

Process Team

Configuration  
Management

CMDB

# Implementing a CMDB

*The Top 5 Lessons Learnt,  
3 years after Implementation*

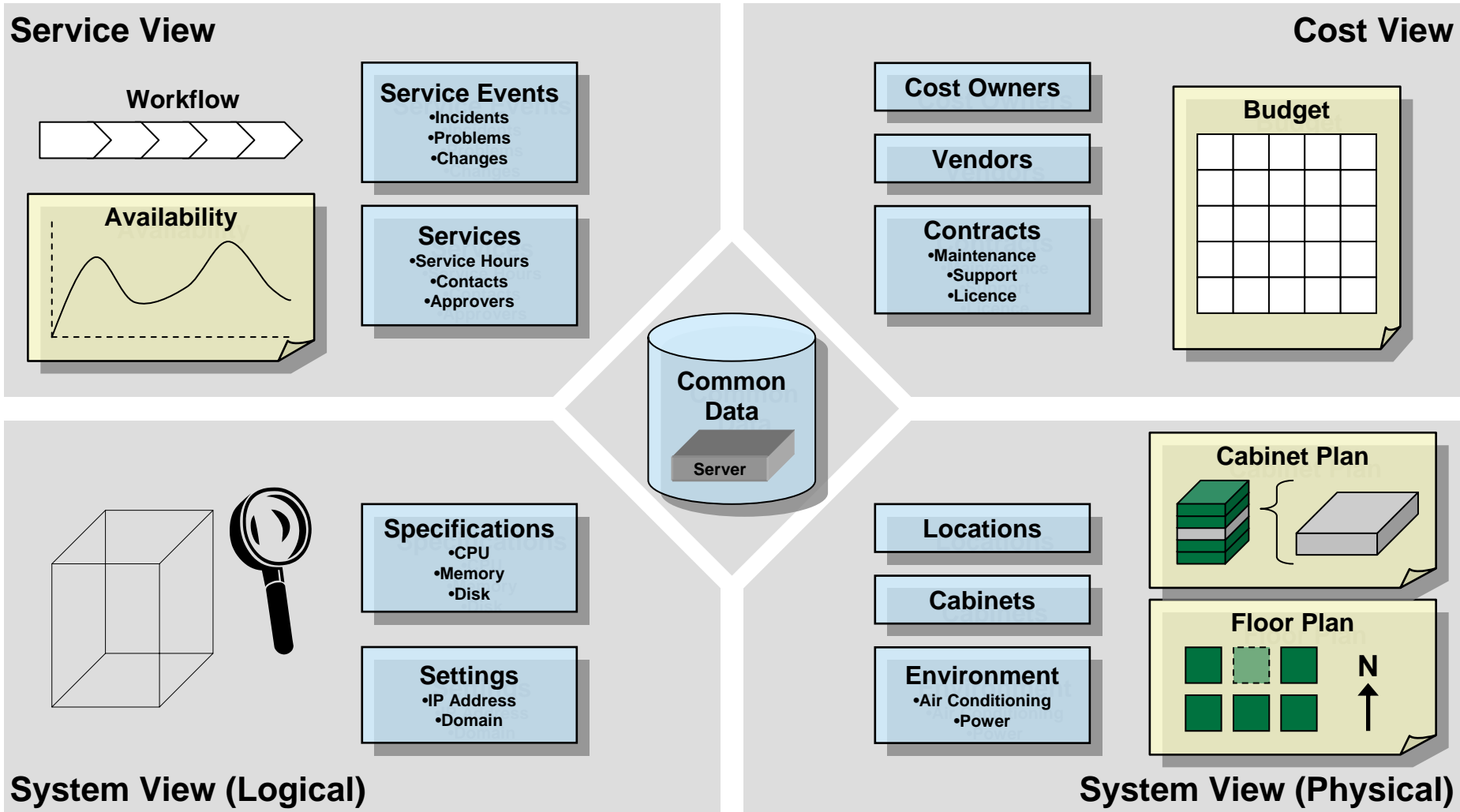
**Author:**

Harvey Davison

**Date:**

March 2008

# 01. Configuration – Different Data Sets & Interfaces



Improvement is part of everyone's job

## 02. Lesson Learnt #1

### 1. Define your Objective



Service

VS.



Cost

# 03. Requirements - ITIL Guidelines for Change Management

## ITIL Process Objectives

*'Managing and co-ordinating Change implementation'*

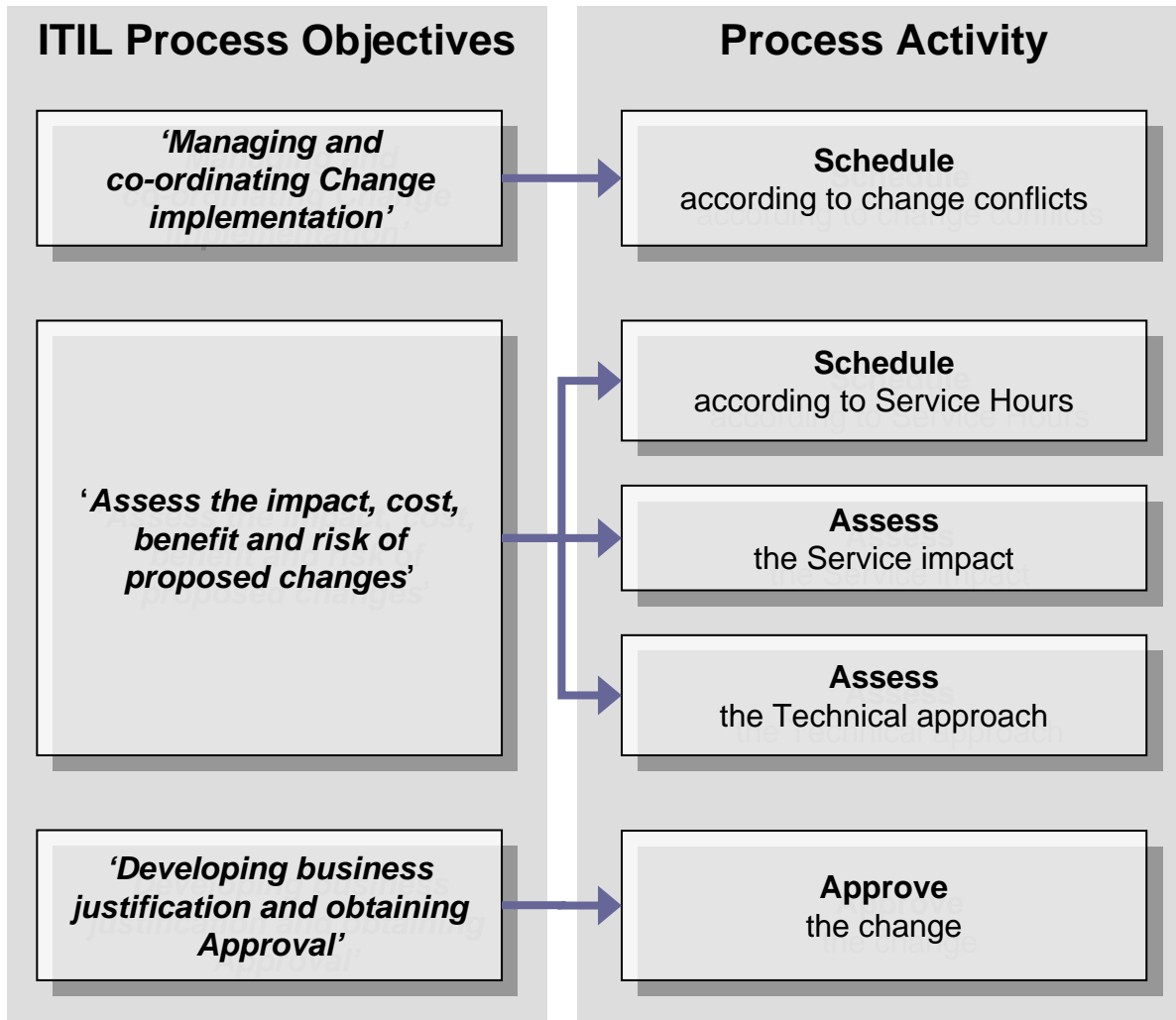
*'Assess the impact, cost, benefit and risk of proposed changes'*

*'Developing business justification and obtaining Approval'*

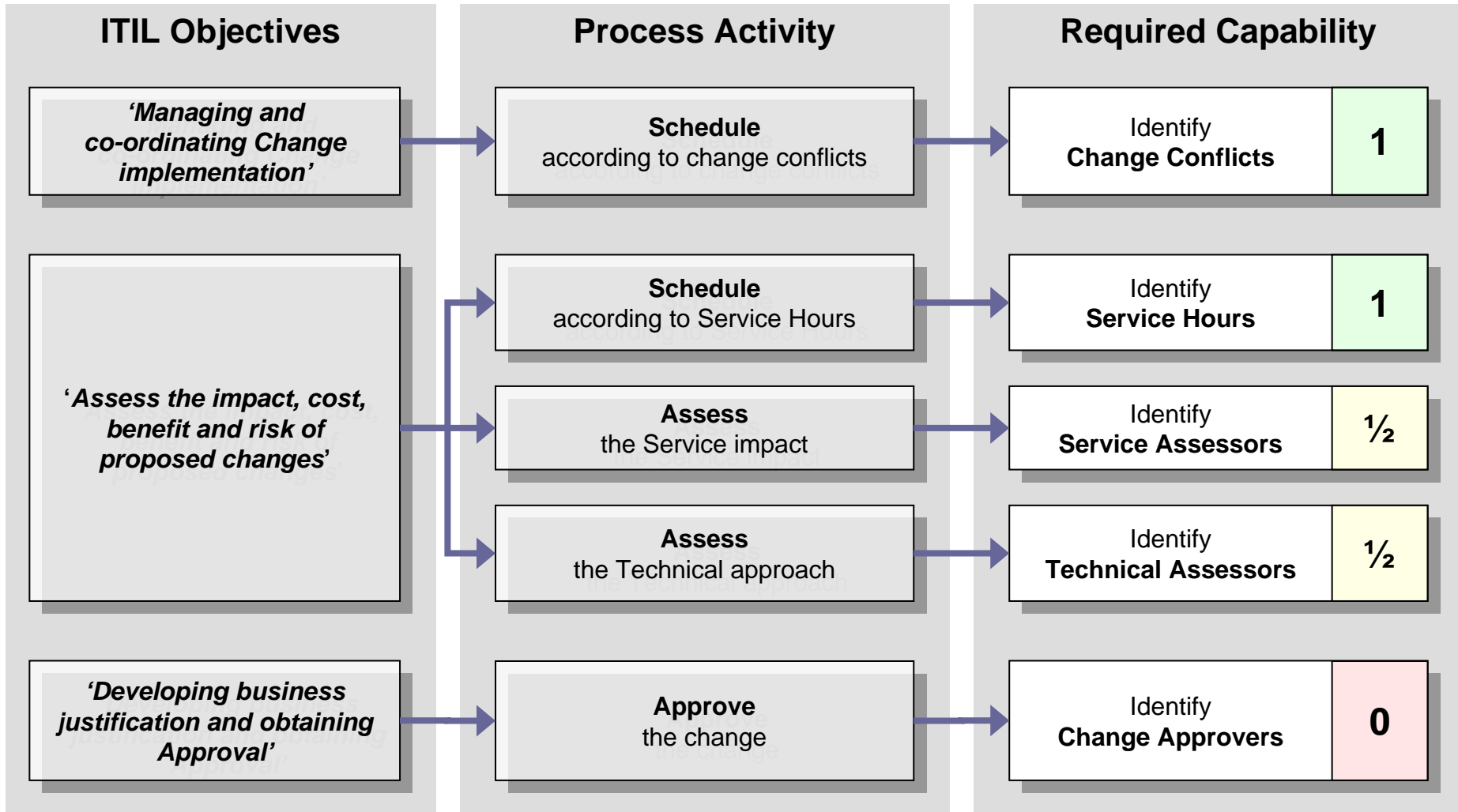
Improvement is part of everyone's job

 Lloyds TSB | for the journey...

# 04. Requirements - Breakdown Discrete Activities

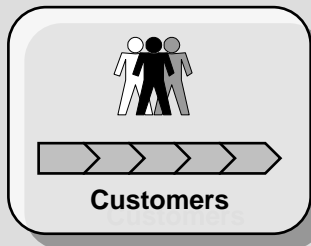


# 05. Requirements - Define Required Capabilities



# 06. Lesson Learnt #2

## 2. Define your Customers & Requirements



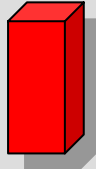
1. Define your Objective

★ vs. £

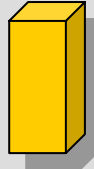
Service Cost

# 07. Prioritise the Scope - Item Type

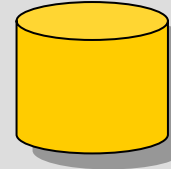
Type



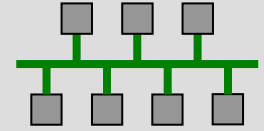
**Servers**  
*(Directly Service Aligned)*



**Servers**  
*(Non-Directly Service Aligned)*



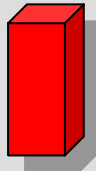
**Simpler Infrastructure**  
*(e.g. Storage)*



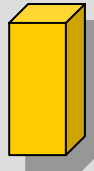
**Complex Infrastructure**  
*(e.g. Network)*

# 08. Prioritise the Scope - Item Role

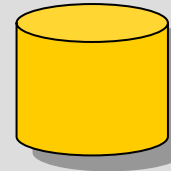
Type



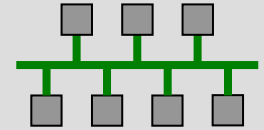
**Servers**  
*(Directly Service Aligned)*



**Servers**  
*(Non-Directly Service Aligned)*

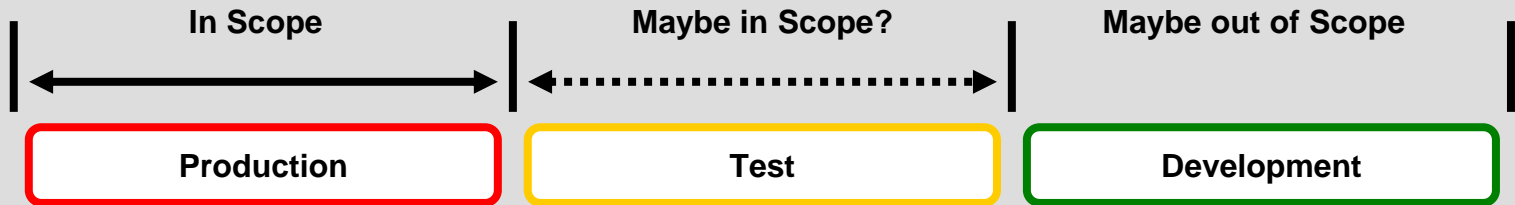


**Simpler Infrastructure**  
*(e.g. Storage)*



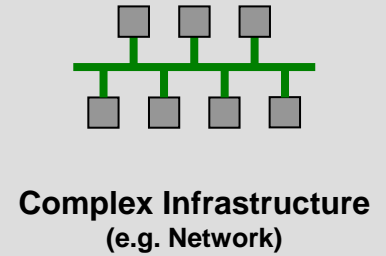
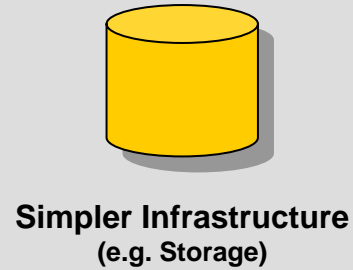
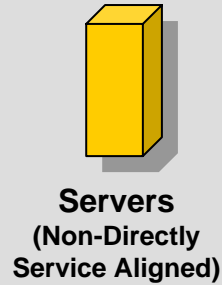
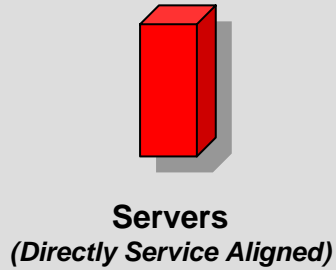
**Complex Infrastructure**  
*(e.g. Network)*

Role

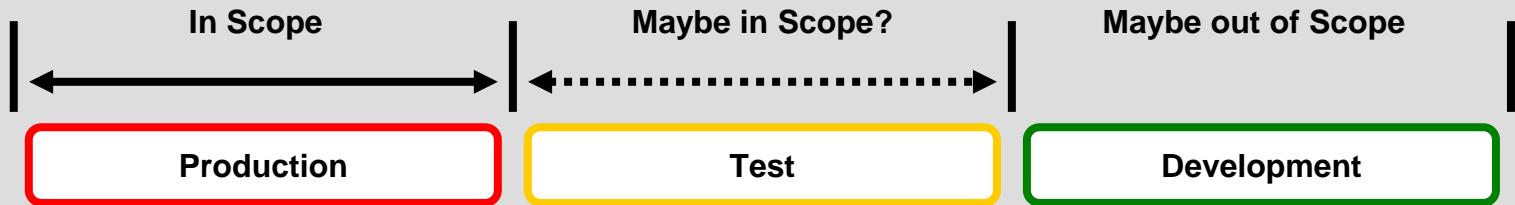


# 09. Prioritise the Scope - Item Status

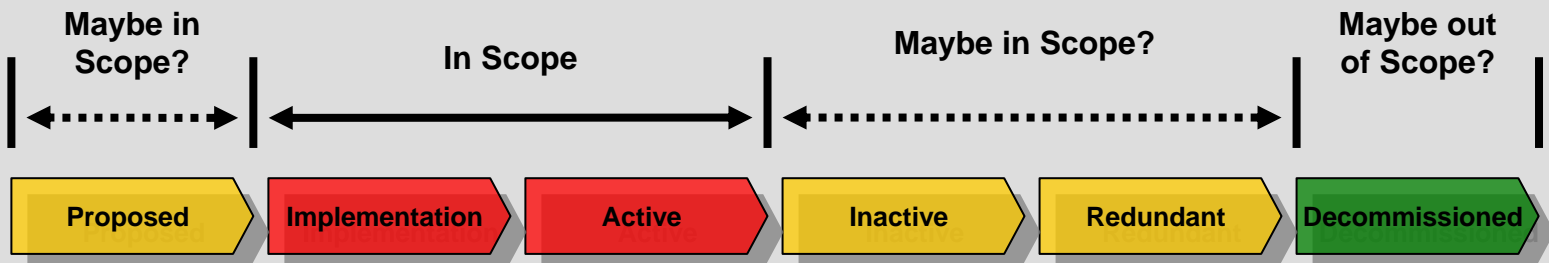
Type



Role

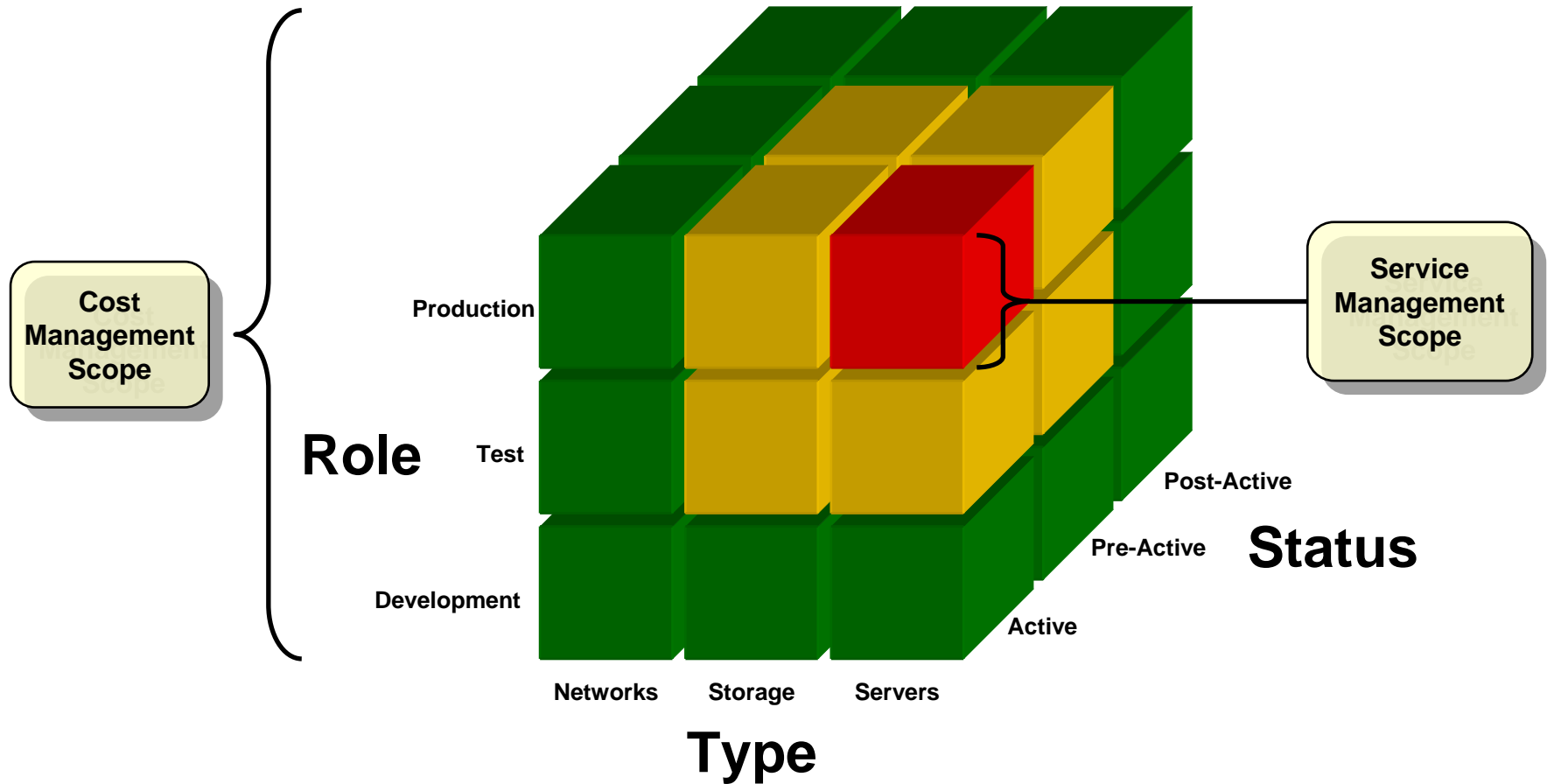


Status



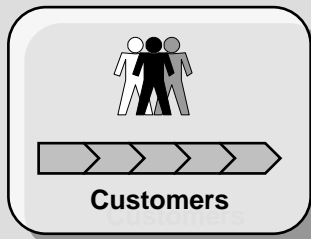
Improvement is part of everyone's job

# 10. Scope – Start Simple & Add Complexity Later

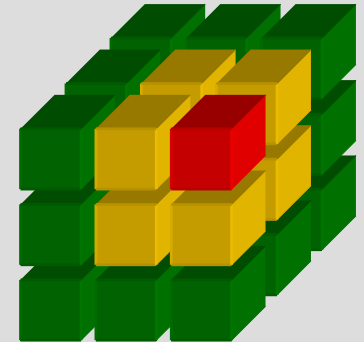


# 11. Lesson Learnt #3

## 2. Define your Customers & Requirements



## 3. Manage your Scope

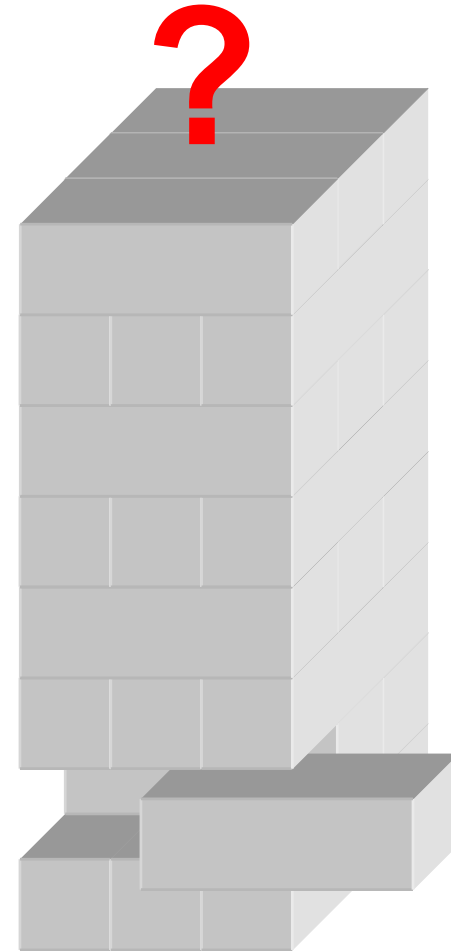
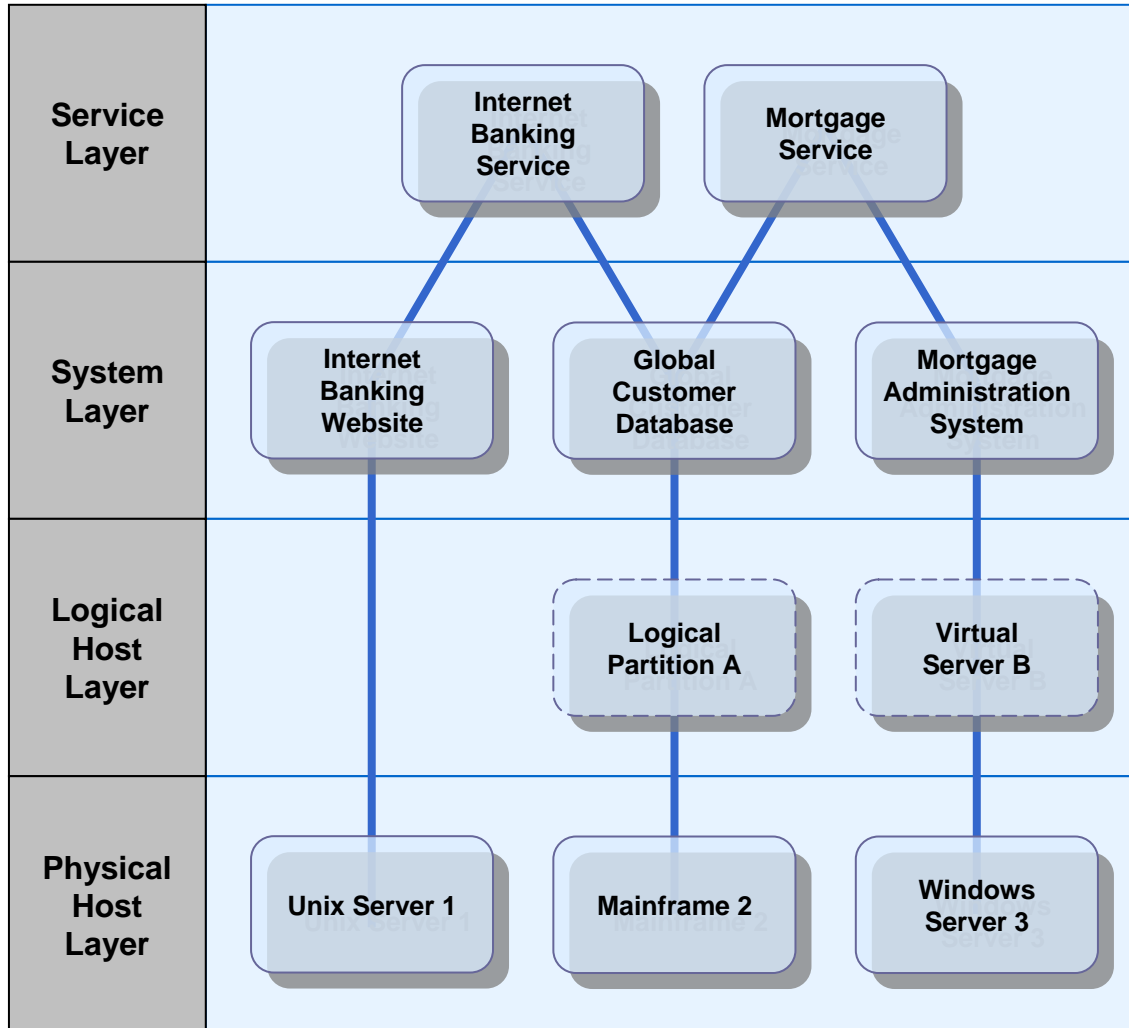


### 1. Define your Objective

★ vs. £

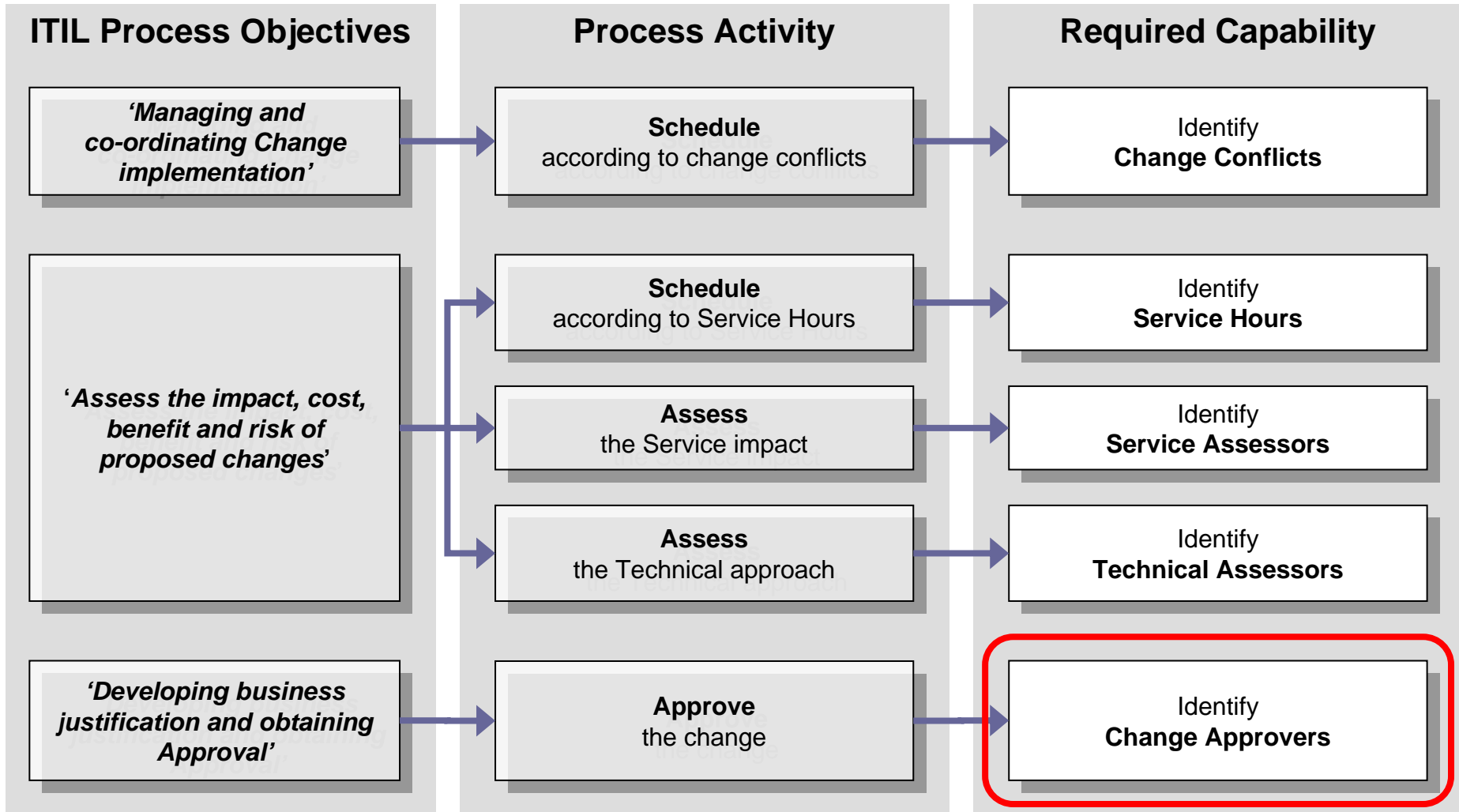
Service vs. Cost

# 12. Structure - Using Hierarchy to show Service Risk

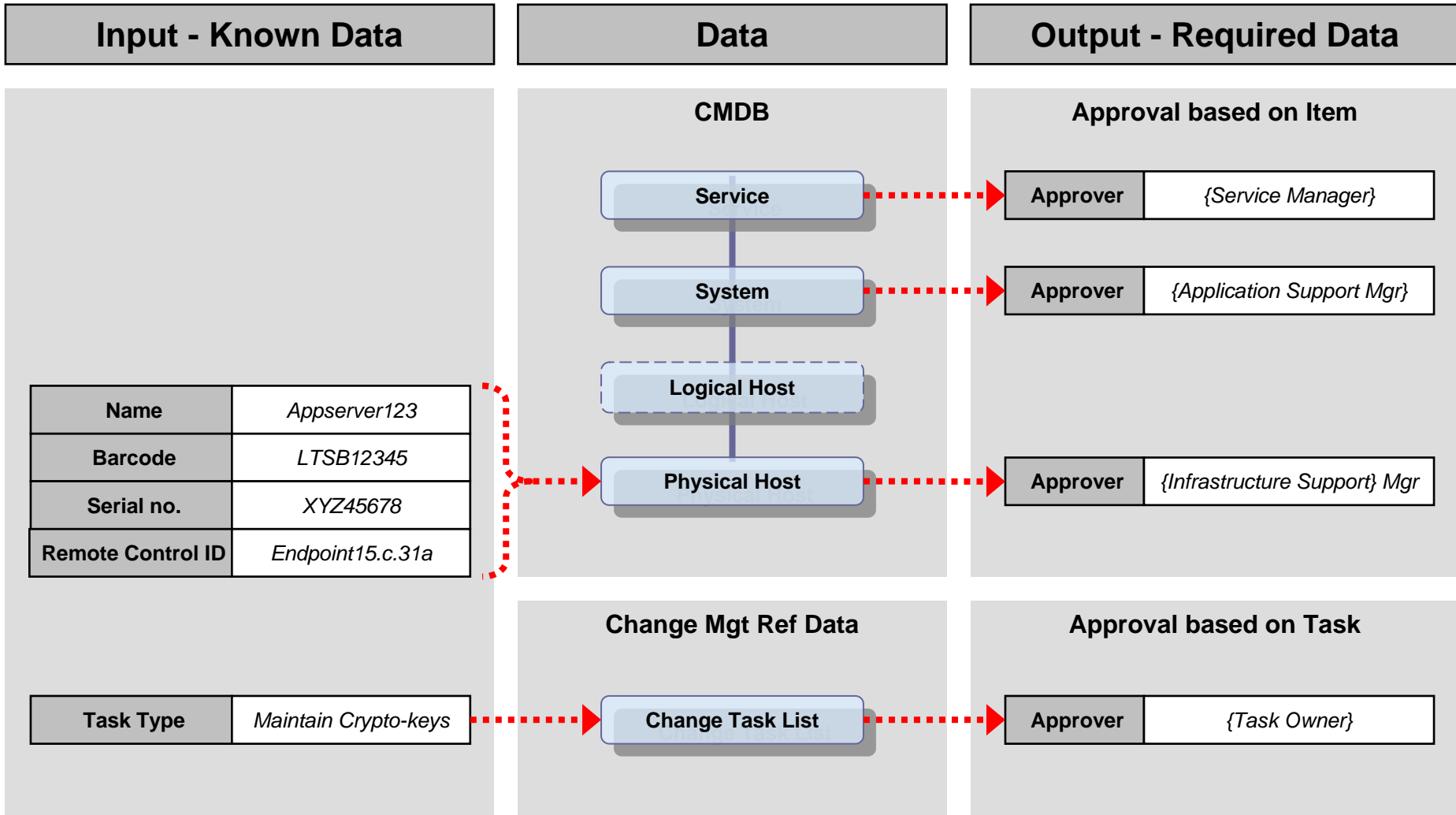


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# 13. Attributes – ‘Identify Change Approvers’ example

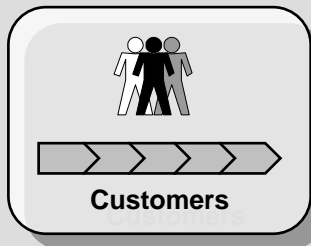


# 14. Attributes - Applying the Input / Output Test



# 15. Lesson Learnt #4

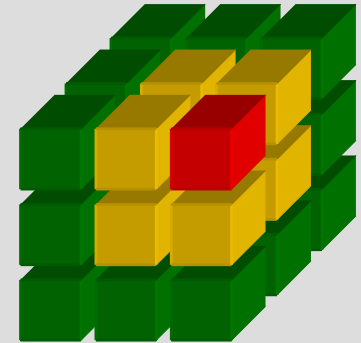
## 2. Define your Customers & Requirements



ITIL

Reqs

## 3. Manage your Scope



## 1. Define your Objective

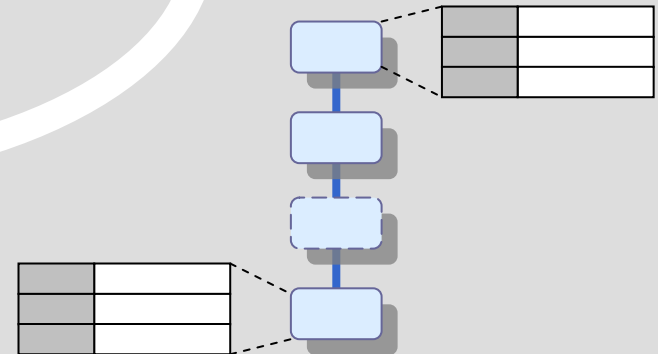


Service

vs.



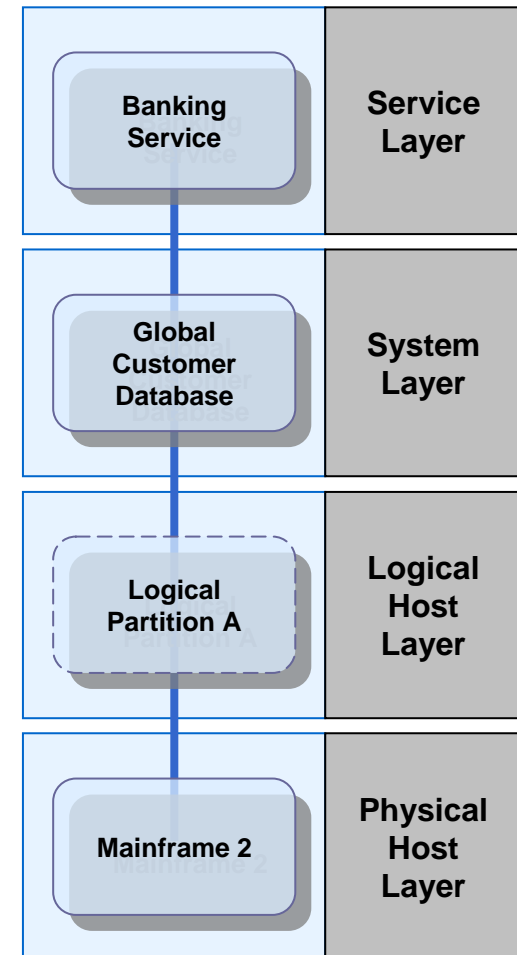
Cost



## 4. Design your Data Model

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# 16. Process – Identifying Your Definitive Data



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# 17. Process – Identifying Your Definitive Data

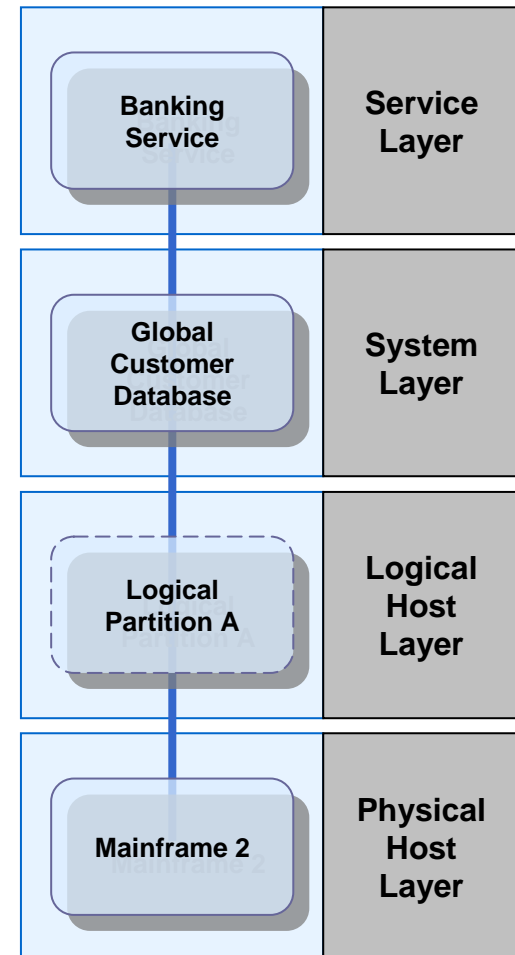
## Item Detail

SLA

Design

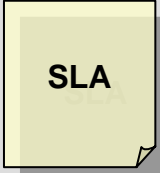







Inventory  
Scan Tool

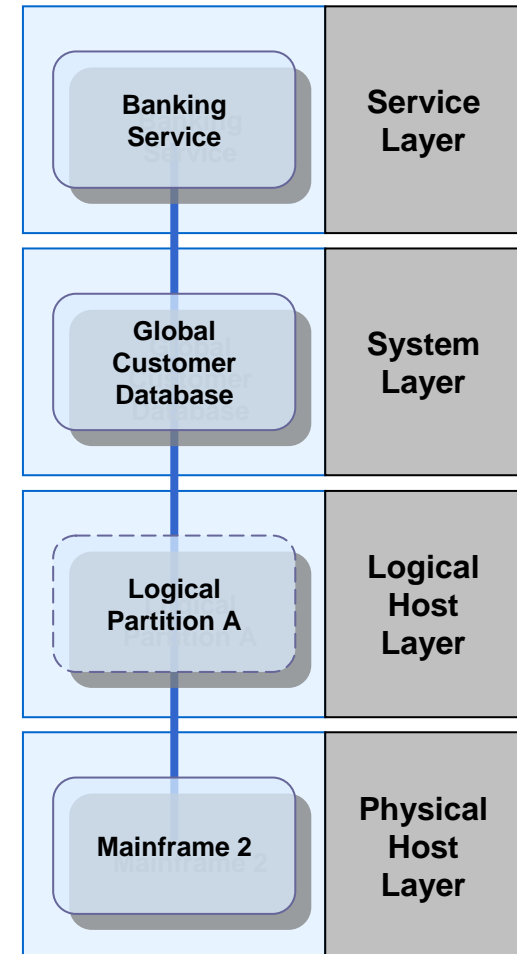
Data Centre  
Inventory



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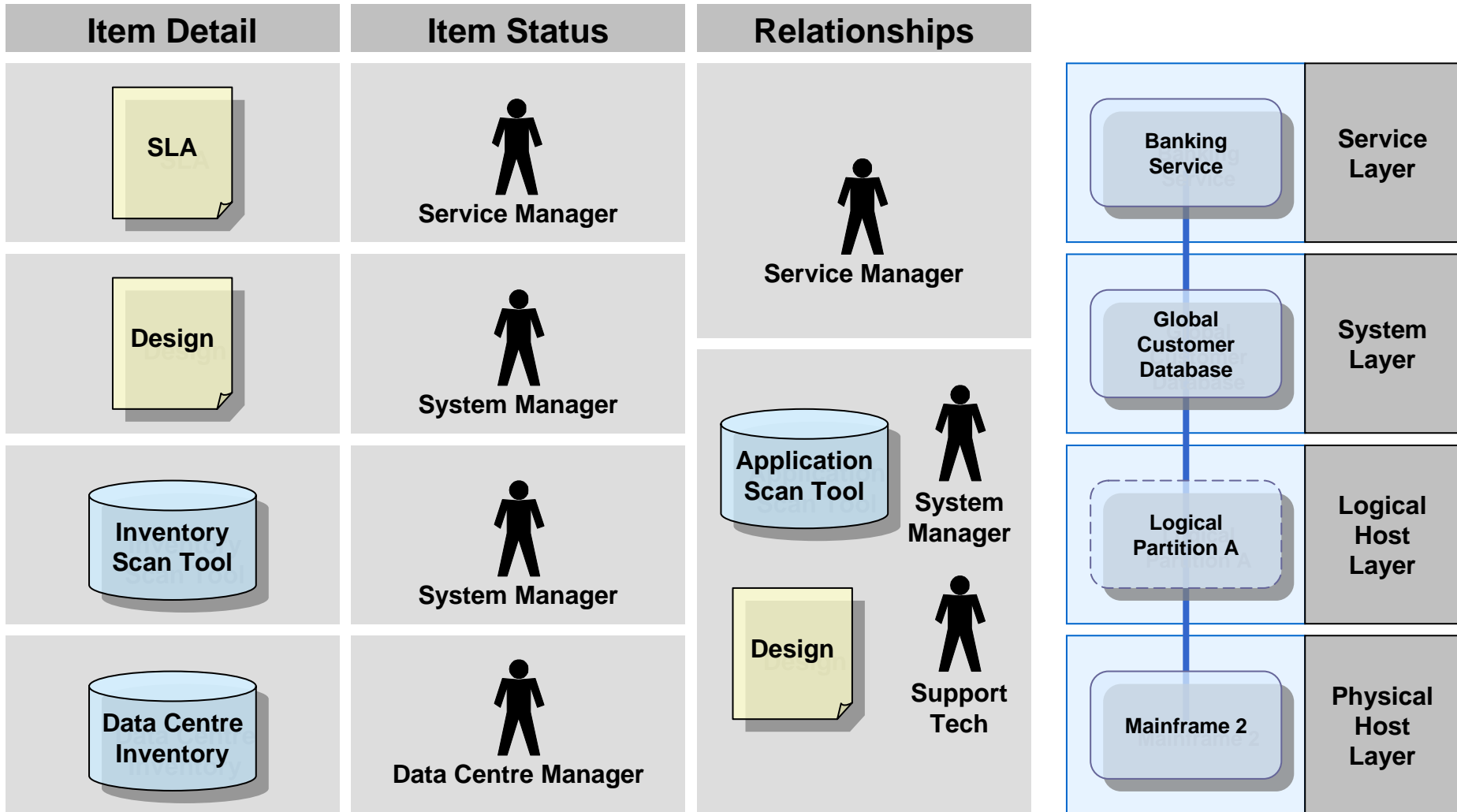
# 18. Process – Identifying Your Definitive Data

Item Detail	Item Status
 SLA	 Service Manager
 Design	 System Manager
 Inventory Scan Tool	 System Manager
 Data Centre Inventory	 Data Centre Manager



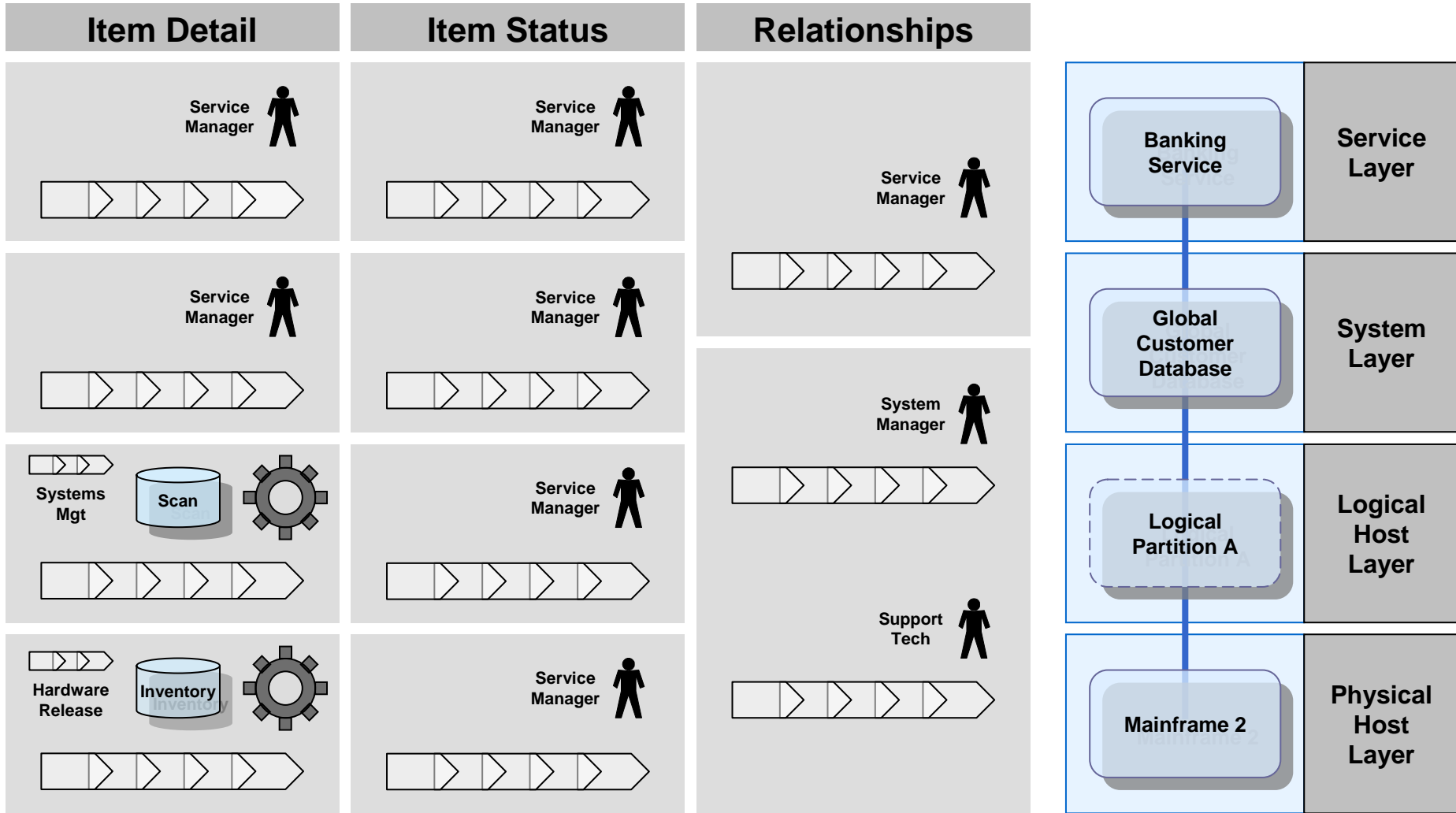
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# 19. Process – Identifying Your Definitive Data



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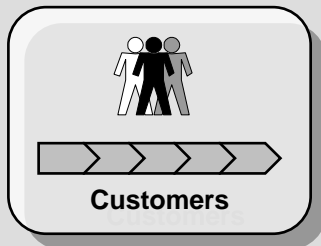
# 20. Process – Design the Best Way from A to B



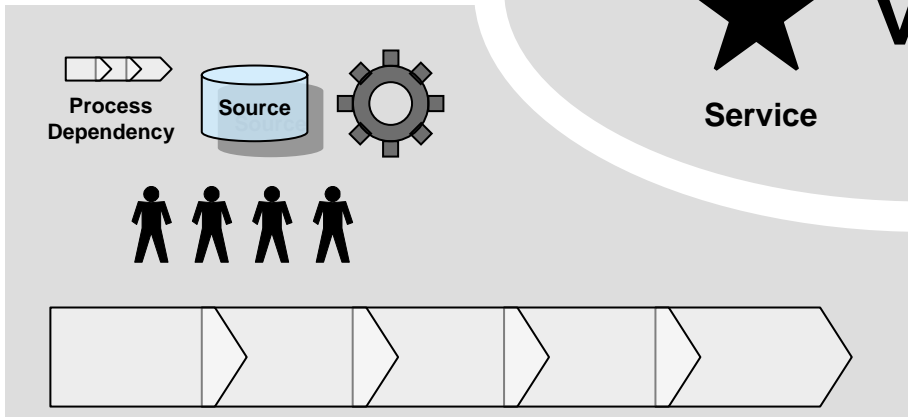
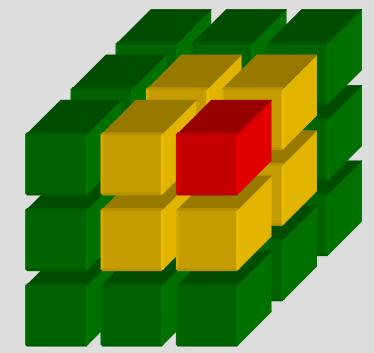
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# 21. Lessons Learnt

## 2. Define your Customers & Requirements

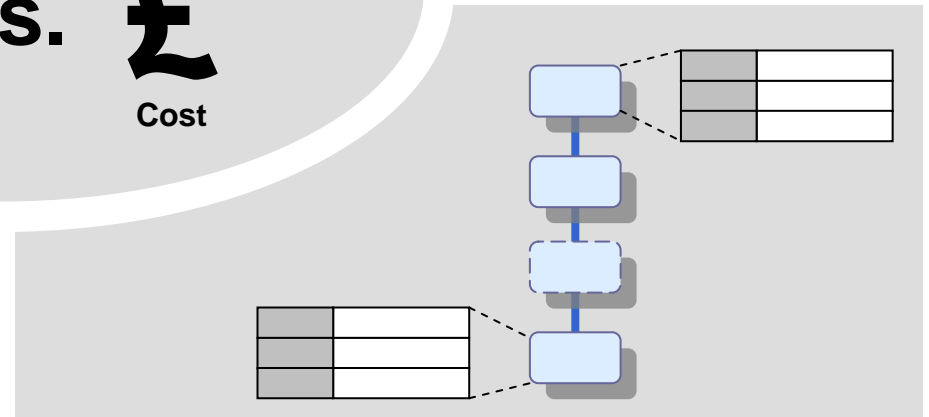


## 3. Manage your Scope



## 5. Define your Process

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## 4. Design your Data Model