



GAIN VISIBILITY TO COMPLETE, CORRECT, CURRENT AND COMPLIANT CMDB

A CMDB is a Configuration Management Database. It is unlike other databases as it stores CIs (Configuration Items) and defines the relationships between them. A successfully implemented CMDB serves as a powerful single source of truth for an entire organization and provides a solid base for improving ITSM, ITOM, and Software Asset Management. The comprehensive, accurate and up to date information in the database provides improved control and visibility of IT assets. It also enables powerful reporting and visualization that support better decision-making.

Top 5 Challenges



Staying Up-to-Date

Keeping the CMDB up-to-date can be difficult.



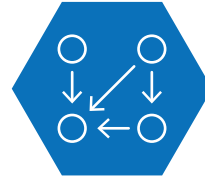
Stale Data

Data can go stale without periodic maintenance.



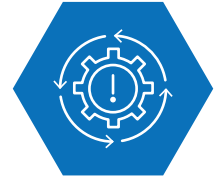
Duplicate CIs

Duplicate CIs are inefficient redundancies.



Dependency Problems

Unable to maintain dependencies between CIs like Virtual Machines & Network Devices.



Utilization of CIs

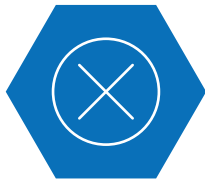
Unable to properly utilize CIs.

Best Practices Recommended by abhra



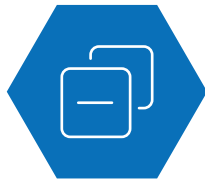
Traditional Discovery

Always go with traditional discovery or integrations to update CMDB instead of Manual CI update.



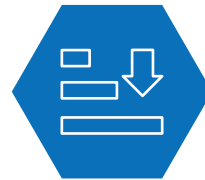
Eliminate Stale CIs

Create correctness rules for individual CI Classes to eliminate Stale & Orphan CIs.



Eliminate Duplicates

Validate identification rules & sources of updating CIs will help you to eliminate duplicates.



Top-Down Approach

Create and maintain application services to have dependencies between CIs using Top Down Approach (Service Mapping).



Club CMDB with Service Management

Club CMDB with Service Management processes to understand impact and predict upcoming challenges.

CASE STUDY

Business Problem

One of the largest Food and drug retailers in the United States was having corrupted Configuration Management Database (CMDB) with too many duplicate CI records. The key challenge was to maintain accurate CI tracking and reporting capabilities.

Solution

- Cleaned all the duplicate CI records for all CI classes using scripts.
- Validated the final CI data through manual and automated scripts.
- Built relationships among CIs to populate Business Service Maps.
- Single and accurate source of truth for CI data.
- Simplified process for identification of affected CIs when a change request is raised on a CI.
- Streamlined process for Incident and Problem Management.
- Accurate CI tracking and reporting capabilities.