Service (Asset and) Configuration Management (CMDB) @Yale

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Configuration Management

- **Configuration Management** -- Provides information about service components and the relationships that exist between the various components. This is essential for effective service management solutions. This information underpins all of the other processes particularly Incident, Problem, Availability and Change Management.

- People
- Processes
- Policies
- Parts (Configuration Items)
Why Configuration Management?

- Only experts participate in change and incident conversations.
  - What’s a “Bernie”

- “Unexpected” consequences of changes
  - Scheduled Power Outage takes out a server on a rooftop.
  - We call these incidents.
Focus

• All Problems, Changes and Incidents are recorded against “Application” CIs

• Focus of a problem, change or incident will vary throughout the life of the ticket

• Problems, Changes and Incidents affecting a service are easily discernible

• Proposed change impact is easy to see

• **Demo Time!!**
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CMDB – Data Integration Points

- **Today**
  - SCCM (Windows)
  - SNMP (UNIX)
  - Application Inventory
  - Service Inventory
  - Aperture
  - Archer (eGRC)

- **Tomorrow**
  - NetMRI
  - Sunset shadow CMDBs
  - More SNMP
  - More SCCM
  - More Aperture
  - HPC inventory
Questions?

Who?
What?
When?
Where?
Why?
How?