

# **CMDB: Design for Success**

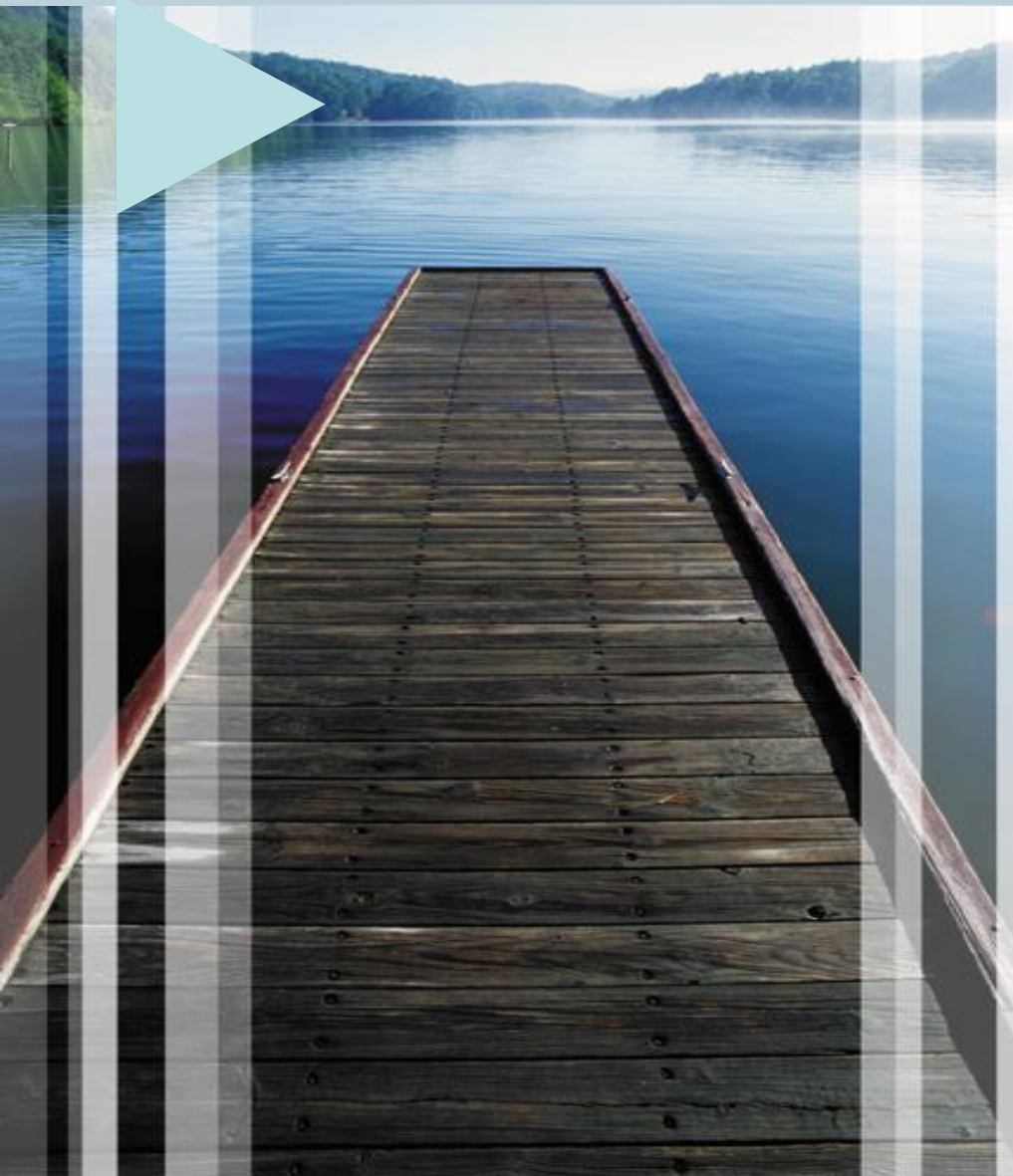
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# Presentation Content

- Best Practices for CMDB Design and Architecture
- Determining What you Really Need to Track
- Managing Configuration Items and Relationships
- Service Models and Modeling Techniques

# Beyond Technology



**“ IT needs to reorient its attention toward business requirements and away from technical issues... Efficiency and effectiveness per se have no meaning if not achieved toward a business end. ”**

◆ IDC

**"Business Service Management Revisited: Has Its Time Come?"**

Oct. 2002

# Core Components of a Business Service Management CMDB



**Data Models:** Store and Manage

*DMTF standards- CMDBf*



**Indexes:** Human Interface Searching



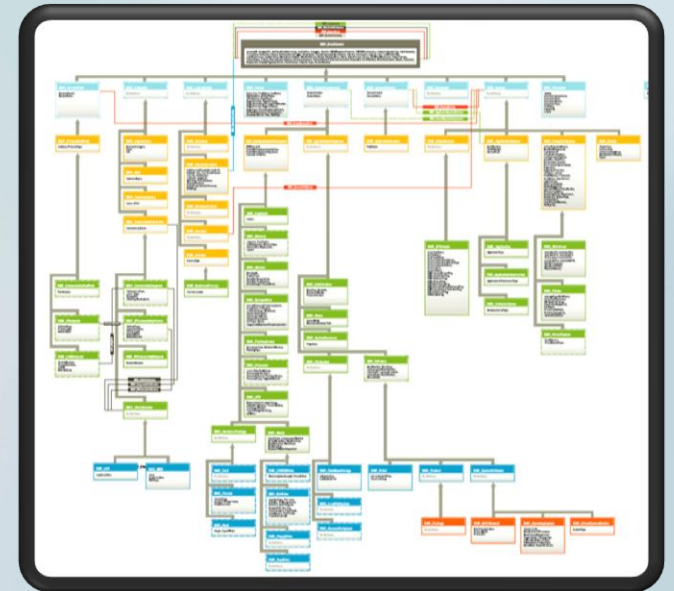
**Relationships:** Physical and Logical



**Service Models:** Impact Models / Service Level Agreements

# CMDB Data Models

- ⇒ Data model theory has three main components
  - ⇒ Structural
  - ⇒ Integrity
  - ⇒ Manipulation



# Indexing and Taxonomy



## Data Mining

- ❖ Classification and Clustering
- ❖ Extract sub-sets of Data
- ❖ Improves Service Lifecycle Processes

## Product Catalog

- ❖ Taxonomy of Products
  - ❖ Hardware, Software, Documents, etc.
- ❖ Multi-Tiered used to imply groupings

## Location, Location, Location

- ❖ Site, Region, Building
- ❖ Defining where CI's exist
- ❖ Operational Constraints

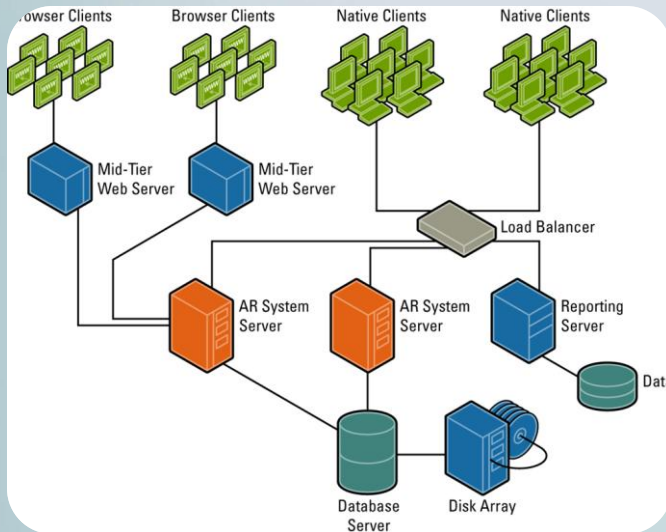
# Relationships

- Relationships
  - Many-to-one, one-to-one, etc.
  - Human Context
- Physical vs. Logical Relationships
- Business Service Relationships

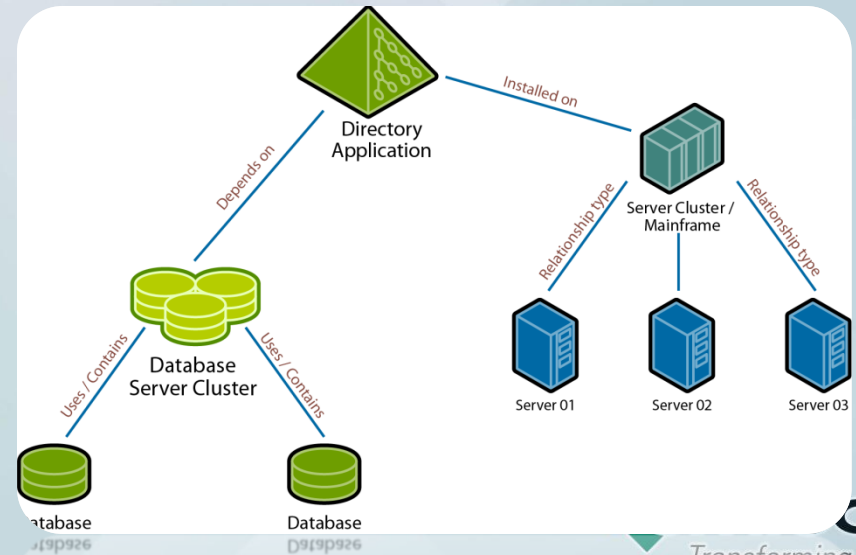


# Relationship Types

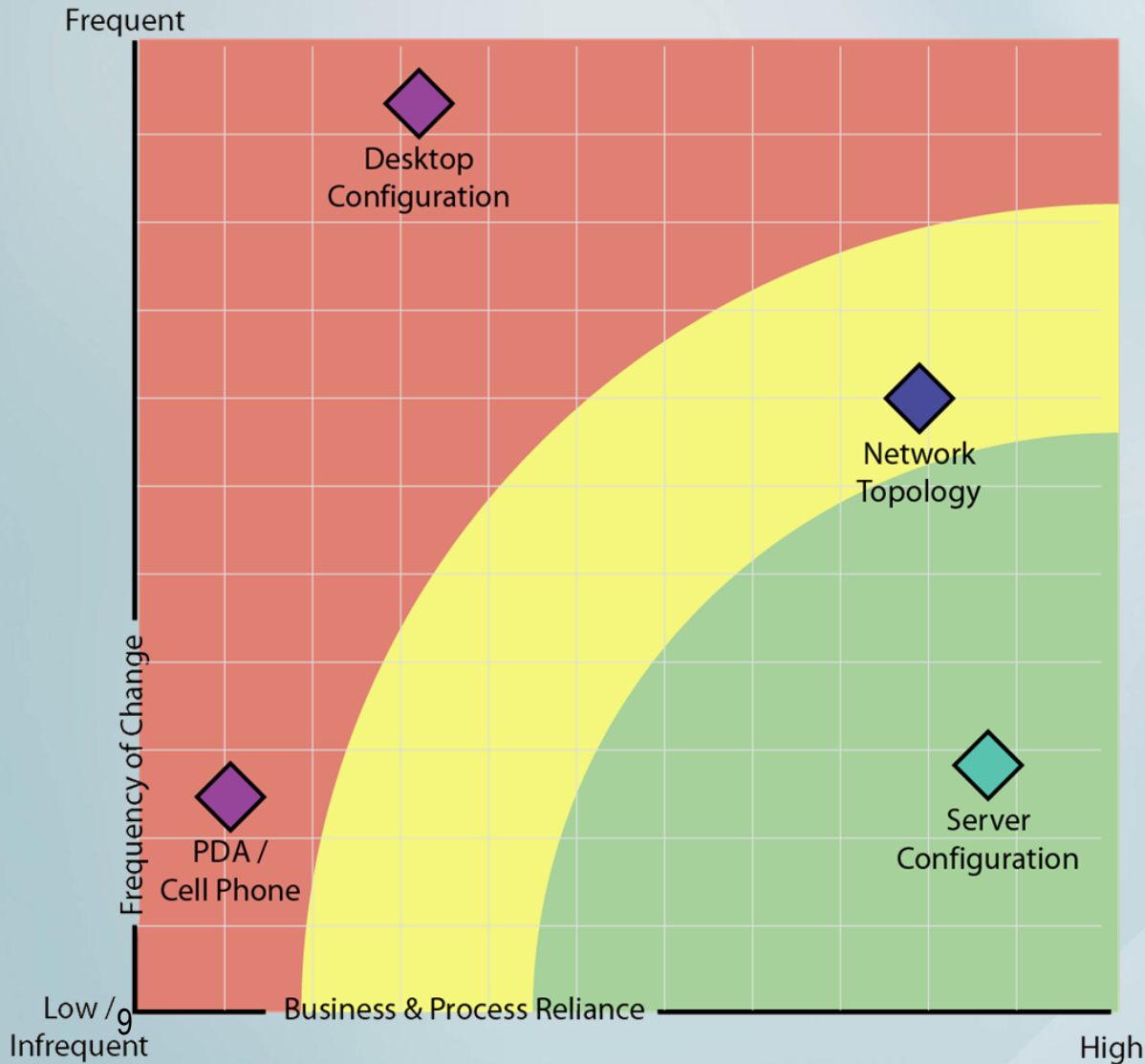
- Physical Relationships
  - Connectivity of IT Assets
  - Physical Assets, Networking
  - Typically have S/N



- Logical Relationships
  - Collapse Complicated Systems
    - Circuitry
    - Virtual Devices
  - Include relations to Users, Owners, Custodians
  - Basis for Service Models



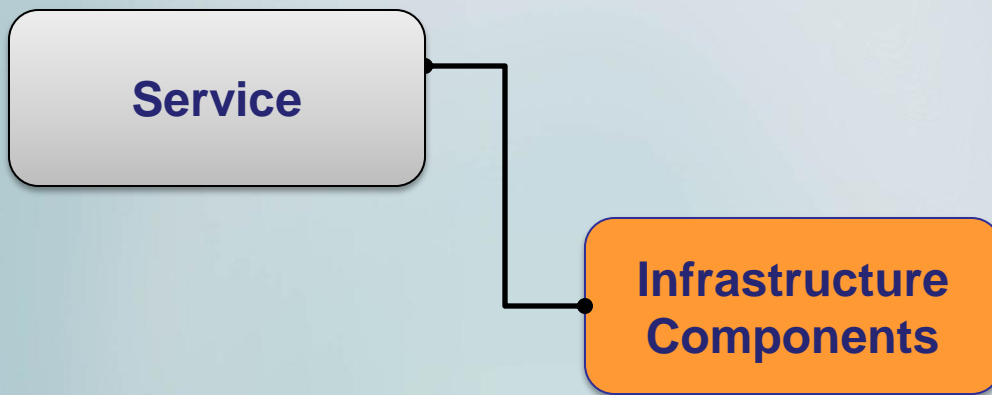
# Data & Relationships: How much is enough?



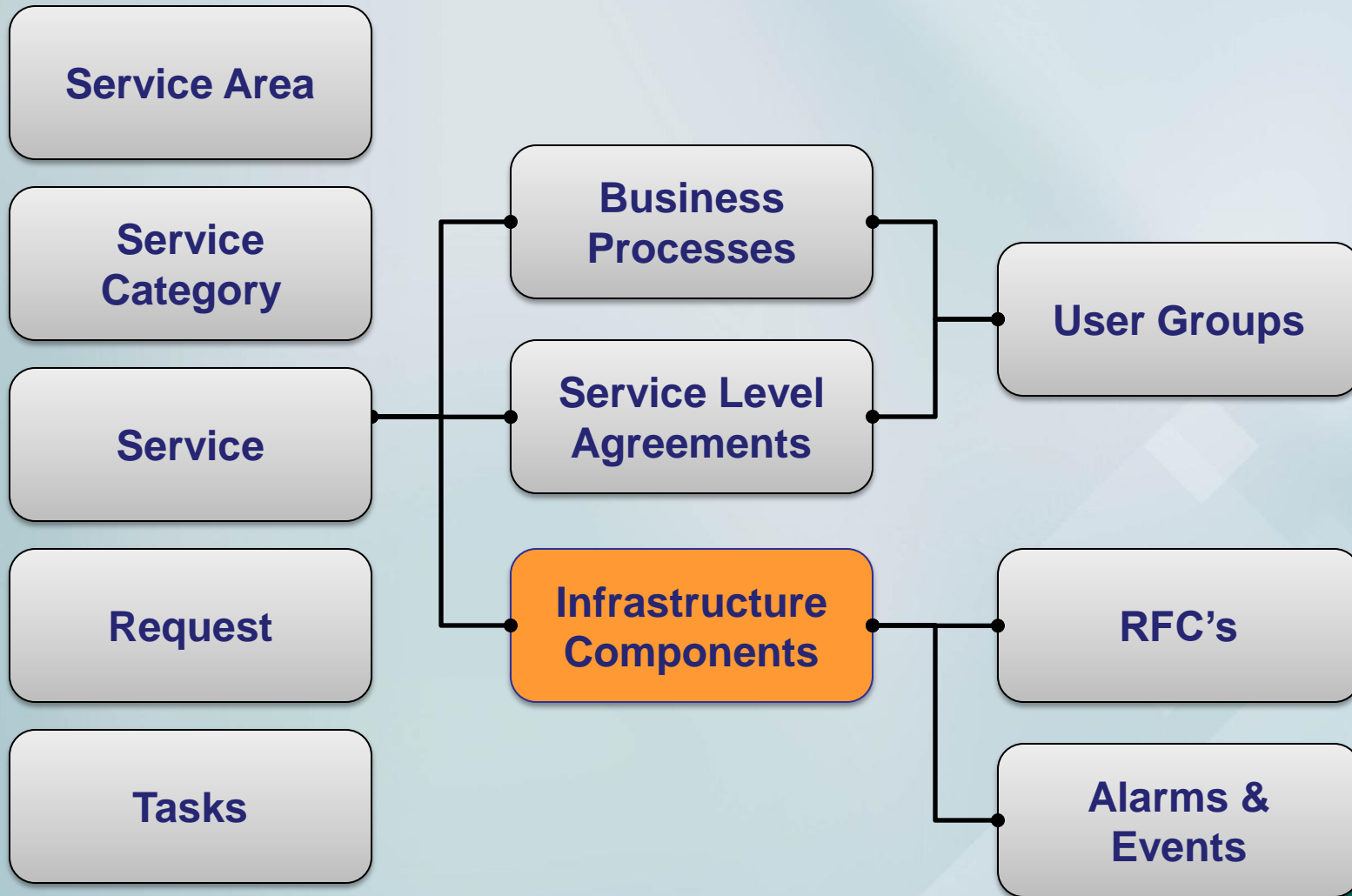
- Start with what is Simple and Available!
- Focus on Priority & Impact
- Two Key Factors
  - Frequency of Change
  - Business & Process Reliance
- Discovery Tools can help
  - Control the scope of Discovery
  - Limit the Volume Transferred
  - Federation is KEY!

# Service Models

*The CMDB is a core enabler for service transformation*



# Service Models



# Constructing Service Models

## Business Services



Sales & Marketing



Finance & Admin



Manufacturing Supp.

## IT Services



E-mail



Time Reporting

## Software Components



Applications



Directories



Databases



Files

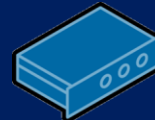
## Hardware Components



Servers



WAN/LAN



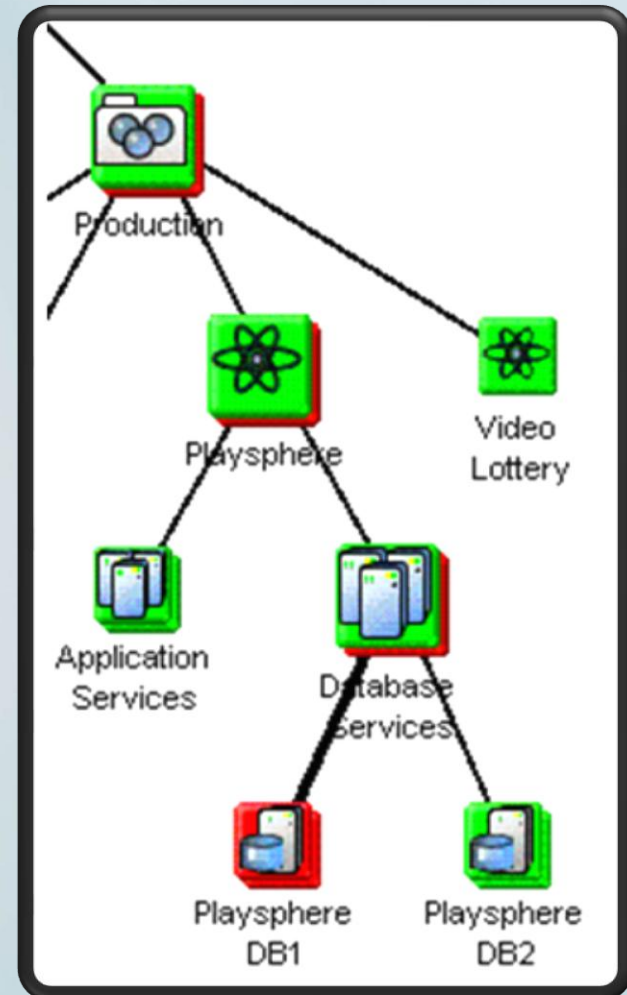
Network Storage



Mainframe

# Defining Impact Models

- Impact & Weighting
  - Availability, Capacity, Resilience
  - Business Hours, Cycles
  - Exclude Redundancy
- Service Level Management
  - Financial Impact Analysis & Reporting
  - Service Component Based Calculations



# Achieving Service Value: Putting it all together

## Business Service Model

Business Services & Impact

Business Processes

**One service at a time**  
**Thin and simple**

## Relationship Models

Logical Model(s) / Logical CI's

Physical Model

**Model the obvious**

## Configuration Data

Reconcillation & Federation

Inventory & Lists

**Populate with what you have!**  
**Thin and wide**

## Data Model & Structures

Taxonomy & Indexes

Structure, Integrity, Manipulation

**Storage, Validation & Access**

# Maturing the Service Model

- ⇒ Start With What You Have
- ⇒ Build a Simple Business Model
- ⇒ Maturation and Stabilization
  - ⇒ Enhance the Information
  - ⇒ Build Additional SLA's
  - ⇒ Provide Initial Service Reports



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# Thank You

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