

Axios Systems™

IT Service Management Solutions

**Asset and Configuration
Management - Building the CMDB**

Kathryn Howard

Business Development Manager

www.axiossystems.com

Agenda

- Asset Management vs. Configuration Management
- CMDB and ITIL
- What's in the CMDB
- CMDB and other processes
- Questions

Asset Management

■ Traditional approach

- § Control Assets

- § Financial and accounting aspects

=> Managed by Financial arm of the company

■ Next generation

- Inventory Management – Agent or Agentless discovery

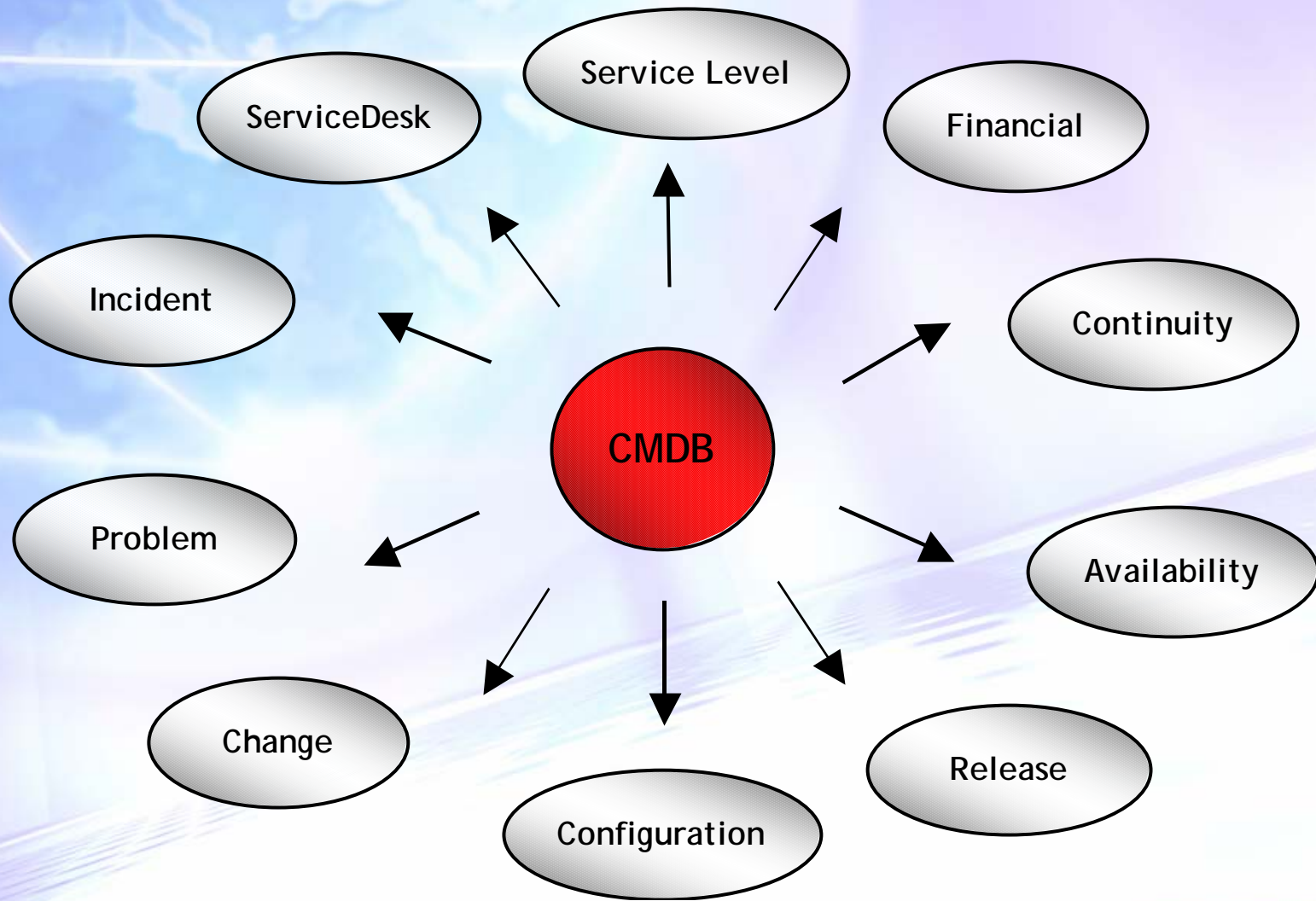
- § Software License compliance and usage

- § Physical components of HW

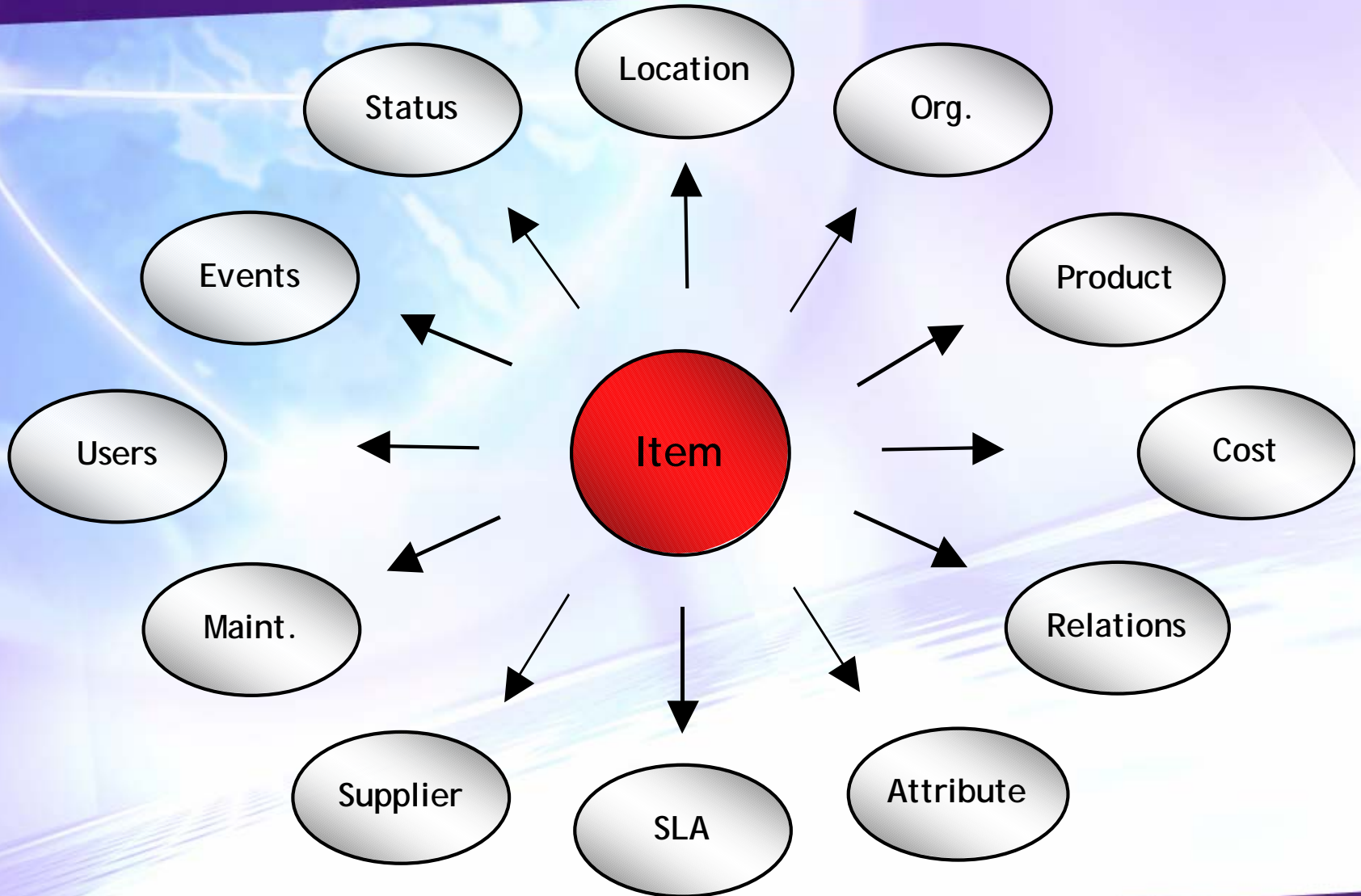
- § Location

- § Movement

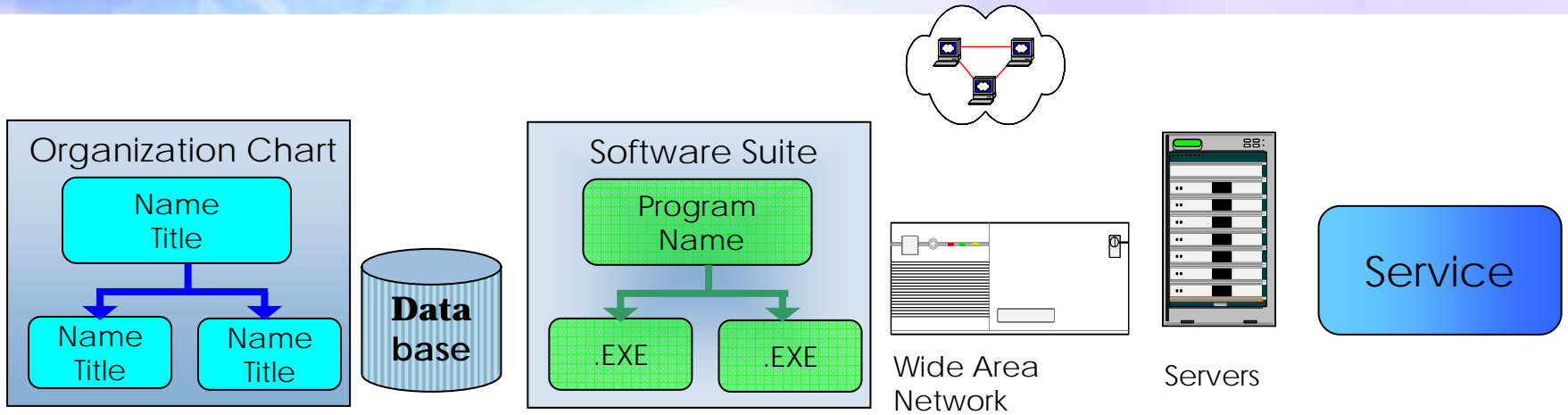
ITIL Overview



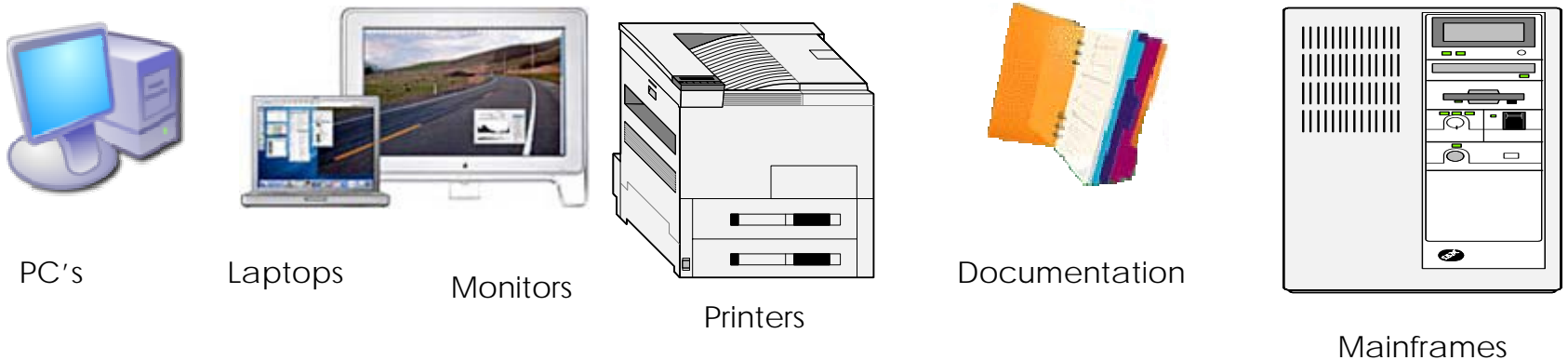
Configuration Item Overview



Configuration Items



Local Area Network (LAN)



Location Structure

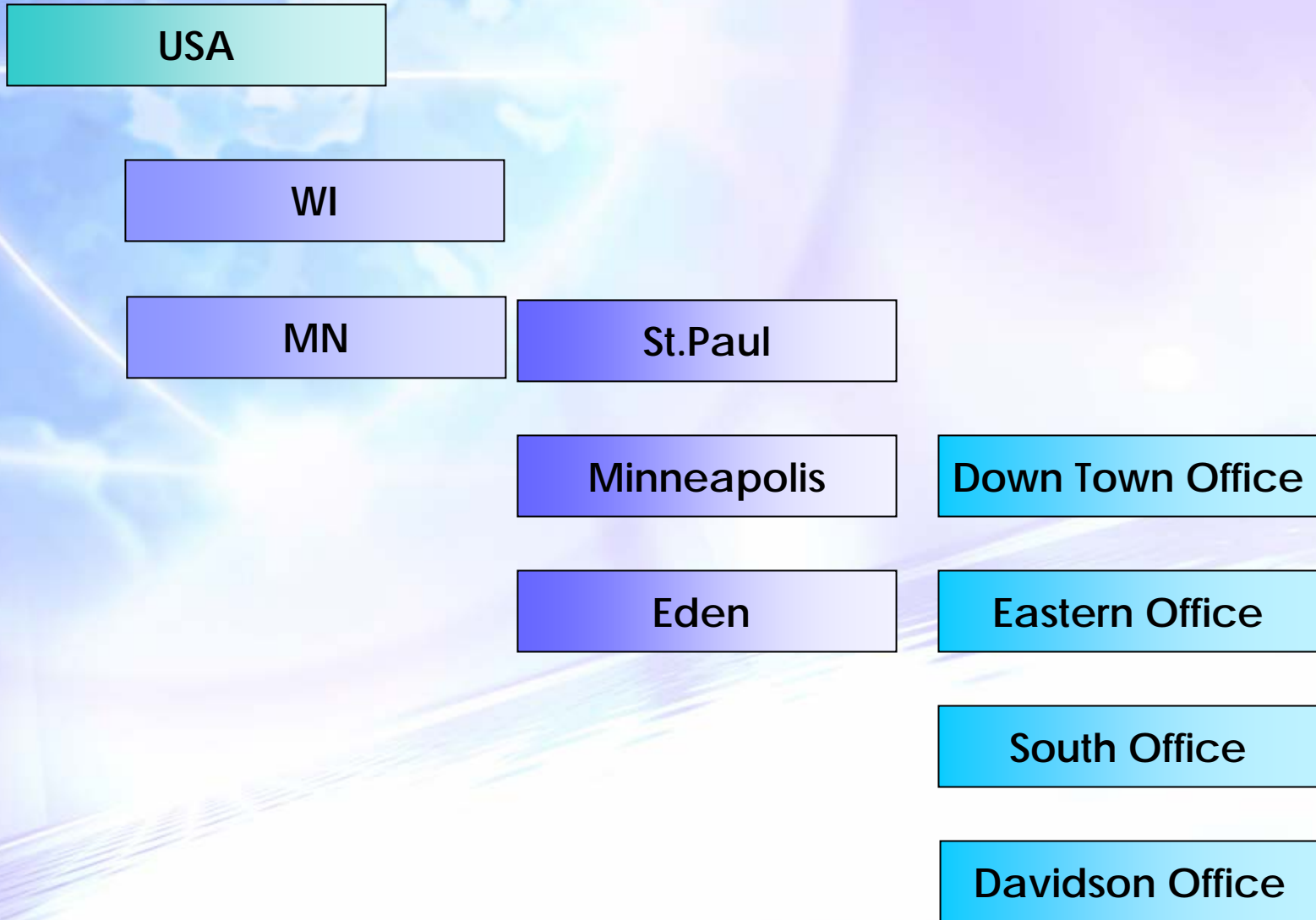
Country

State

City

Street Address

Location Structure - Example



Location of CIs

assyst Enterprise v6 (GARYS - IT SERVICE DESK - demo60) - [Item Selection]

File Edit Infrastructure Configuration Incident Problem Change Custom Bookings Window Help

Log Incident Monitor Major Inc New Open Insert object Load Close Save Save As Delete Menu Form Prev Next Wrong No. NT Reset Trend Weekly Calls

Changes Config Costs Maint. Notes Relations Systems Movement Impact Swap Item Global Change Monitor Item Users Model Copy

Item Logical Name User Name Search
 Generic Class Product Class DESKTOP PCS Version Section Department User / Owner Cost Centre Attributes

Item Name Identifier 2 Serial No. Internal ID Status Supplier Purchase Order Building ROKIN 23 Room / Floor Support Team Project System

Search Select Clear Form Cancel Report

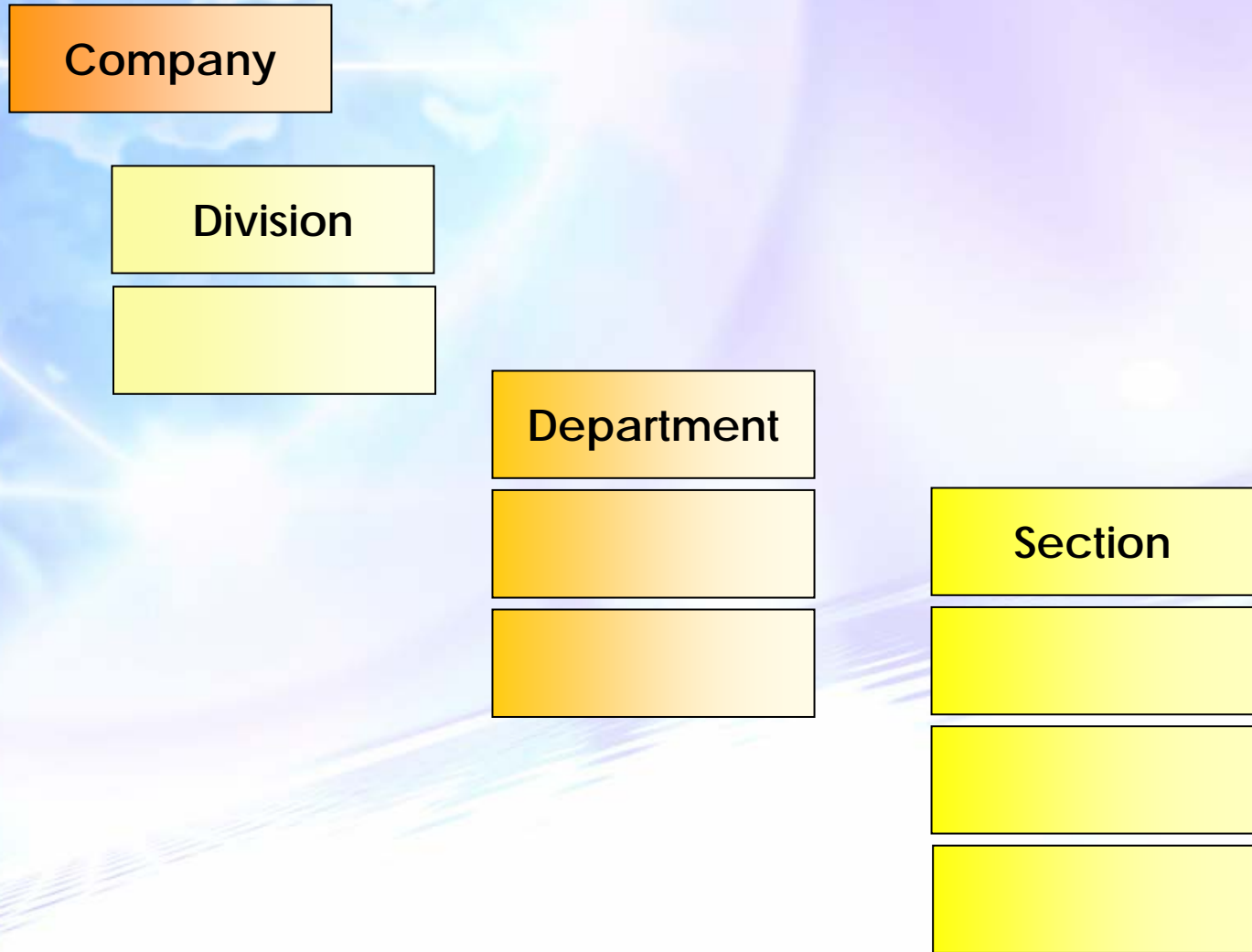
Rows found: 10

Show only items with Discrepancies

Item	Discrepancy Count	Lock	Product / Model	Section	Department	Location	Date Install
830608 BR169			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR170			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR171			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR172			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR173			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR174			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR175			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR176			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR177			DESKPRD 6000	83-06-08-		ROKIN 23-	
830608 BR178			DESKPRD 6000	83-06-08-		ROKIN 23-	

Open a record.

Organization Structure



Organization Structure - Example

Revenue
Generation

Services Division

Software Division

Marketing

Sales

Accounts

East Coast Sales

West Coast Sales

Mid West Sales

Southern Sales

Organizational structure

The screenshot displays the 'assyst Enterprise v6.5 (KATHRYN - IT SERVICE DESK - demov60)' application. The main window shows an 'Organization Explorer' pane on the left with a tree view of sections and departments. The right pane shows a table of events with columns for Short Code, Name, Discontinued, Date Modified, and Department. An 'Event Details Chooser' dialog box is open in the foreground, allowing selection of event types and statuses.

Organization Explorer - Section-Department

Section	Section-Department
CONSTRUCTION	
FINANCE DIV	
HR MANAGEMENT	
HR & TRAINING	
HR & TRAINING-	
HR & TRAINING-MGT. DEV.	
HR & TRAINING-RECRUITMENT	
RETAIL BANKING	
151000	
160001	
83-06-08	
831902	
831915	
835100	
SERVICES OPS	
BUS CONSULT	
BUS PLANNING	
BUSINESS APPLICATION TEAM	
CORORATE	
DESKTOP TEAM	
FM	
HELPDESK	
INFO TECHNOLOGY	
LOGISTICS	
NETWORK TEAM	
OPERATIONS	
PURCHASING	
SERVER TEAM	
SPICE	

Short Code	Name	Discontinued	Date Modified	Department
HR & TRAINING-		No	7/7/2003 07:37:06	
HR & TRAININ...		No	7/7/2003 07:38:58	MGT. DEV.
HR & TRAININ...		No	9/30/2003 11:19:38	RECRUITMENT
Contacts				

Event Details Chooser

- Incidents
- Open
- Problems
- Closed
- Changes
- Pending

Buttons: OK, Cancel

Organizational Events Currently Open

File Edit Infrastructure Configuration Incident Problem Change Custom Bookings Window Help

Log Incident Monitor Log Problem Log Change Major Inc New Open Insert object Load Close Save Save As Delete Spelling Menu Form Trend Weekly Calls

Event Monitor 1/574

Date/Time Logged	Ref No.	Status	Affected User	Event Type	Item	Resolution Due	Category	Link Status	Escalation Level	Priority Icon	Seriousness Icon	SVD Assigned	SVD known
10/5/2005 08:31:00	3131	Incident	SMITHJ	incident	WORD2000	10/5/2005 12:31:00	ERROR MESSAGE			Three	Normal	APP	10/5/2005
10/5/2005 08:23:41	3130	Incident	SMITHJ	incident	T169	10/5/2005 16:24:00	PERFORMANCE			Three	Normal	IT SERVICE	10/5/2005
9/30/2005 11:23:13	3129	Incident	HP	incident	UK-DR-01	9/30/2005 13:24:00	NOT RESPONDING		4	One	Critical	IT SERVICE	9/30/2005
9/30/2005 11:01:35	T3128	Normal task	WHITEJ	normal task	SERVER-01	9/30/2005 15:02:00	SUCCESS CRITERIA				Normal	CHANGE MGT	
9/30/2005 11:01:35	T3127	Normal task	WHITEJ	normal task	SERVER-01	9/30/2005 15:02:00	CONTINGENCY				Normal	APP	9/30/2005
9/30/2005 11:01:35	T3125	Normal task	WHITEJ	normal task	SERVER-01		ID TARGET				Normal	APP	9/30/2005
9/30/2005 11:01:35	T3126	Normal task	WHITEJ	normal task	SERVER-01	9/30/2005 15:02:00	AGREE DOWNTIME				Normal	CHANGE MGT	
9/30/2005 10:35:15	3118	Incident	SMITHJ	incident	WORD2000	9/30/2005 14:36:00	ERROR MESSAGE		1	Three	Normal	APP	9/30/2005
9/29/2005 11:21:18	3114	Incident	REIDS	incident	NDS	9/30/2005 09:22:00	PASSWORD RESET		1	Three	Normal	APP	9/29/2005
9/29/2005 11:18:47	3113	Incident	SMITHJ	incident	WORD2000	9/29/2005 15:19:00	ERROR MESSAGE		1	Three	Normal	APP	9/29/2005
9/29/2005 11:13:20	3112	Incident	SMITHJ	incident	T169	9/30/2005 09:14:00	PERFORMANCE		1	Three	Normal	IT SERVICE	9/29/2005
9/20/2005 15:29:51	3111	Incident	SMITHJ	incident	T169	9/21/2005 13:30:00	PERFORMANCE		1	Three	Normal	APP	9/20/2005
9/20/2005 12:28:39	P155	Problem	TAYLORM	problem	EMAIL SERVIC	9/20/2005 14:29:00	NOT RESPONDING		1	Three	Critical	IT SERVICE	9/20/2005
9/20/2005 12:02:50	T3107	Normal task	REIDS	normal task	NEW HIRE	9/21/2005 14:03:00	ASSESS SOFTWARE					IT SERVICE	9/20/2005
9/20/2005 12:02:50	T3108	Normal task	REIDS	normal task	NEW HIRE	9/21/2005 14:03:00	ASSESS HARDWARE					IT SERVICE	9/20/2005
9/20/2005 12:02:50	T3109	Normal task	REIDS	normal task	NEW HIRE	9/21/2005 14:03:00	EMAIL ALL USERS					NETWORK	
9/20/2005 12:02:50	T3110	Normal task	REIDS	normal task	NEW HIRE	9/21/2005 14:03:00	ASSESS FM					FM TEAM	
9/20/2005 11:55:34	3104	Incident	SMITHJ	incident	EMAIL SERVIC	9/20/2005 13:56:00	NOT RESPONDING		1	Three	Critical	SERVER	9/20/2005

Event Ref: 3131 Logged By: KATHRYN, IT SERVICE DESK

Affected User: SMITHJ, Jean Smith 02920 47 5678 Ext. 2899

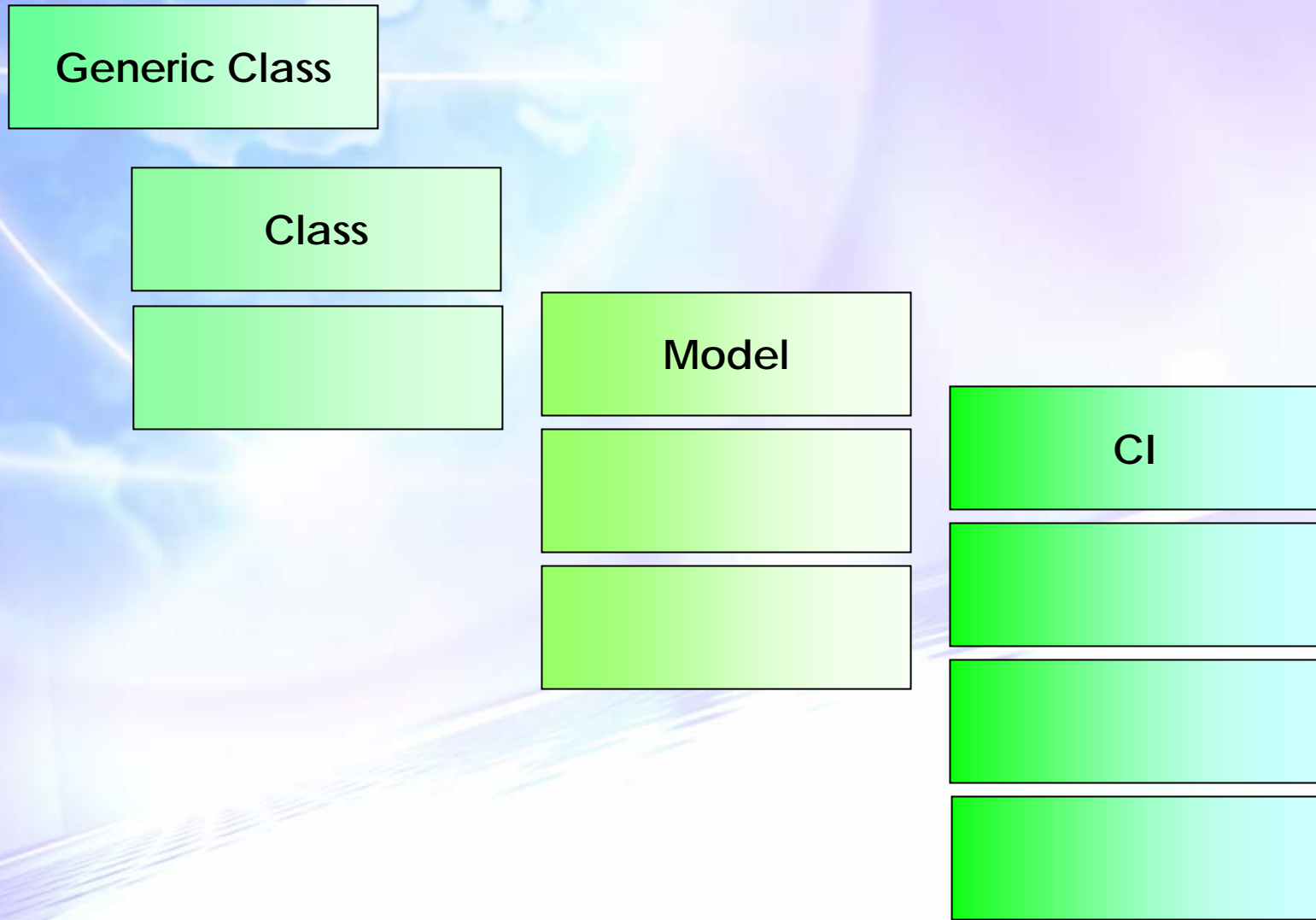
Export Data

Descriptions: Event Actions
 error printing from Word - "error 99 too many fonts"

Actions: Display Actions Expanded View

Date Actioned	Action	Actioned By	User Name	Ser
10/7/2005 08:57:2	CHGDESC	KATHRYN	Kathryn Howard	IT SI
10/5/2005 08:31:0	ASSIGN	KATHRYN	Kathryn Howard	IT SI

Product Structure



Product Structure - Example

Software

Spreadsheets

Word Processors

Corel Word Perfect

MS Word

Word 97

Lotus Ami Pro

Word 2000

Word XP

Word 2003

An Example

- MINI SOFTWARE
- PERIPHERAL
- PHOTOCOPIER
- PRINTERS
- RETAIL EQUIPMEN
- SERVICES
- TELECOMS
- TERMINAL SERVER
- UNKNOWN
- VEHICLE
- X86 SOFTWARE
- ACCOUNTANCY
- CRM SOFT
- DESK TOP PUBLIS
- DEVEL SOFTWARE
- E-MAIL CLIENT
- GRAPHICS
- HELP DESK
- NT SV SOFTWARE
- PERSONNEL SOFT
- PLANNING
- SOFTWARE DIS
- SPREADSHEET
- WORD PROCESSING
- COREL WORD PERF
- LOTUS WORD PRO
- MICROSFT WORD
- MS WORD 2
- MS WORD 2000
- MS WORD 95
- MS WORD 97
- MS WORD XP
- XLE EQUIPMENT

Financial Data & Product Policy

- CI's in current use
- Quantity of each CI type & version
- Age of each CI
- Product Group Trends
- Depreciated Value of each component
- CI to retire & CI to upgrade
- Replacement CI costs
- Software License Management
- Maintenance Contract Management
- CI Standardization

Asset Financial info

assyst Enterprise v6 (GARYS - IT SERVICE DESK - demo60) - [Item]

File Edit Infrastructure Configuration Incident Problem Change Custom Bookings Window Help

Log Incident Monitor Major Inc New Open Insert object Load Close Save Save As Delete Menu Form Prev Next Wrong No. NT Reset Trend Weekly Calls

Item T169 T169 Deskpro PC Cust Serv Grp

Project Ref 65324P Cost Centre 15361-FIN

Acquisition Method Purchase Ord PO00137

Capital Revenue Item Cost 1,750.00

Rent/Lease Other Fin'l Year Acq'd 2002

Multi-User Licence Asset Life (Yrs) 3.00

Dedicated Concurrent Rent/Lease HP LEASING

No. of Users 0 Rate 450.00

Residual Value 750.00 Insured Value 1,800.00

Disposal Value 125.00

SLA SILVER SERVICE Under Internal Support

Resp. Team DESKTOP SUPPORT Date Checked 05/10/2002 By JM

Main Financial Custom

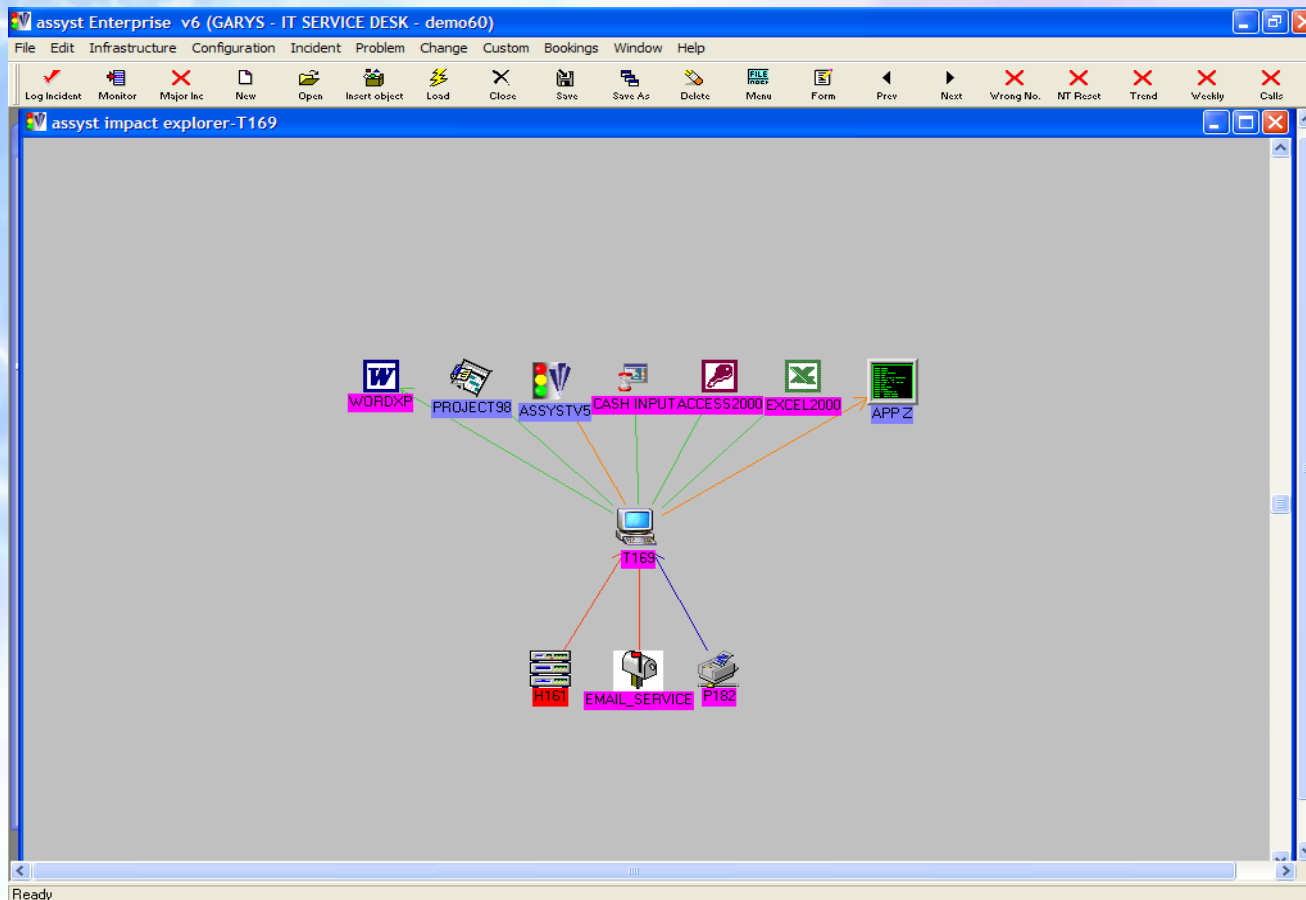
Revisions... Attributes... Additional Costs... Maintenance... Text Notes... Relationships... Systems... Movements... Impact Explorer... Users... Open Events... Discrepancies... Snapshot...

Ready

Troubleshooting Information & Impact Assessment

- CI's for Continuity Management
- CI's affected by Change Management
- CI's affected by Release Management
- Network equipment connections
- Software module components for each suite
- CI Problem History
- Future Changes on a CI (Forward Calendar of Change)
- CI's with Known Errors
- Purchase Date
- Supplier

Impact Explorer



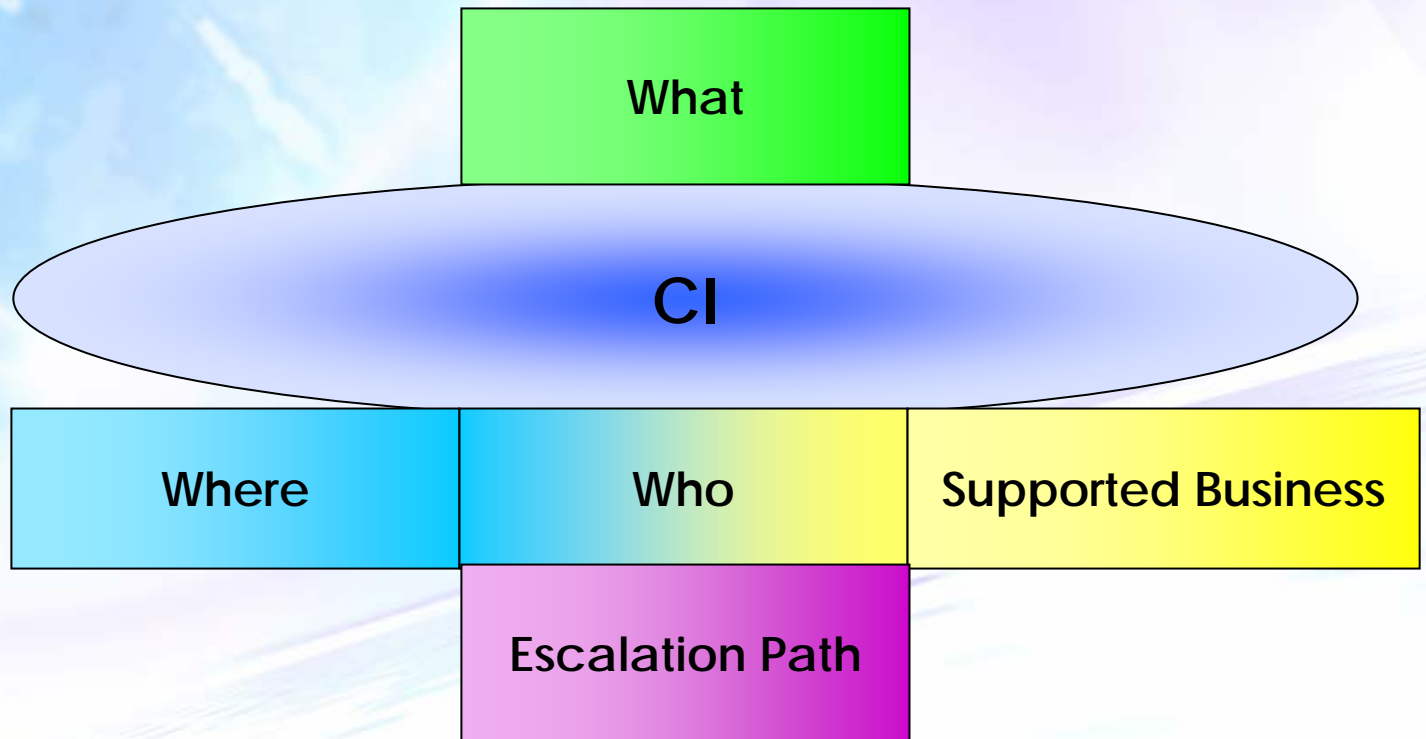
A small demonstration

Accessing a CMDB for information...

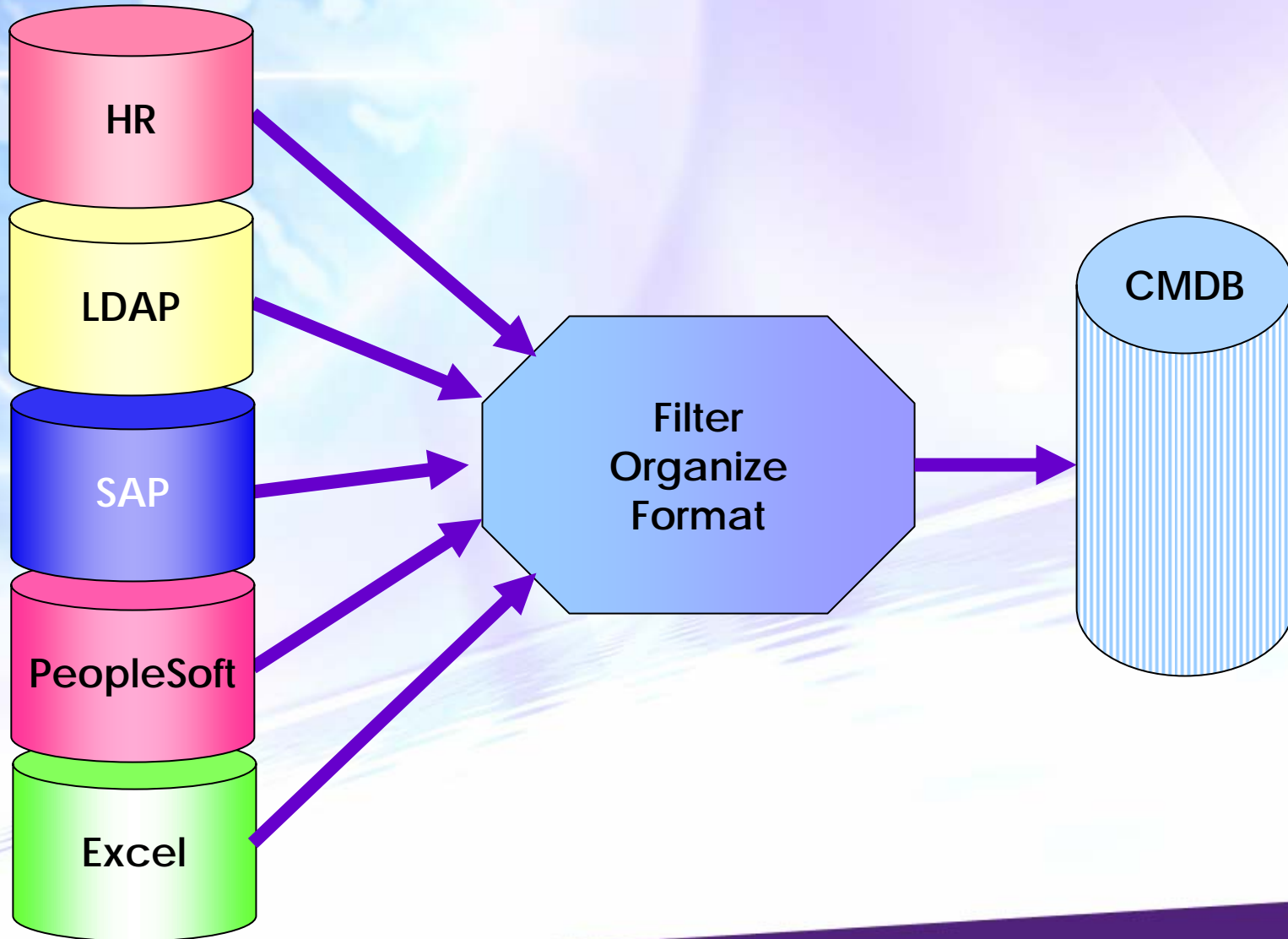
Services & Charging

- CI's required for each service
- Location of each CI
- Usage of each CI
- Who uses each CI
- Product Catalog
- Service Catalog

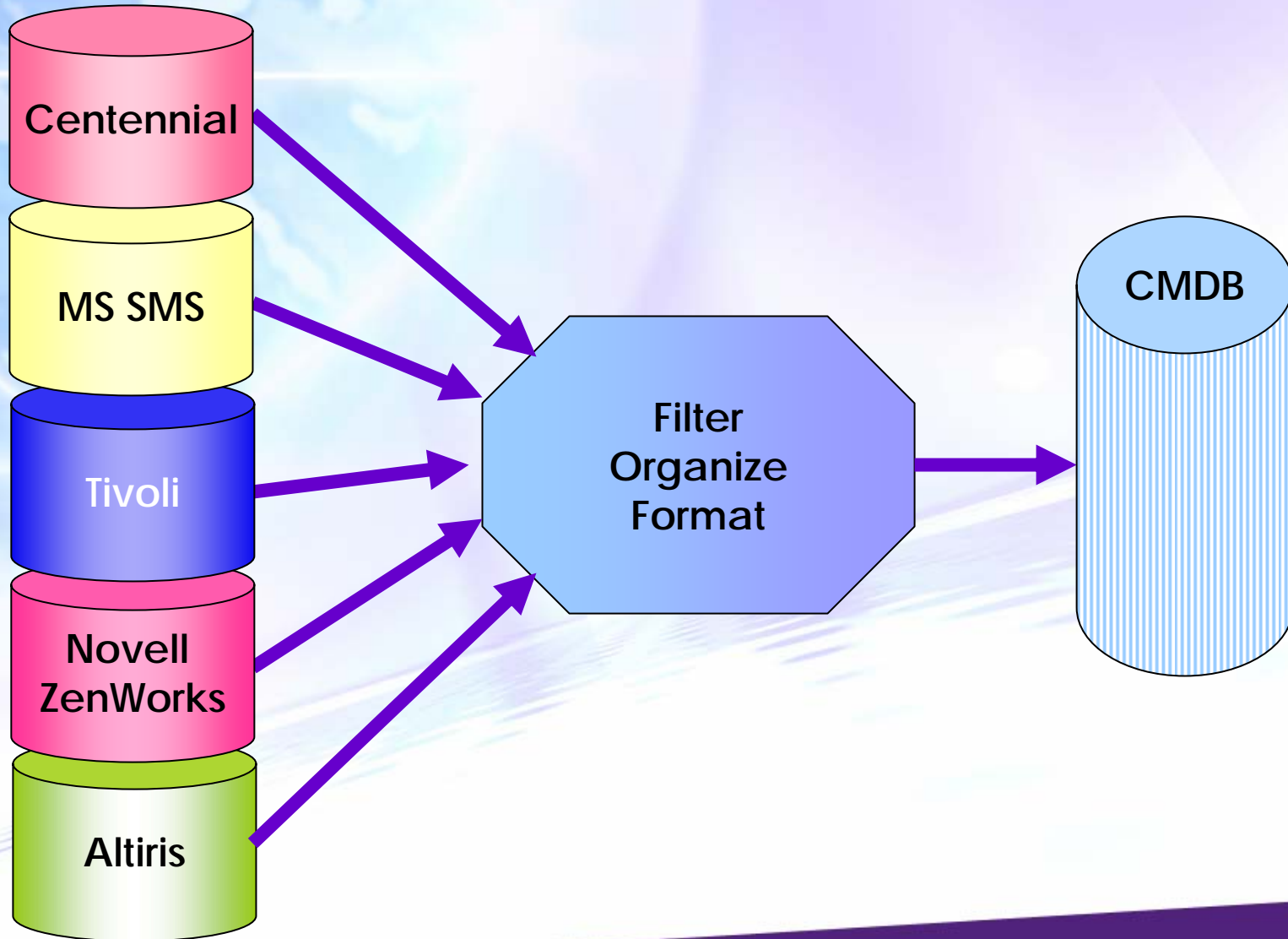
What Where Who



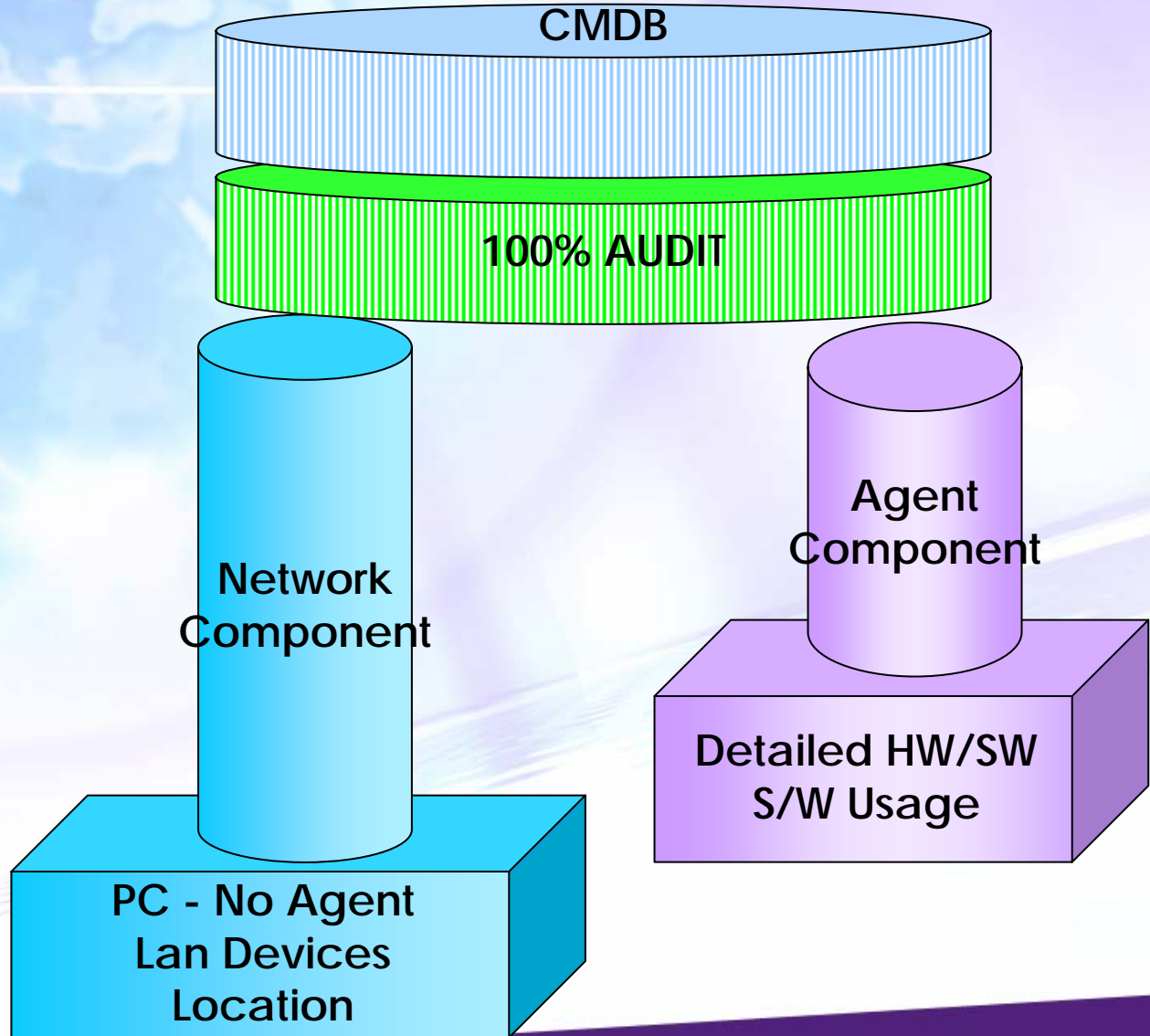
Getting The Organization Data



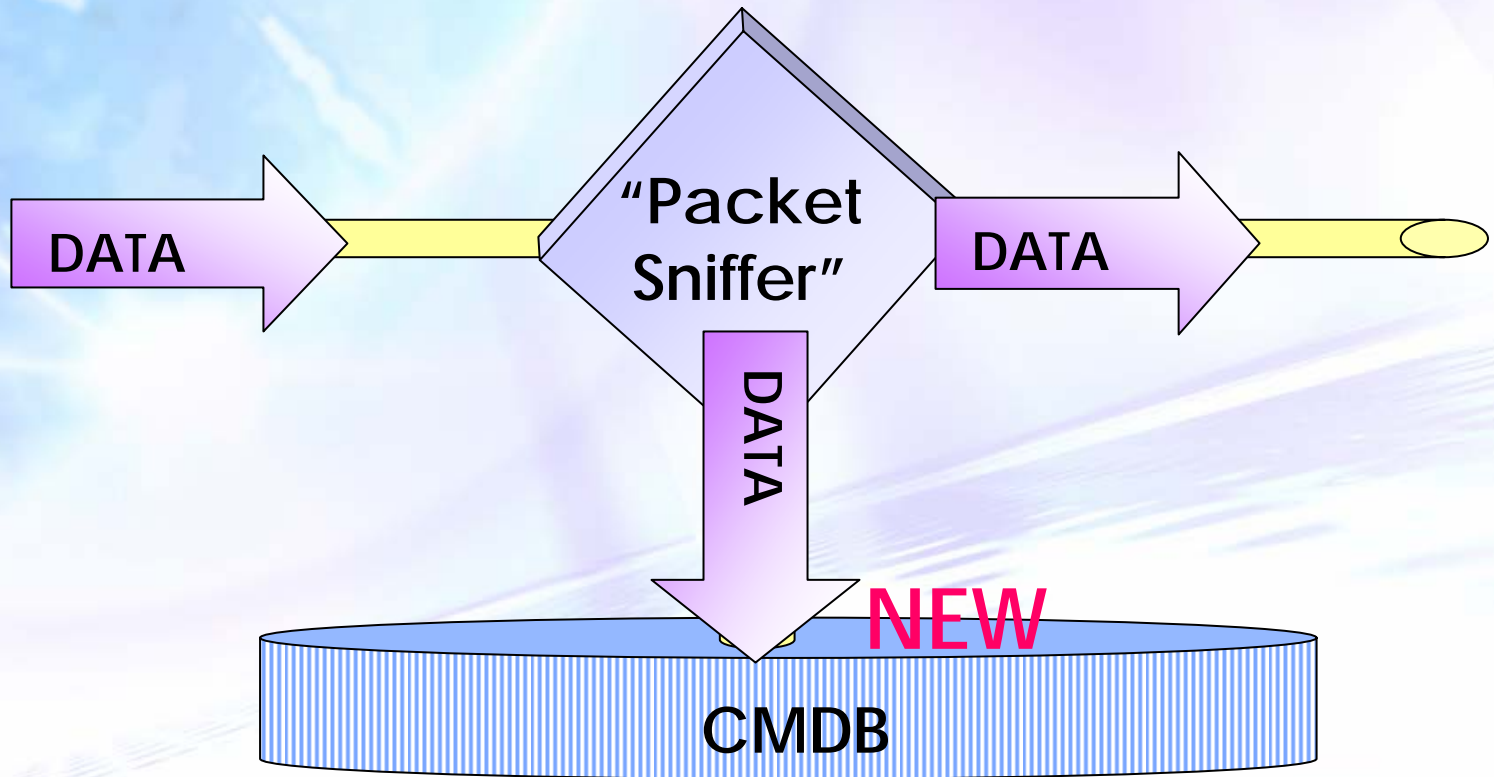
Getting The Infrastructure Data



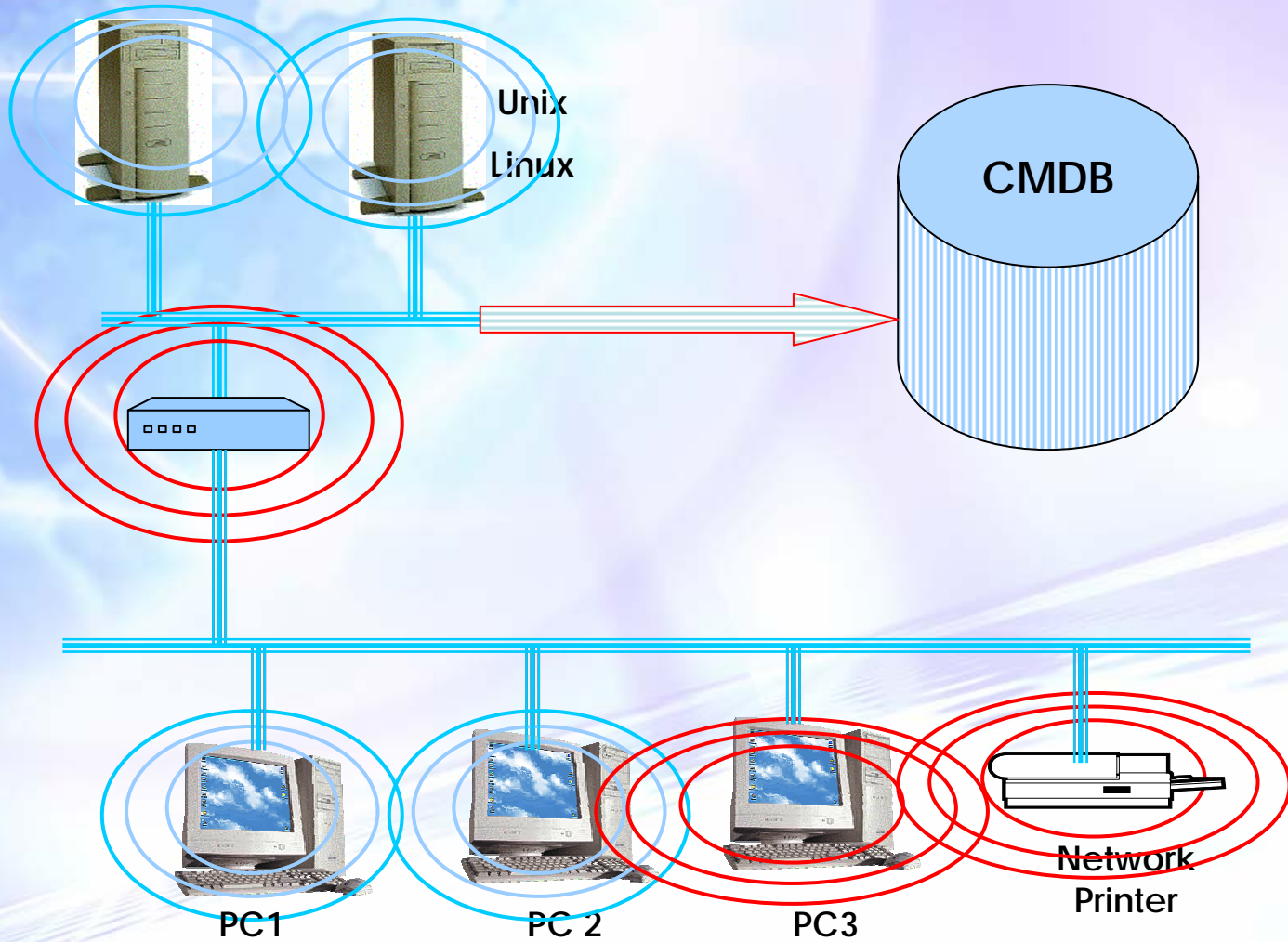
Agent & Network Components



New Device Detection



The 100 % Audit ?

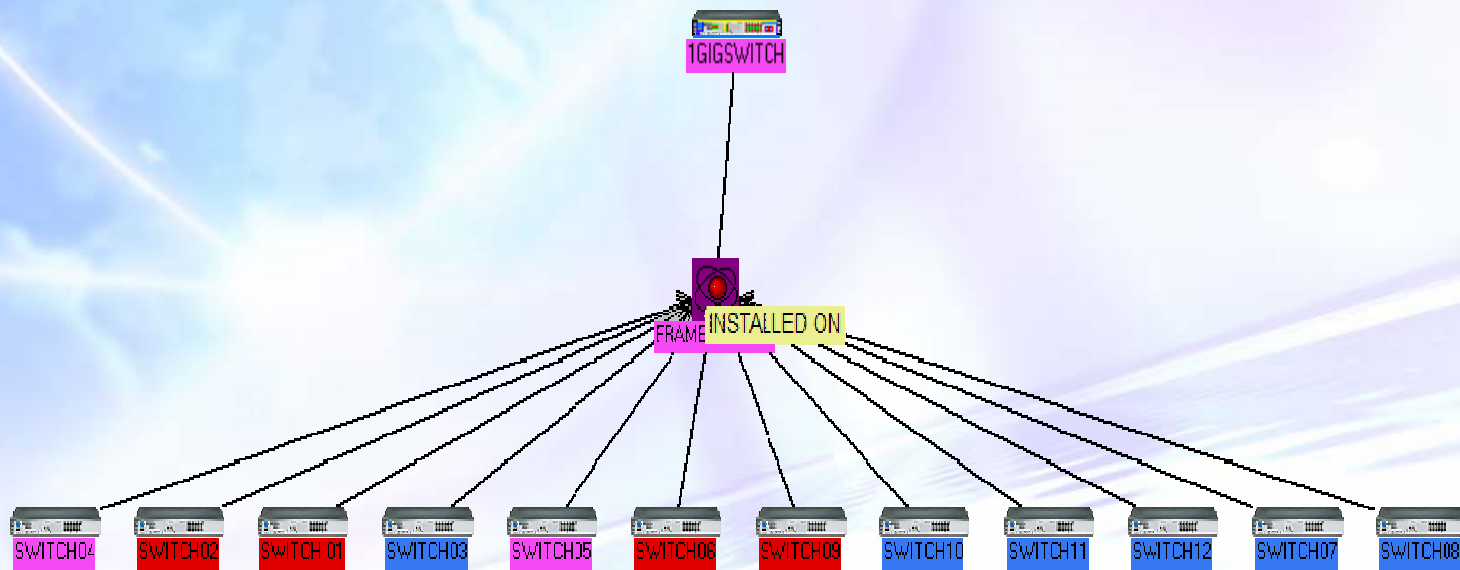


Using Switch Tables – Device Detection

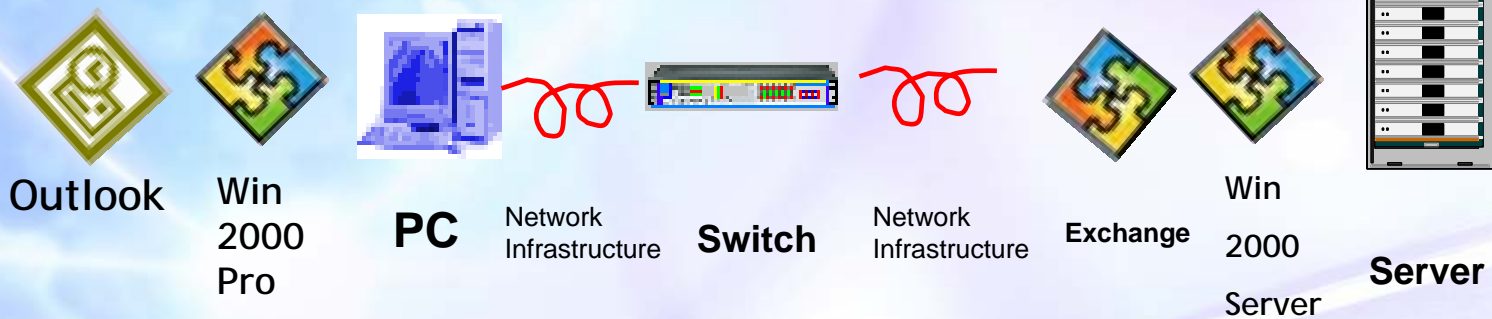


Port 1	Device A
Port 2	Device B
Port 3	Device C
Port 4	Device D
Port 5	Device E

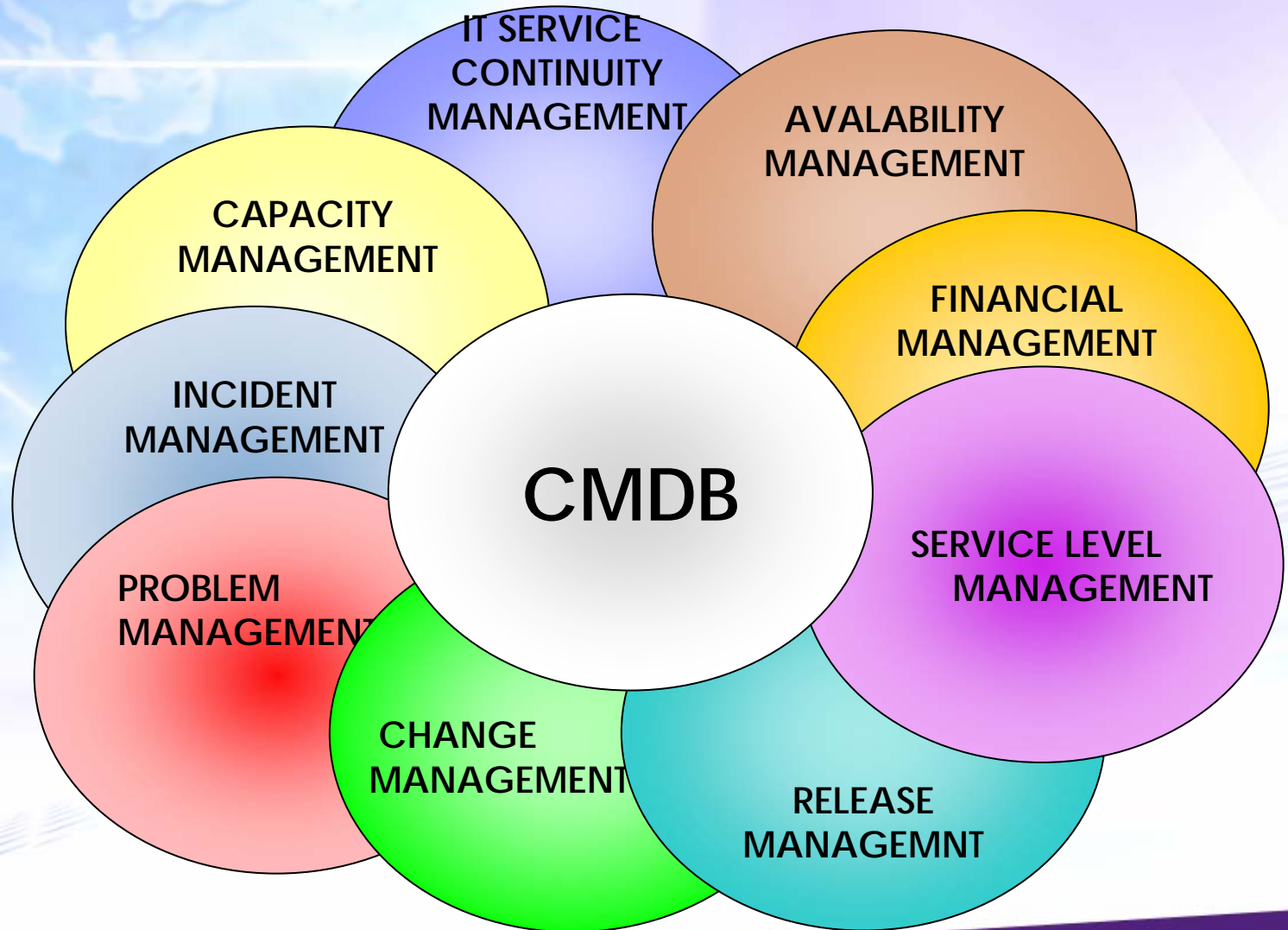
Example Of A Real CMDB



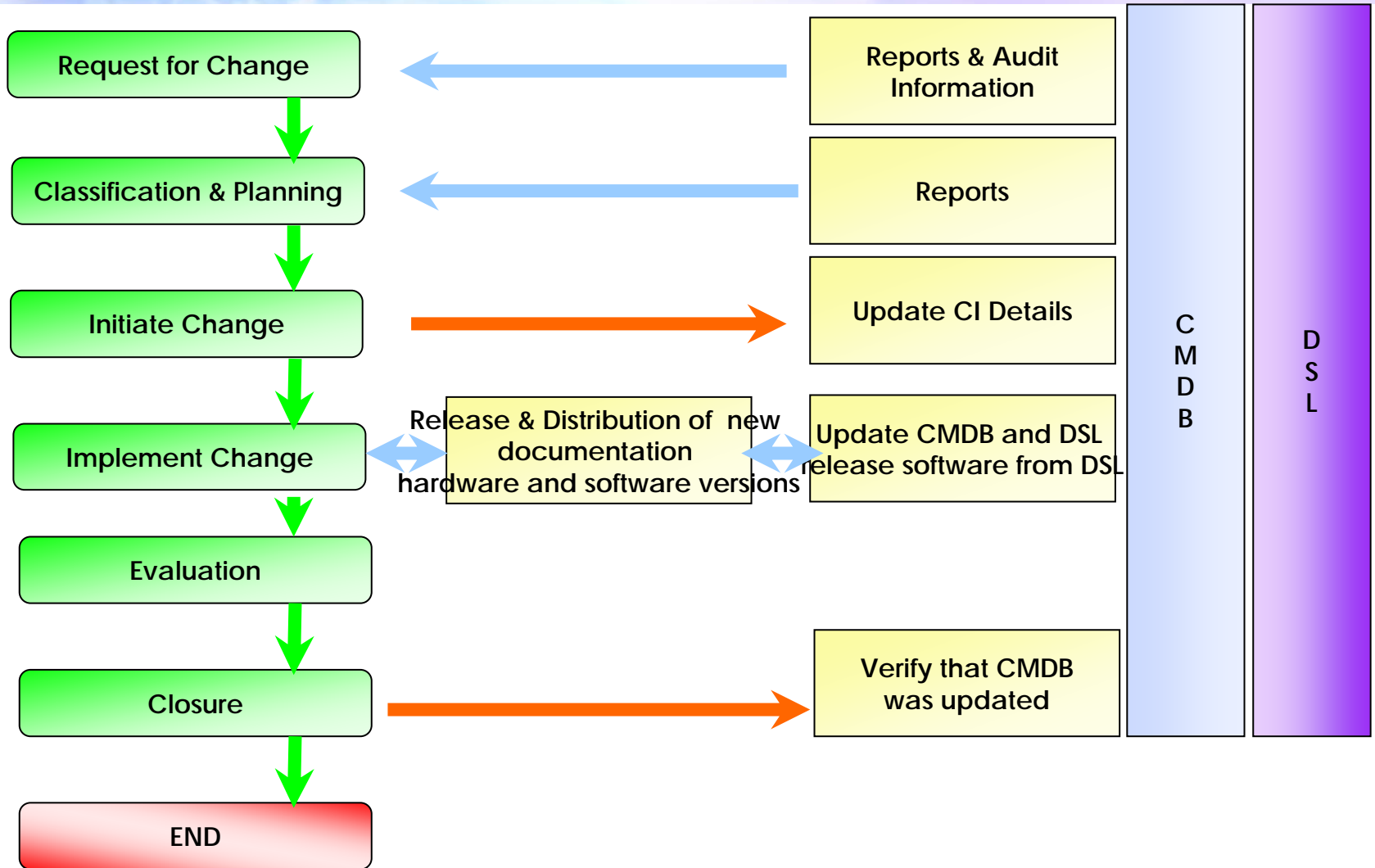
Define an End to End Service



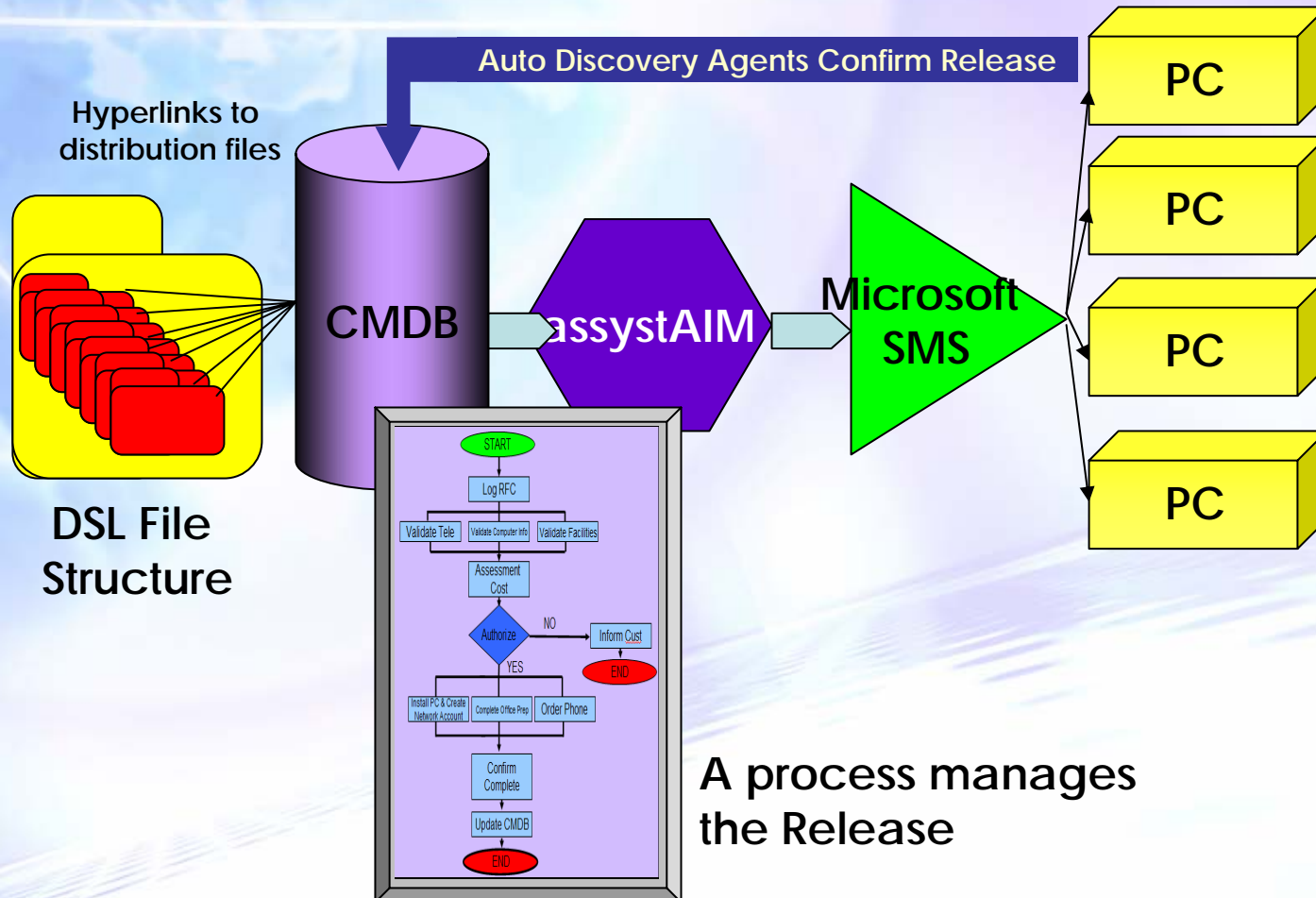
The CMDB Supports all Other ITIL Processes



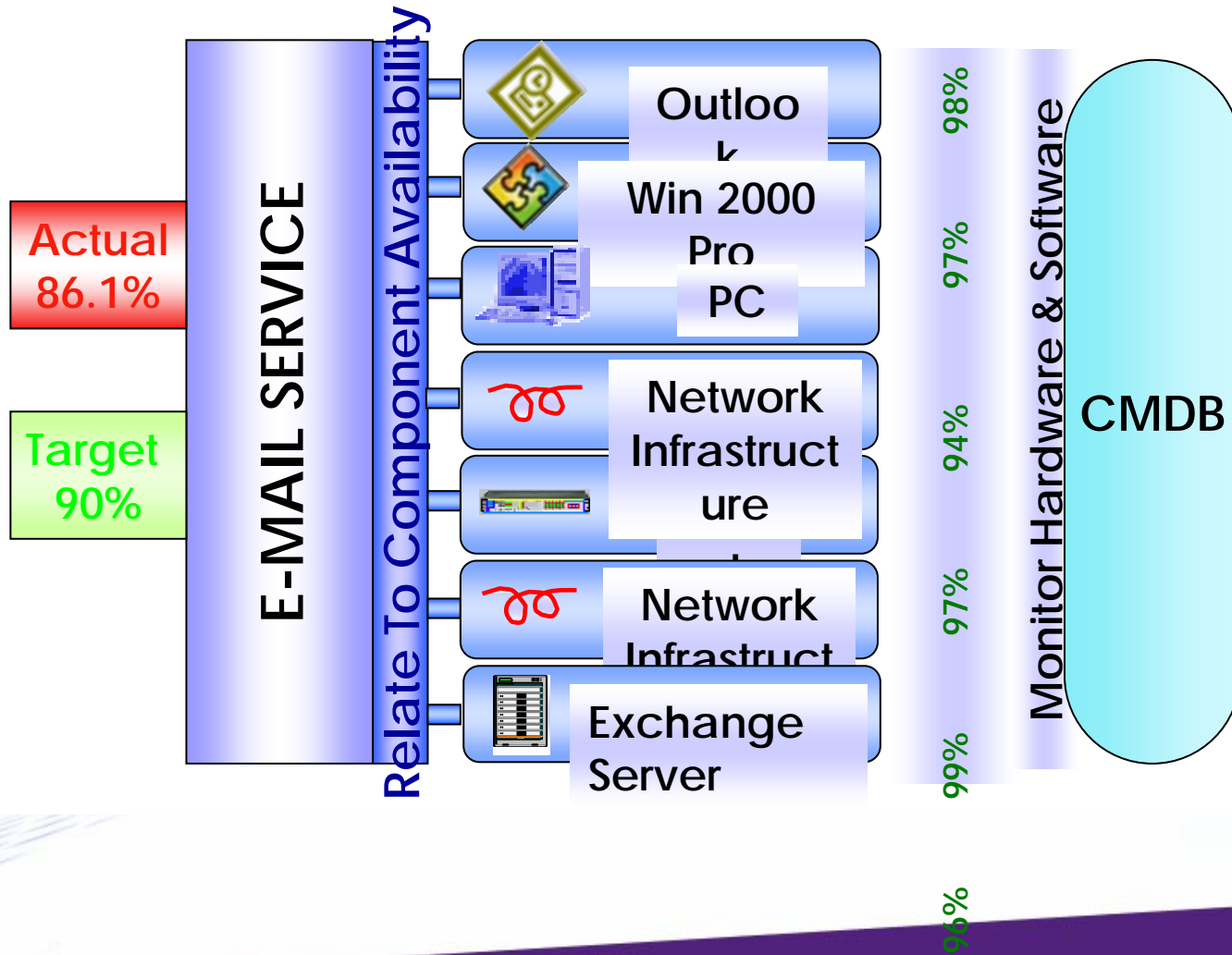
Supporting The Change Process



Release Management – Feed Back loop



(Service) Availability Management





Kathryn.howard@axiossystems.com
www.axiossystems.com