

Configuration Management Databases – What happened to all the hype?

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The Panel

Robert Cowham

BCS-CMSG Chair, Vaccaperna

Industry view

Jason Keogh

CTO, iQuate

Asset Discovery

Harvey Davison

Configuration Manager, LloydsTSB

Implementing a CMDB

David Cuthbertson

BCS-SMSG chair

Avoiding failure

Some Issues

We actually have a CMDB but.....

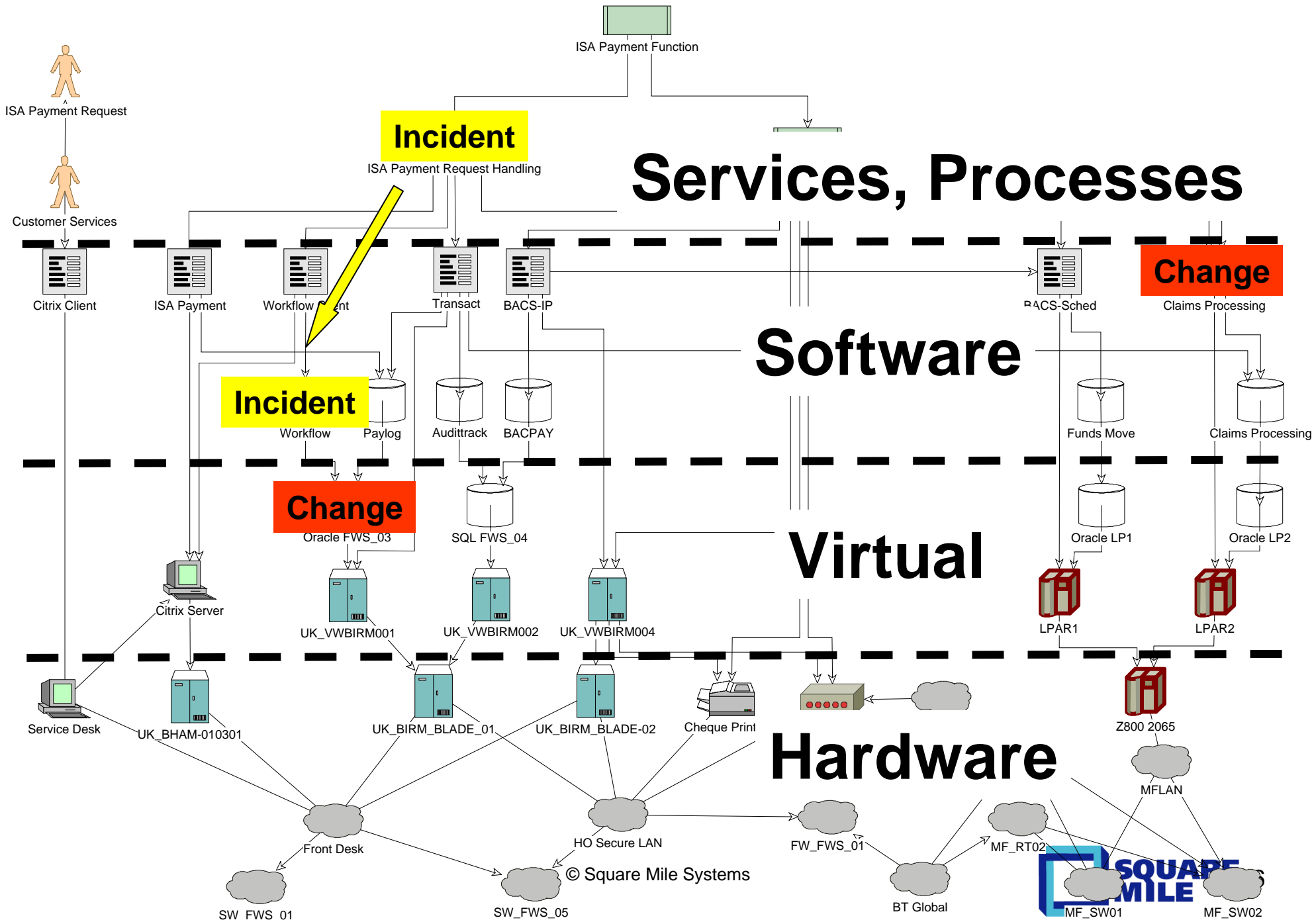
- Validating devices / relationships is time consuming
- Incidents, changes etc. are not always categorised
- Doesn't help in quite the way we thought, so we still keep our spreadsheets
- Lots of data, but too difficult to comprehend
- External service maps / diagrams / spreadsheets needed in addition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

Evolution

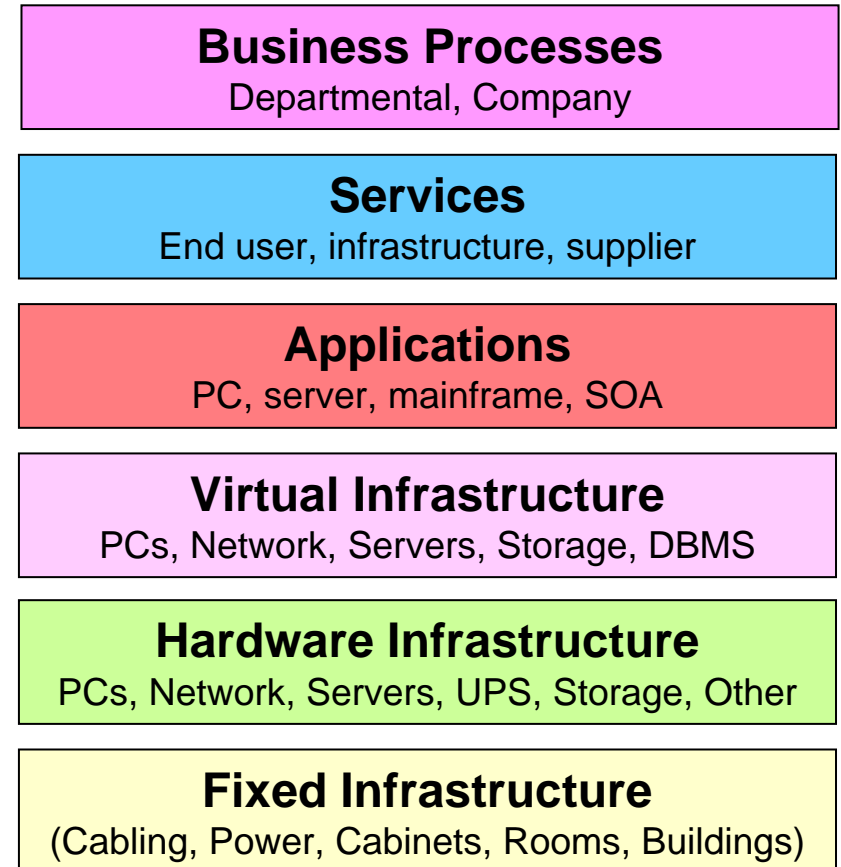
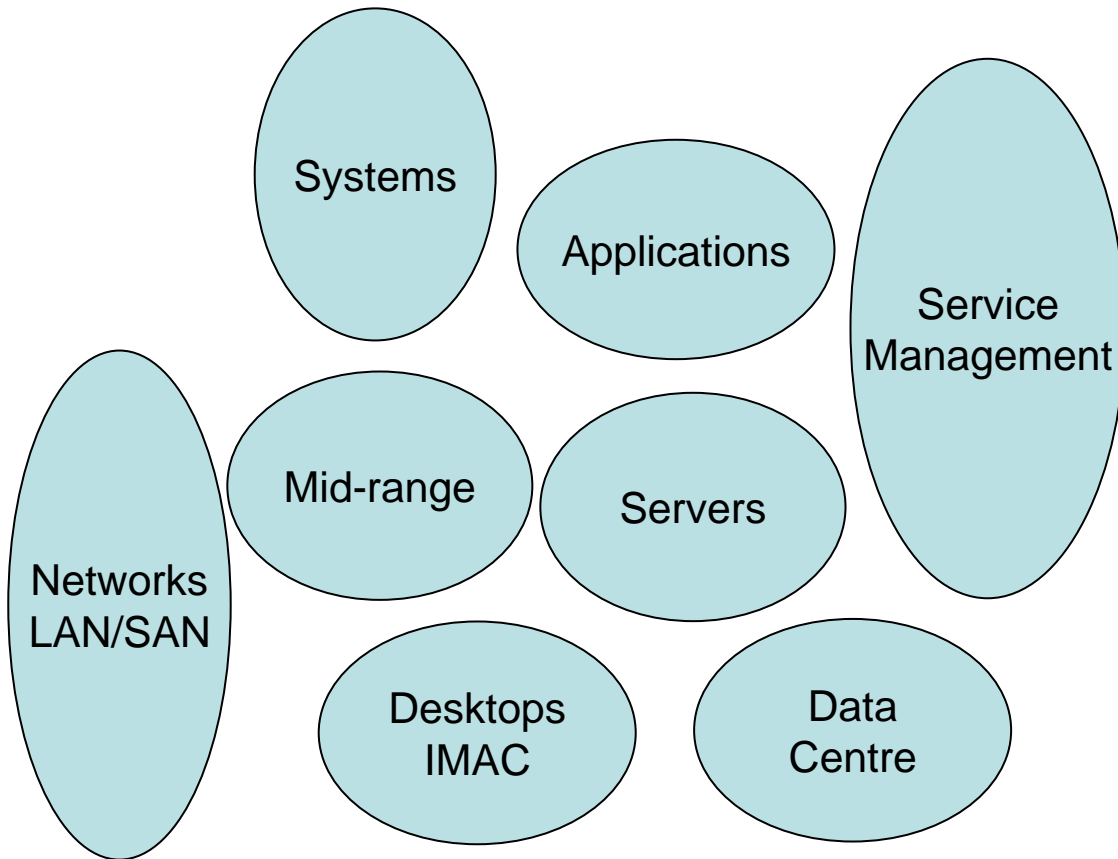
- What we want is a CMDB as per ITIL V2
- What we want is a CMDB with automation keeping everything up to date
- What we want is a federated CMDB with interaction between data sources
- What we want is a CMS as per ITIL V3
- What we need?

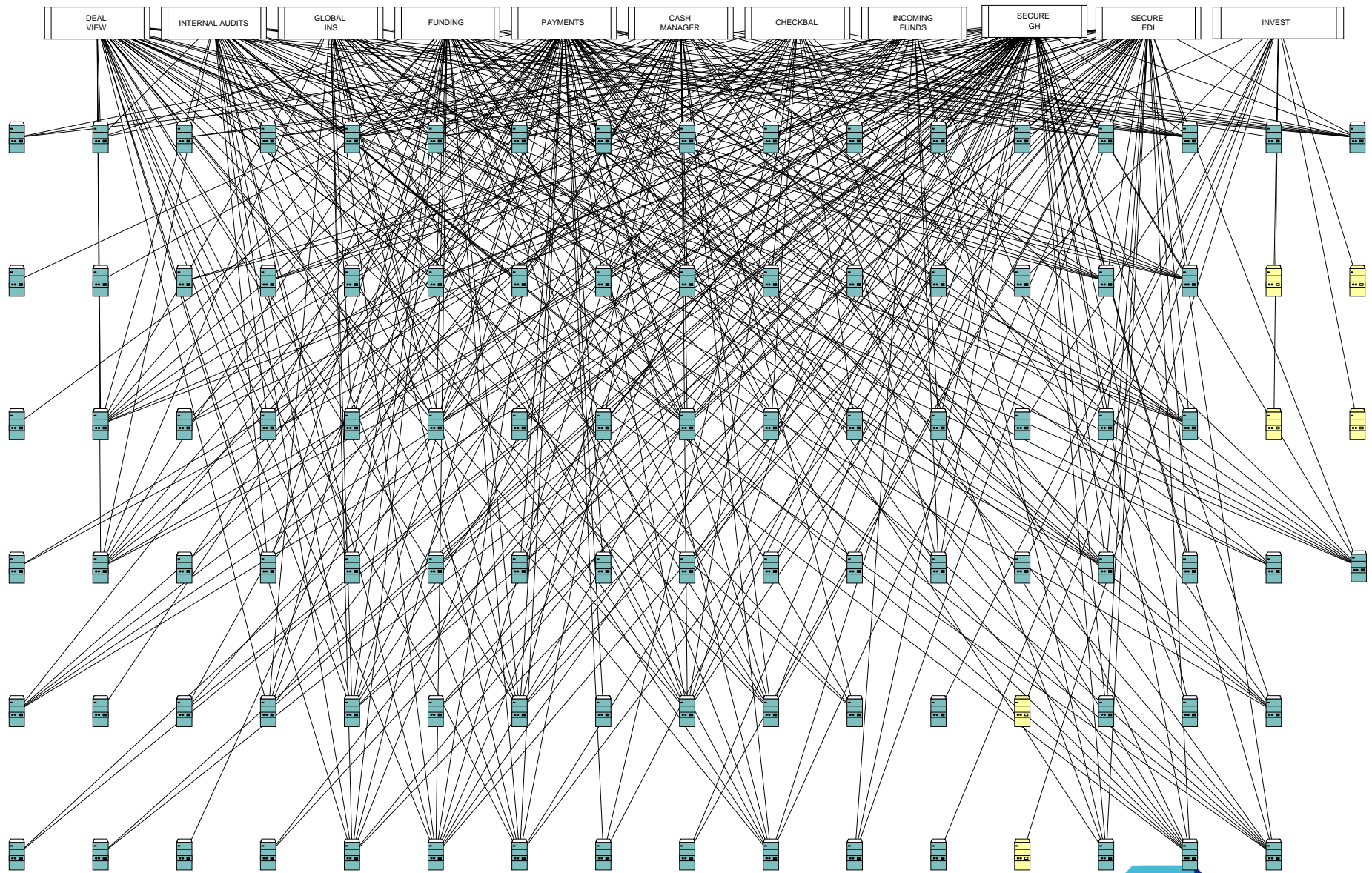
What is a CMDB?

- 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
- Now renamed to the CMS (Configuration Management System)



Silos of Data





Without Configuration Management

1. Changes will probably incorrectly categorised
2. Incidents are not put against causes
3. Service reporting has to be “interpreted”
4. Change is less predictable and more costly
5. Maintaining risk management is too costly
Security, continuity, availability
6. Increasing complexity will result in more incidents

End to end service is not understood

My Top 5 Tips



1. Service outages caused by change show the value of CM better than words or money
2. Ensure configuration management is seen to be a manual process, eased by automation
3. Keep the CMDB as small as possible
4. Be clear on how and when the CMDB will appear to users
5. Re-brand it as a foundation for communication across service and technical teams