

Discovering what you have is key to effective Configuration Management

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Agenda

- Configuration Management Definition
- Things to consider
- Objectives of the Virtual CMDB – ITIL3
- The need for a CMDB Data Model
- Cls, Attributes and Lifecycles
- Interfaces and tools
- Give life to the Virtual CMDB
- Wrap up

Configuration Management Definition?

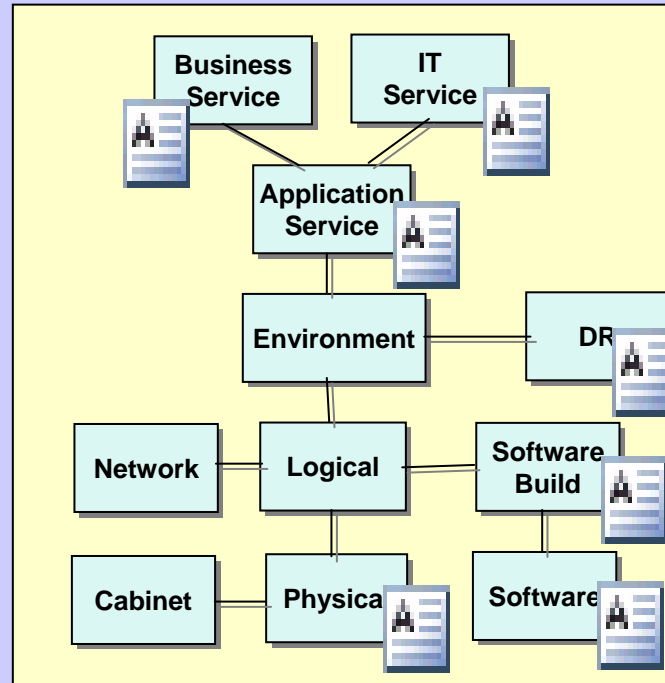
REPORTING

Procurement

Asset Register

Server xyz123
CPU 4GHz
Mem 2 Gb
Disc1 60 Gb
Disc2 80 Gb
LAN card
IP Address
Host name
MAC Address
Firmware xyz
Win2003 Adv
Service pack
Appl 1
Appl 2
Cables

Configuration Management



Asset Management

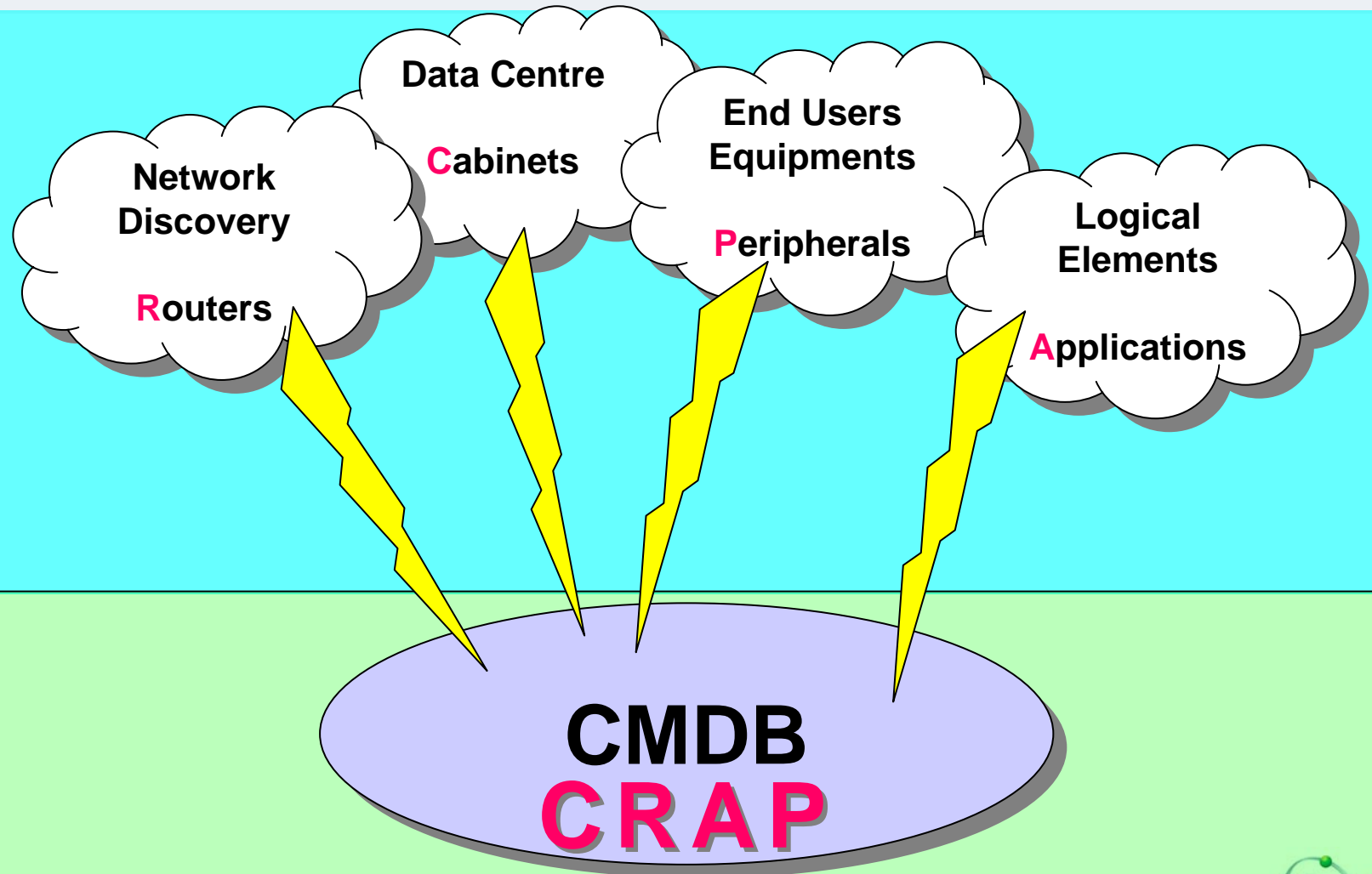
Server xyz123
Price £££
Depreciation
Vendor
Supplier
User
Organization
Warranty
Location code
Budget
Project ref
Overhead cost
Decommission
Disposal

Knowledge Management

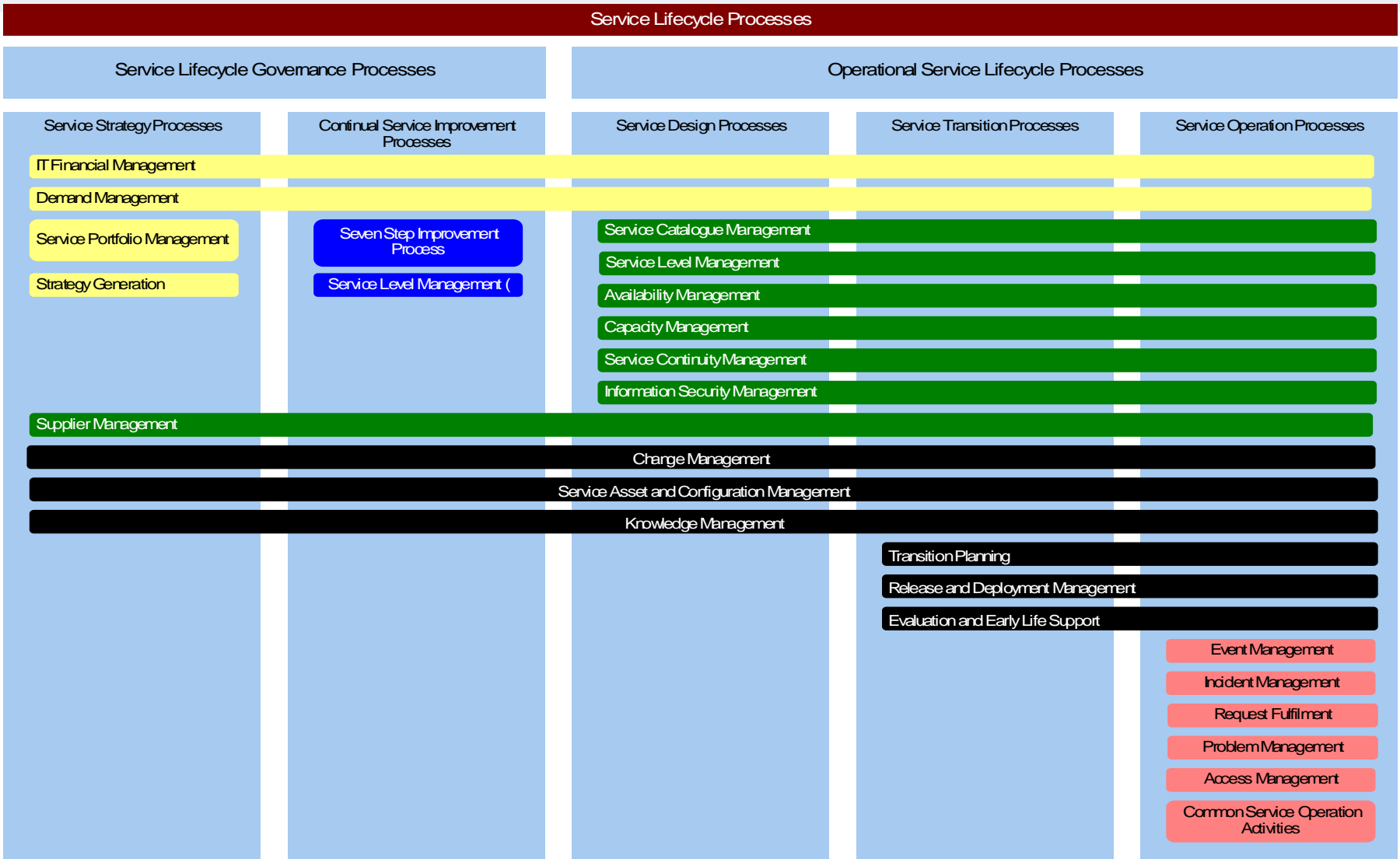
Things to consider

- Reconciliation
- Federation
- Mapping and Visualization
- Synchronisation
- Tools selection criteria
 - Technology
 - Cost, Licensing
 - Security
 - Accuracy
 - Change Management
 - Strategy ...

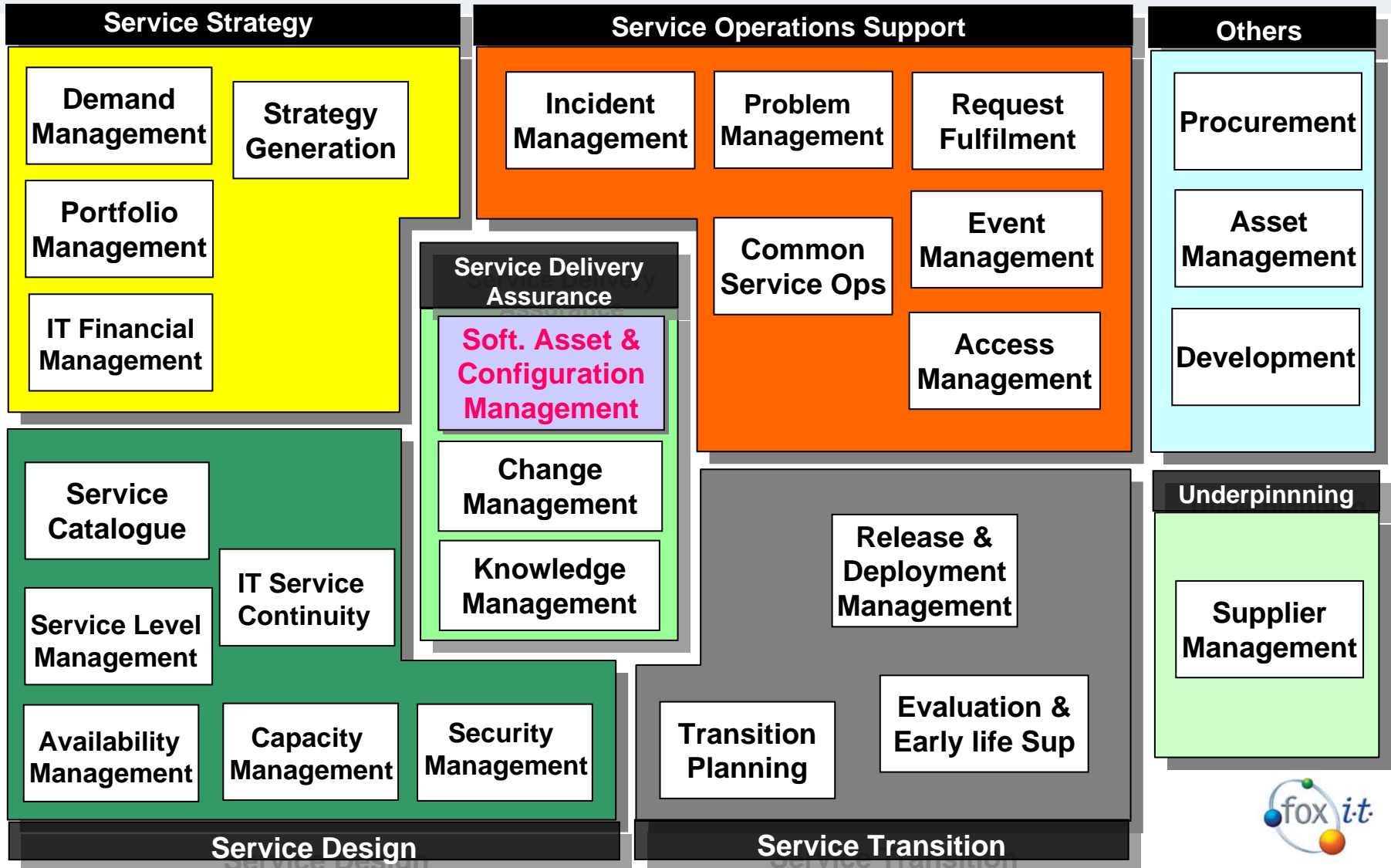
Tools are great but Reconciliation is vital



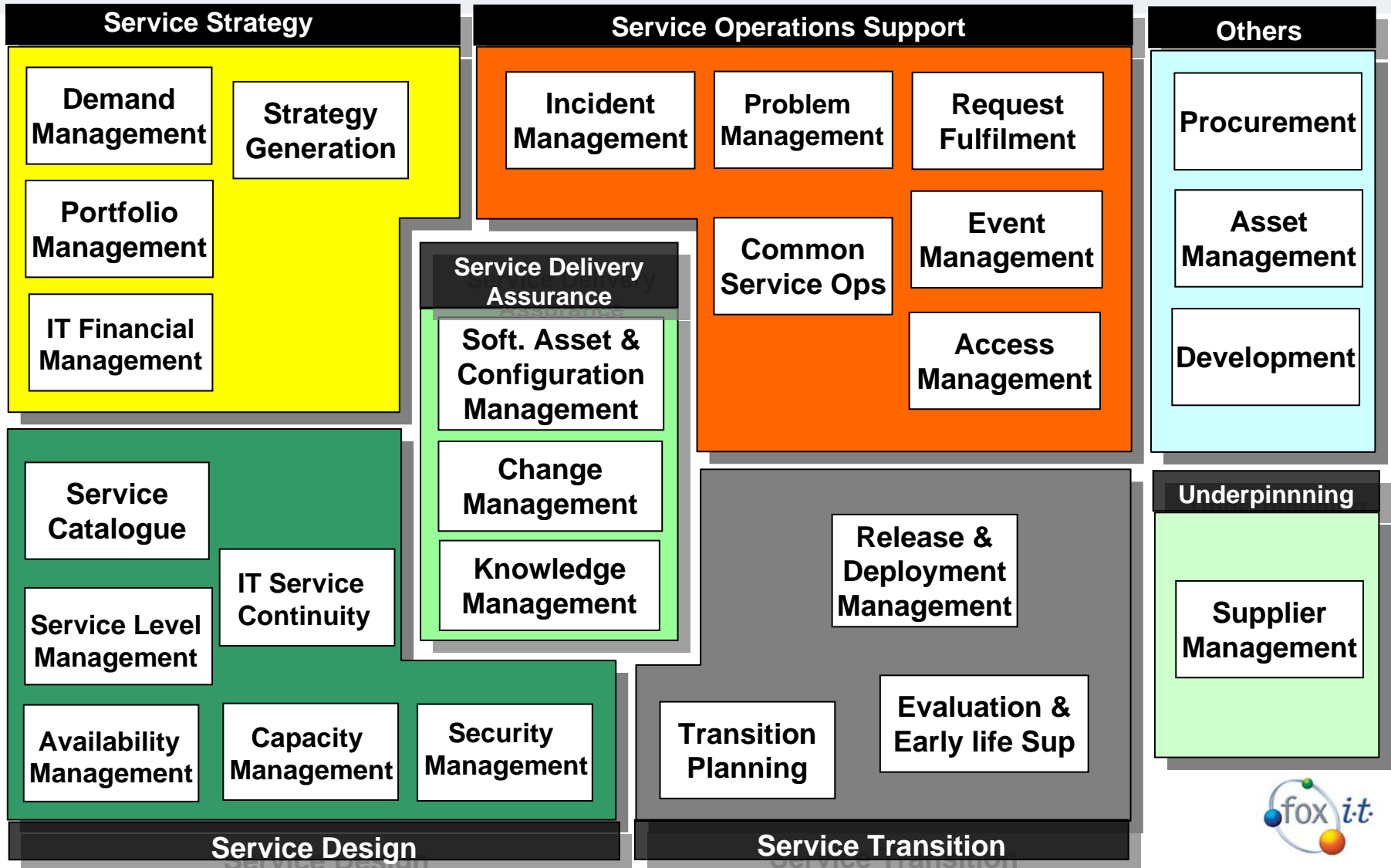
ITIL 3 - Service Lifecycle Processes



Who uses Configuration Management and why ?



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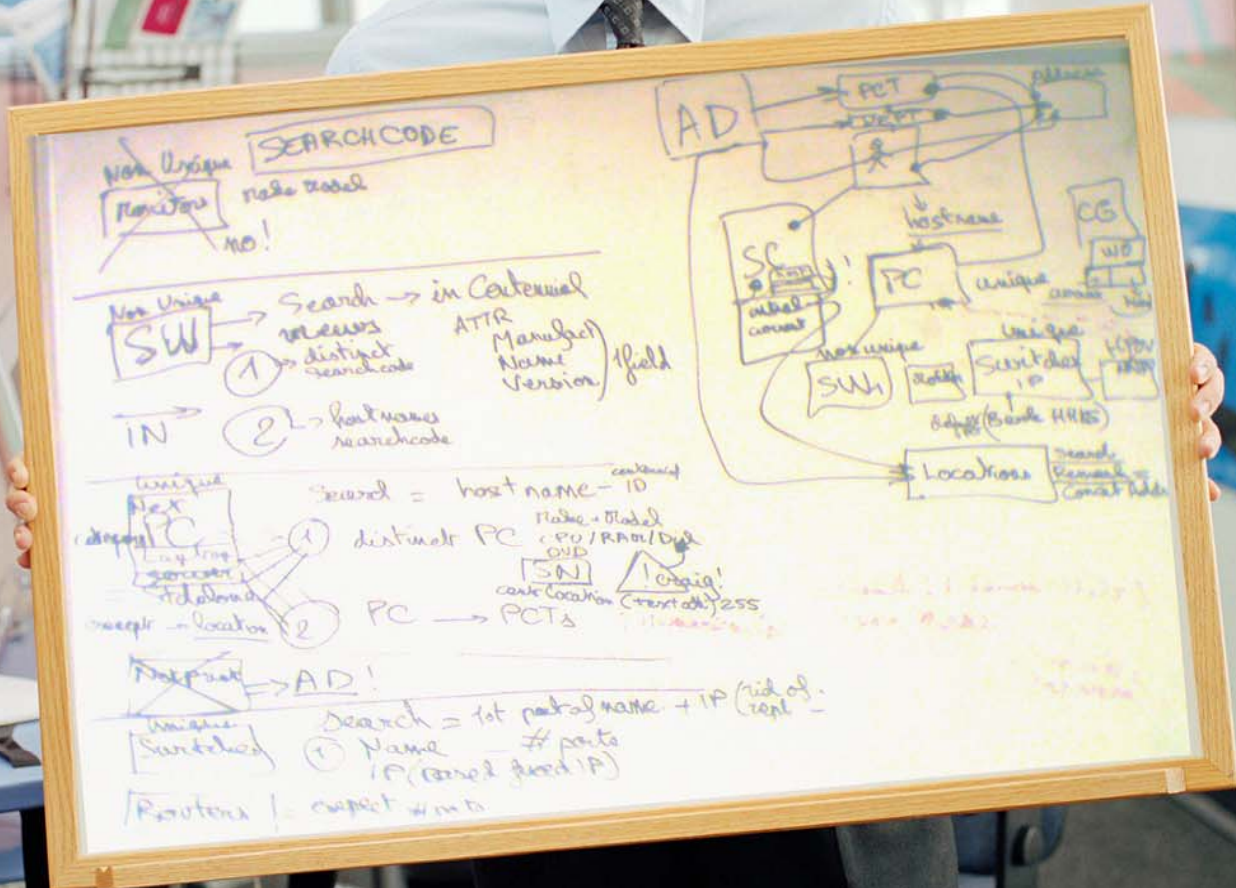


Discovery tools and Trusted CMDB

- The CMDB stores: CIs + Relationships
- Build a model and communicate
- Discovery tools help CMDB automation
- Standard interfaces may not be fit for purpose
- Data ownership is key for CMDB accuracy
- Only store the information you can control
- Enable all other ITIL processes to access the data they require
- Don't compromise!

Building the Data Model

- Use a proven methodology (Fox PRISM)
 - Get help and advices
- Construct the PURE DATA MODEL
 - Design the ENTITY RELATIONSHIP DIAGRAM
 - Opt for a Top Down or Bottom Up approach
 - Do not consider any products at this stage!
- Define the attributes
 - List of mandatory attributes only
 - Plan for links to external data source wherever possible
- Define the lifecycles
 - What process will be used for each status



~~Non Unique~~
~~Monitors~~
SEARCHCODE
 make model
 NO!

Non Unique
SW
 Search → in Central
 needs distinct searchcode
 ①
 IN → ② → hostname searchcode
 ATTR
 Manufacturer
 Name
 Version
 field

Search = hostname - ID
 unique
PC
 ① distinct PC
 ② PC → PCTs
 Name + Model
 CPU/RAM/Disk
 OVD
SN
 cont. location
 (street address) 255
 unique!
 (street address) 255

~~Not point~~ → AD!
 unique
Switched
 ① Name # ports
 IP (reserved fixed IP)
 Routers = expect # in 0



Overall Relationships for CIs

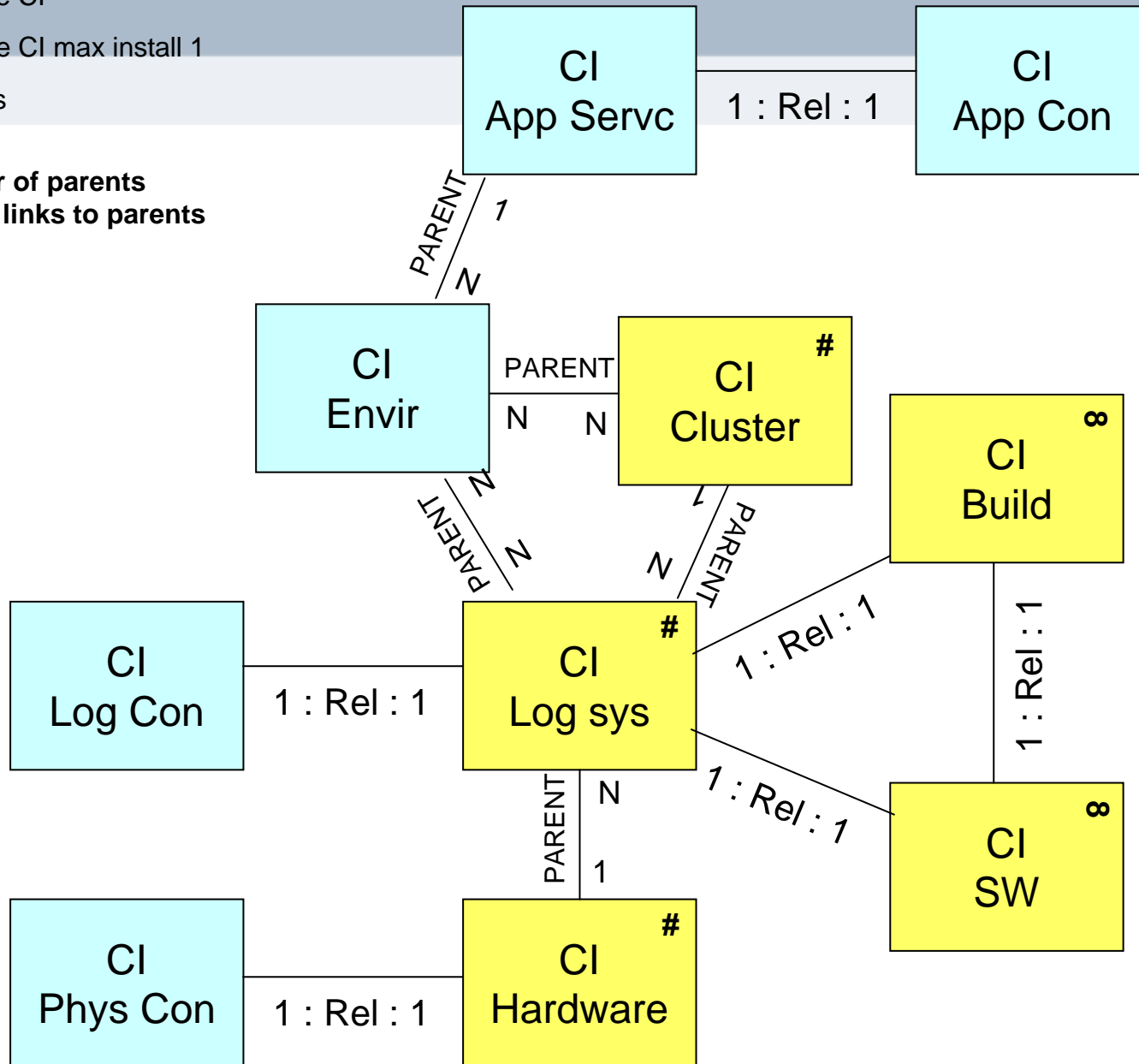
Unique CI

Non Unique CI

1 Non Unique CI max install 1

Other Items

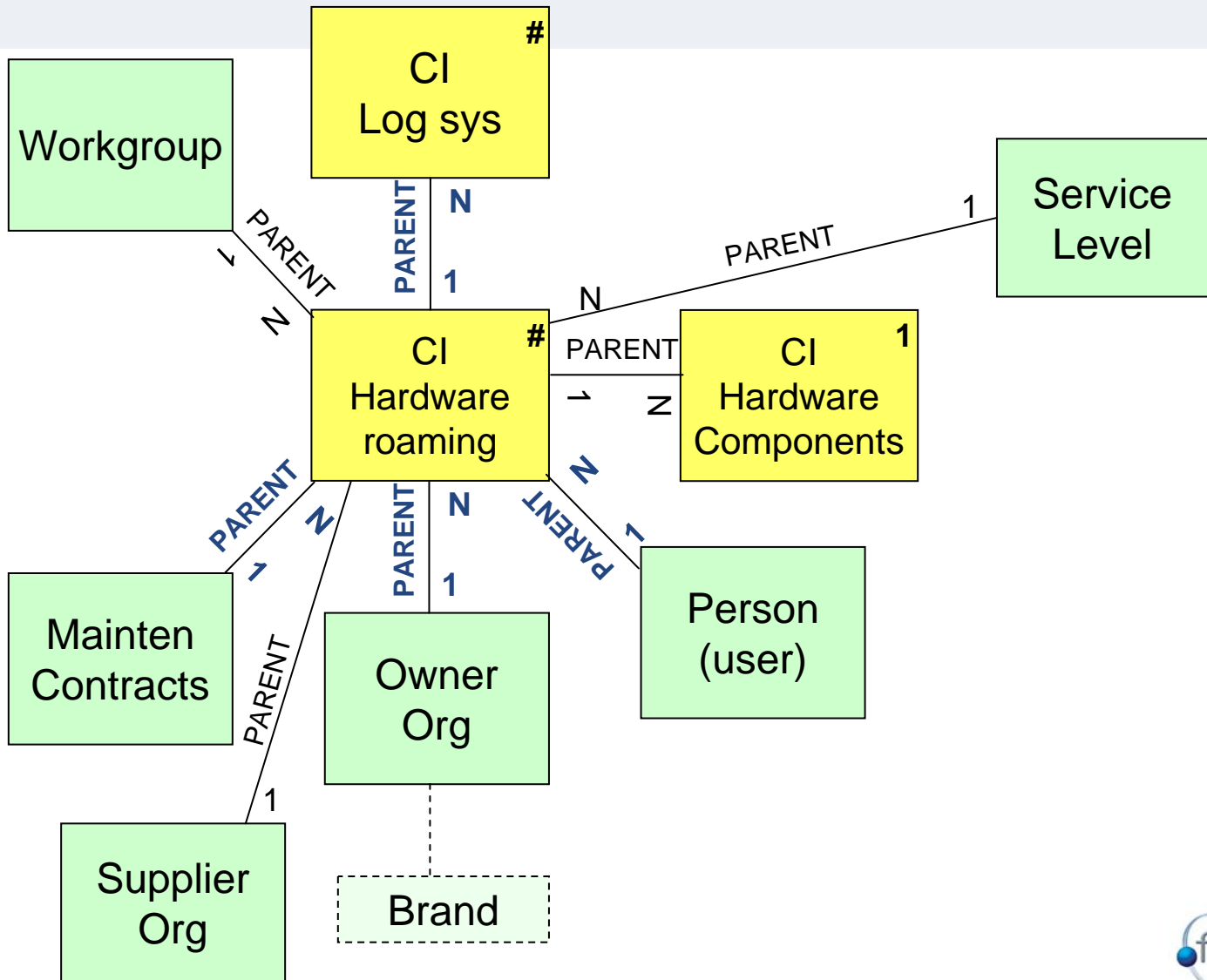
= number of parents
 ∞ = infinite links to parents



HARDWARE CI (roaming)

Optional
Mandatory

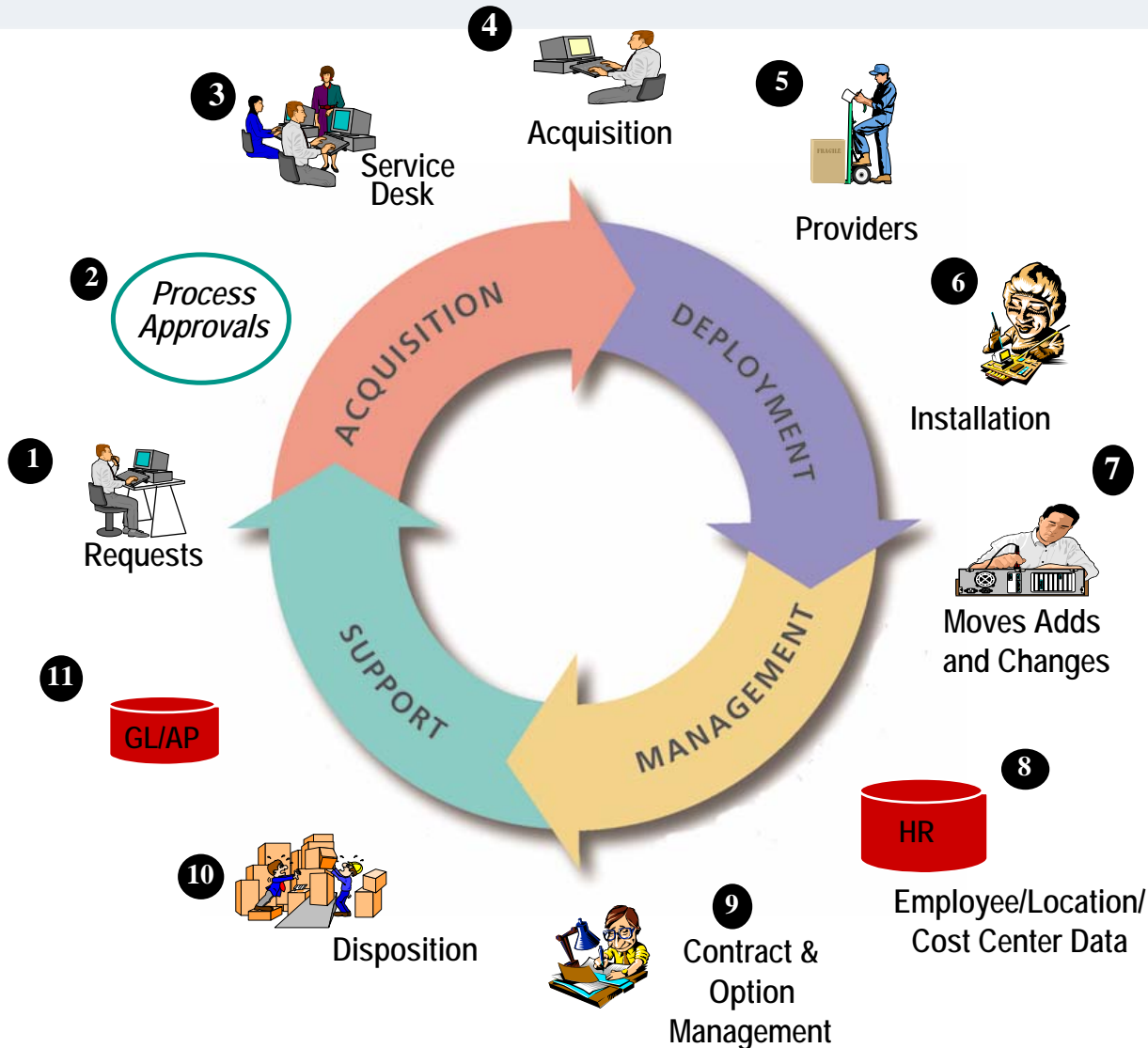
- Unique CI
- # Non Unique CI
- 1 Non Unique CI max install 1
- Other Items



Brand is copied into the Owner org



Total Life Cycle Management



CI Statuses

Ordered
 Received
 Staged
 Installed
 In production
 MAC
 Decommissioned
 Awaiting Disposal
 Disposed

 Missing
 Stolen
 Returned to vendor
 In Store
 Faulty

CI Attributes and Life Cycle

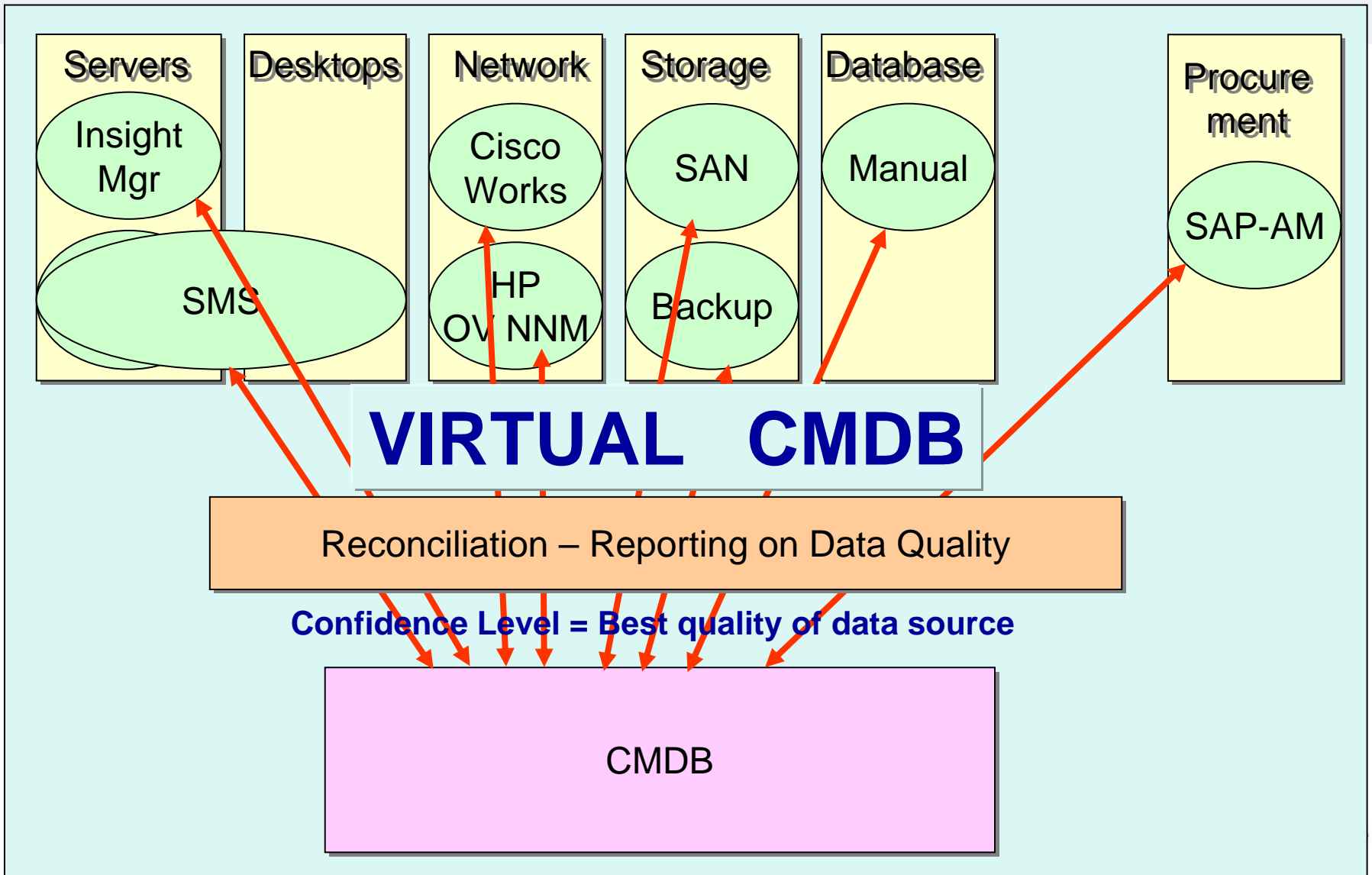
Not all attributes are available or relevant at each stage of the CI life cycle.

	Attributes	Mastered	Owned by	On Order	Delivered	In Build	Production	Decommissioned	Wait for disposal	Disposed
Hardware Server	Search Code	CMDB		Manual						
Hardware Server	Asset Tag	Aperture			Supplier		CMDB			
Hardware Server	Serial No	Aperture			Supplier		CMDB			
Hardware Server	Category	Aperture		Aperture						
Hardware Server	Status	CMDB		CMDB		CMDB	CMDB			
Hardware Server	Purchase Order	SAP		SAP						
Hardware Server	SAP Asset Number	SAP		SAP						
Hardware Server	Manufacturer	Aperture		SAP			CMDB			
Hardware Server	Model	Aperture		SAP			CMDB			
Hardware Server	Grid ref	Aperture				CMDB				
Hardware Server	Installation date	Aperture				CMDB				
Hardware Server	Disposed Date	Aperture								CMDB
Hardware Server	Workgroup	Conf Mgt		CMDB		CMDB				
Hardware Server	Related Build	Altiris				Altiris				
Hardware Server	Related Location	Aperture				Aperture				
Hardware Server	Child Hardware Component	Altiris				Altiris				
Hardware Server	Related Hardware Component	Altiris				Altiris				
Hardware Server	Owner Organisation	Aperture				Aperture				

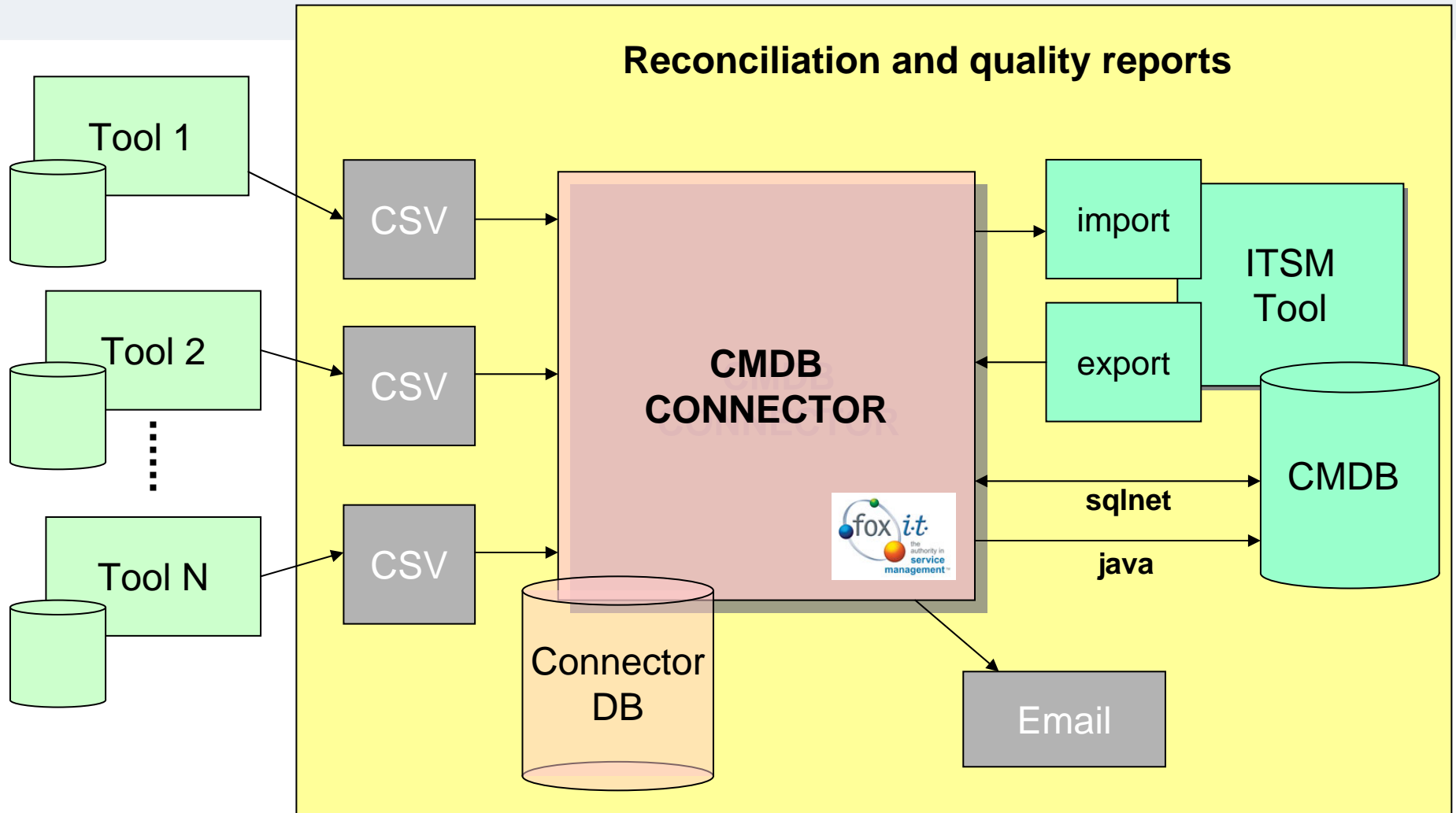
	Links to other entity		Occurrence confirmed
	Entity Custom Fields		Should not change
	Entity Standard Fields		May change (need Change management)
			Vary with out Change Management



What is the Virtual CMDB ?



Fox IT CMDB Connector synoptic



CMDB Enabler – the facts

- Non proprietary technology
- Proven methodology: FoxPRISM
- Adaptable to many ITSM applications
- Adaptable to any data sources
- Integrate virtual components
- Integrate a pure data model (allow not to be constrained by product)
- Flexibility to manage data quality issues while providing the means for quality improvements
- Ownership and support can be transferred to the customer
- No license to purchase

SEE YOU ON STAND 350!

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Steps to define a data source:

Manual

Automatic discovery

Configuration and setup efforts

How do you manage changes

How do you manage obsolete information

Can you manage the virtual components

Is there an owner for the virtual components

Can you access the complete information on a given CI?

URL

Security

Limit the number of attributes to what is absolutely necessary and the one which need a quick access for the Service Desk for example.

Identify which reports or dashboards are needed from within the CMDB tool for quick analysis.

More complex analysis may be addressed by specialized reporting tools. For example, if you have Business Objects, the Universe may take in account the complete Virtual CMDB.

