FLYER

VALUEMATION CMDB MANAGER

To be able to recognize and minimize risks in your business processes, you need detailed information on your IT infrastructure. The relevant information on IT components (configuration items/CIs) is often dispersed over different places and stored in different databases for incident, problem, change and asset management. Thus it is hard to properly identify dependencies as well as difficult and time-consuming to apply changes. Yet to have a quick and full overview when responding to incidents in IT support, you need a high degree of transparency on and rapid access to all relevant CI data in a configuration management database (CMDB).

Objectives

—— With the Valuemation CMDB Manager, you'll benefit from great transparency made possible by consolidated, up-to-date and quality-checked data. The CMDB provides you with a comprehensive overview of your IT infrastructure. This central repository includes information on all IT components relevant to providing IT services and their relationships to and dependencies on each other. This provides a firm basis for safeguarding business processes through IT-supported business services.
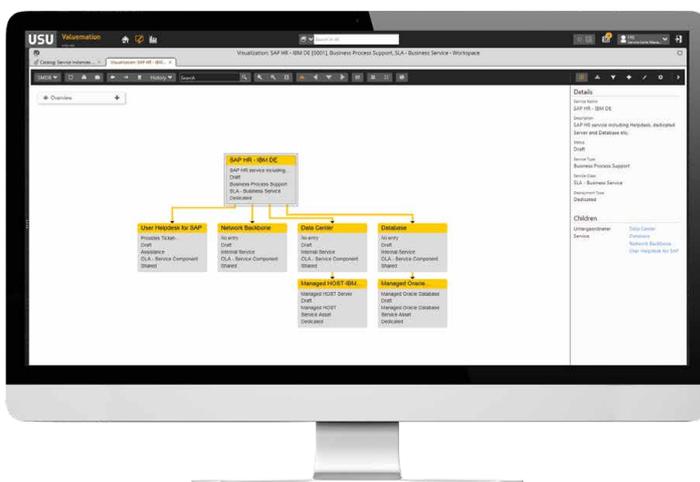
BENEFITS

Valuemation enables you to

Minimize risks to your IT operations because you can easily identify relationships and dependencies between IT components, IT services and business services

Speed up service and support processes thanks to fast access to consolidated, reliable configuration data

Ensure a high quality of data in the CMDB through automatic target/ actual reconciliation

Document CI information and changes automatically and in an audit-compliant manner throughout the CI lifecycle

Visualization of dependencies and relationships in the service structure and IT infrastructure

Combine Distributed Data Sources

—— To obtain a holistic view the information in diverse source systems must be collected in and/or linked to the CMDB (federation). Instead of managing all CI data physically in one large database, you define what information must be transferred and what information you create a link to. The CMDB Manager gives you the option of merging diverse data sources and showing overall relationships.

Reconcile Existing and New Data

—— During the initial inventorying of your IT resources, the CMDB is filled by means of an inventory tool or by simply acquiring already collected data. CIs are uniquely identified, verified and correctly correlated to other CIs. This reconciliation process ensures that no double entries or obsolete data are uploaded into the CMDB and that it only gets data from reliable sources. By strictly ensuring the high quality of the data added to it, you establish the CMDB as the one and only truly reliable data source ("Single Source of Trust").

Visualize Dependencies

—— Logical and physical CI relationship data is graphically depicted with help of the Valuemation Visualizer. It helps you in creating dynamic mappings of the relationships between IT components and IT services, both in peer-to-peer networks as well as in hierarchical contexts. You can choose the number of levels shown, the respective section, the context-dependent coloring (e.g. status colors) and groupings very easily on a customized and ad-hoc basis. Along with the usual reporting tools, you also have enhanced variable analysis functions available, such as for anticipating and modeling the impact of planned changes.

Maintain Service and CI Structures Graphically

—— The Valuemation Visualizer helps you maintain service and CMDB structures – from the business service at the top level to the infrastructure element at the bottom level. You can assign individual components or whole sub-trees of a parent component by copying or moving them by drag & drop.

Synchronize Changes

—— An automatic synchronization function lets you identify discrepancies between your recorded CMDB inventory and the actual stock of technical items. This allows you to detect unapproved or improperly made changes. You can define process rules to determine whether changes are automatically included in the CMDB or first must be presented to management for authorization. This ensures that you only add information on approved changes to your CMDB. At the same time, you minimize the risks that could have a negative impact on mission-critical business processes.