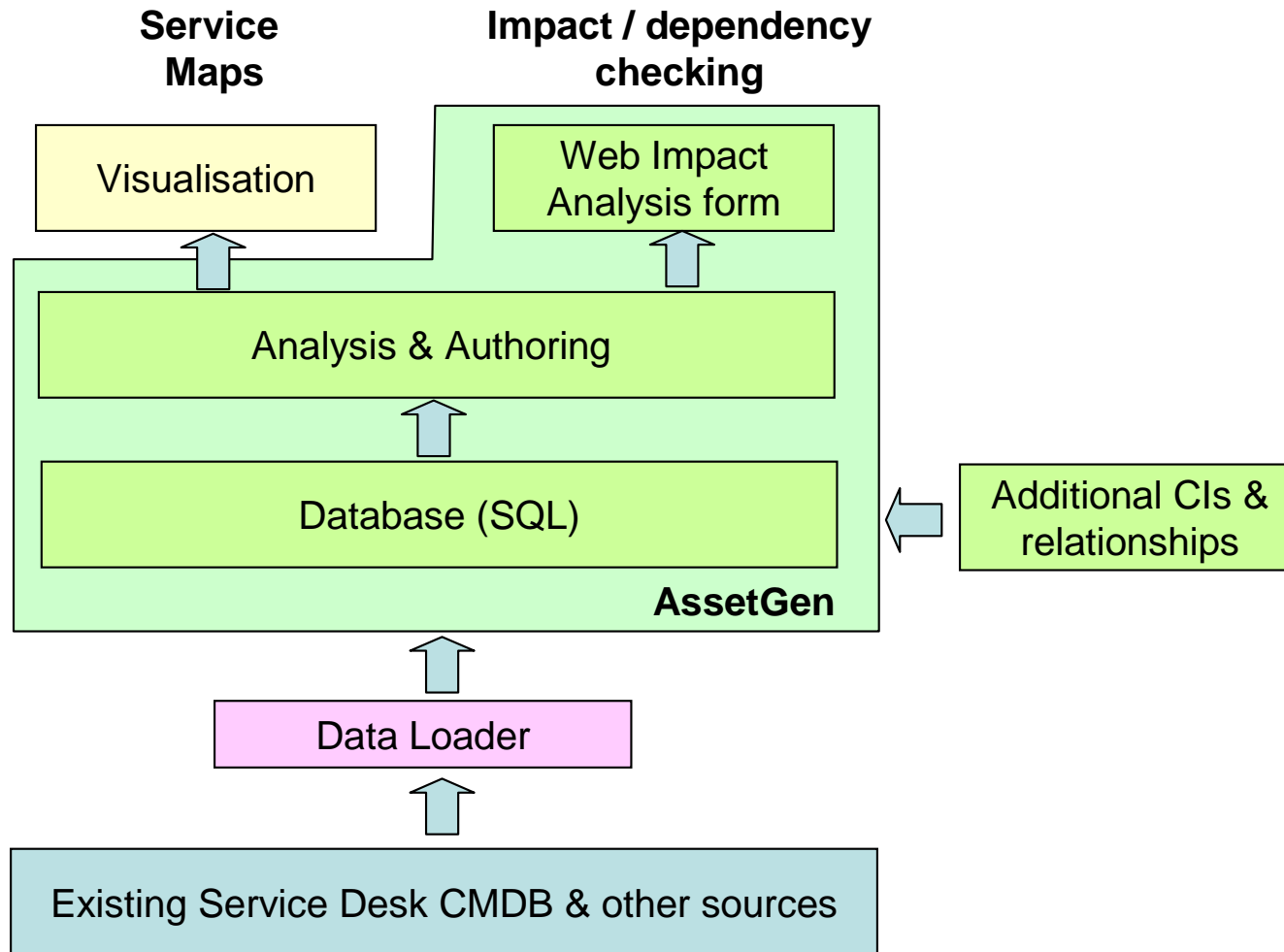
1 Application – 50+ servers



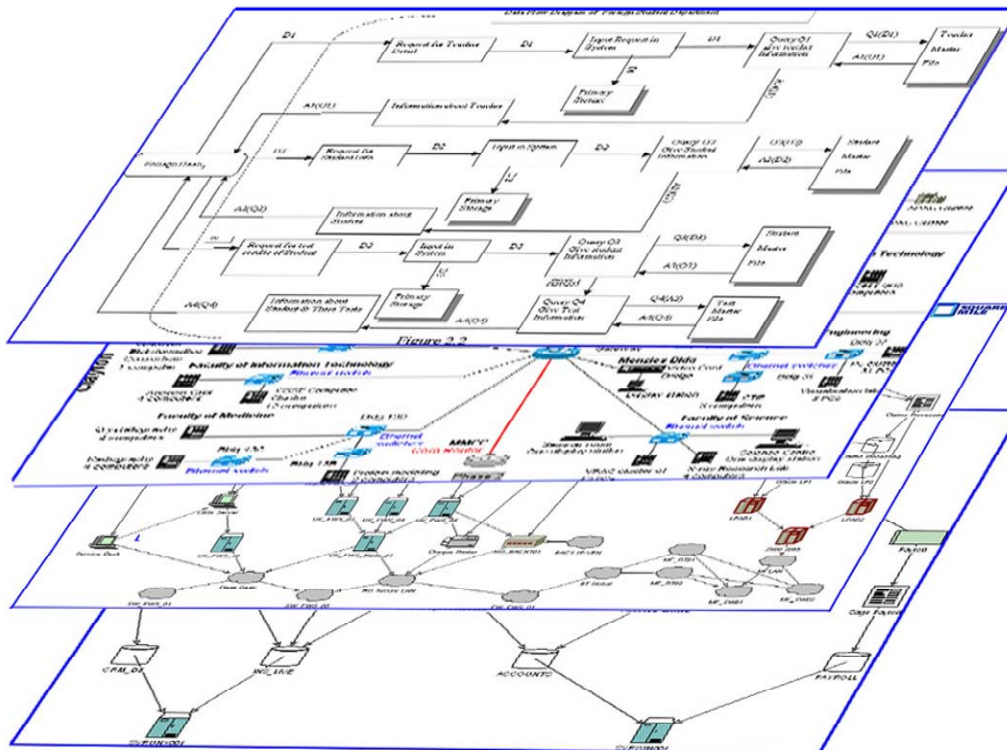
For Example



Automated Mapping



More Value from the CMDB



Data Flows

Network Diagram

System Architecture

Service Map

In Summary

- What is a CMDB and what does it look like
- How do you use it
- How do you create one - manual/automation
- Who should own and update it
- When should you deliver, capture data etc.