

# The Configuration Management Database (CMDB)

## Defining the Business / Technology Relationship

Presented to:  
South Texas ACP November 8, 2005

## Agenda

- ❑ Definitions
- ❑ The Value of the CMDB
- ❑ The Key Relationship
- ❑ Discovery Technique
- ❑ Service Solutions

## Definitions

- ❑ ITIL – Information Technology Infrastructure Library
- ❑ Configuration Management
- ❑ Configuration Item (CI)
- ❑ Configuration Management Database (CMDB)
- ❑ Business Process – What's yours?

# Definitions

## ITIL Core Components

### *Service Delivery*

Focused on long term planning and improvement of IT Service provision

**Service Level Management**

**Capacity Management**

**Financial Management for IT Services**

**IT Service Continuity Management**

**Availability Management**

### *Service Support*

Concentrates on day-to-day operation and support of IT Services

**Configuration Management**

**Change Management**

**Release Management**

**Service Desk**

**Problem Management**

**Incident Management**

## Definitions

### Configuration Management

- ❑ The activity of accounting for physical and logical assets and the configurations that support key business services
- ❑ Provides a sound basis for Incident Management, Problem Management, Change Management, and Release Management

## Definitions

### Configuration Item (CI)

- ❑ Represent a company's technical components and their associated attributes and relationships
- ❑ Controlled by the IT Change Management Process

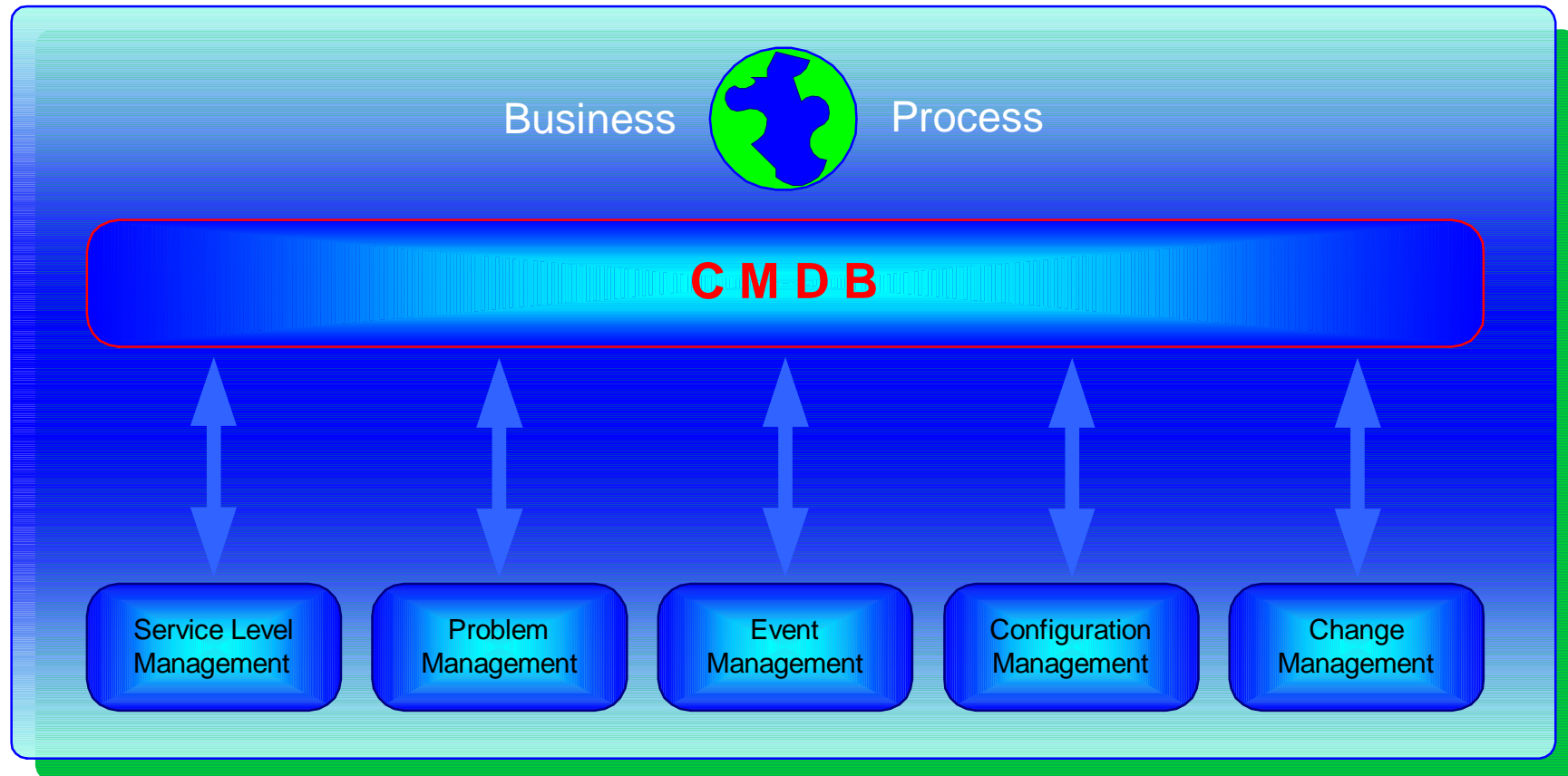
### CMDB – Configuration Management Database

- ❑ Made up of one or more integrated databases, the CMDB contains detailed information about Configuration Items (CI)

## The Value of the CMDB

- ❑ CMDB vs. Asset Management Database
- ❑ Value to Other ITIL Services
- ❑ Value to Contingency Planning

## The Value of the CMDB

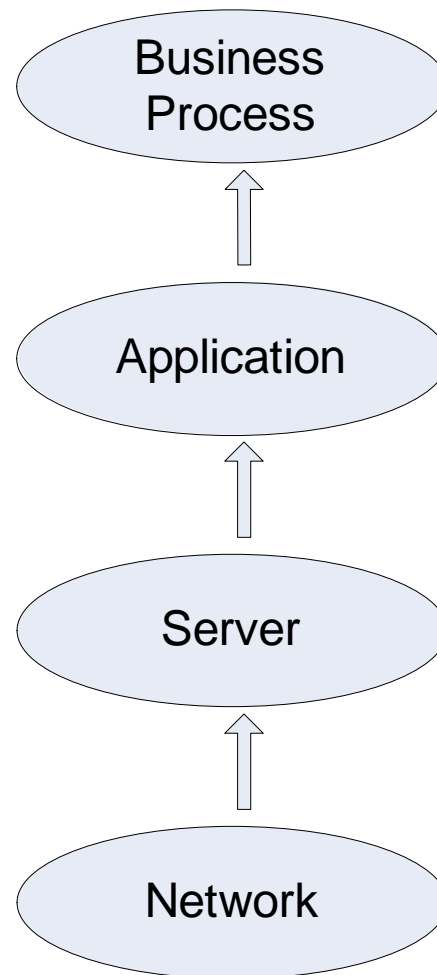




## Discovery Process Defined

- ❑ Rules – The Manual Process
- ❑ The Risks
- ❑ The Challenges

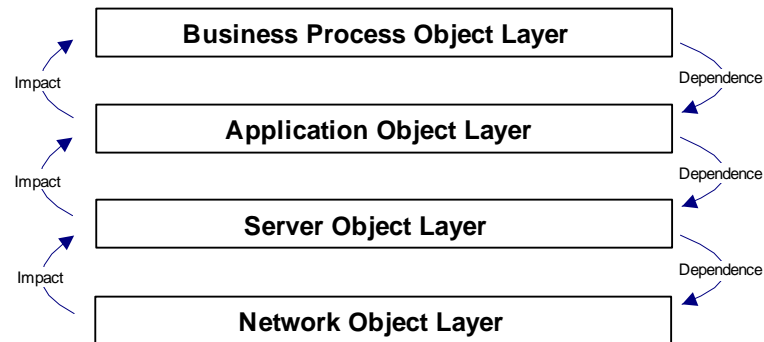
## Example of Static Relationships



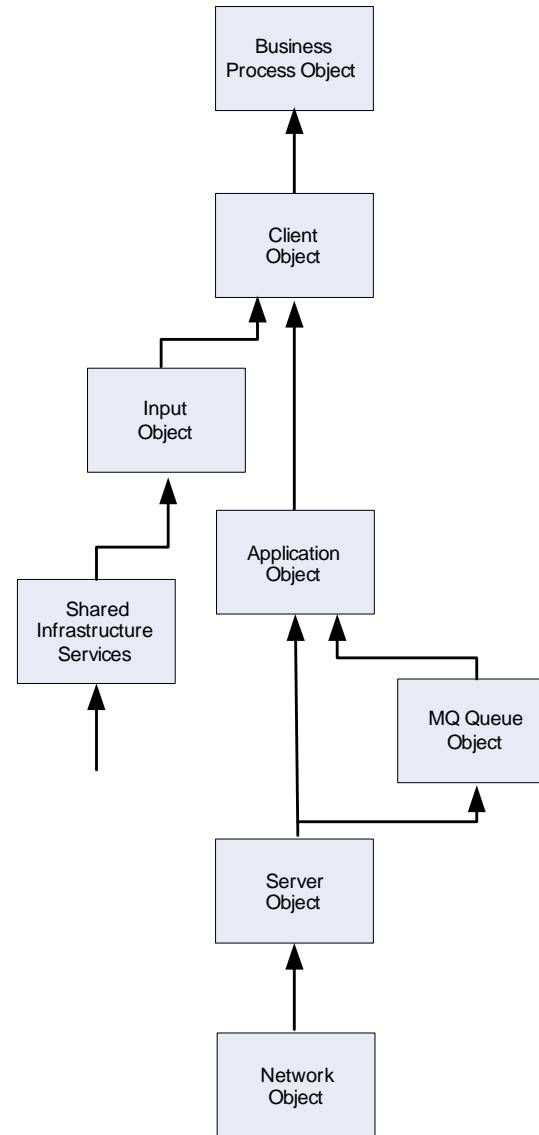
## Example of Static Relationships

1	<b>Business Process Object Layer / User</b>
2	<b>Mechanism /Client Object Layer</b>
3	<b>Input Device Object Layer</b>
4	<b>Application Object Layer</b>
5	<b>Server Object Layer</b>
6	<b>Network Object Layer</b>

## Depth of Relationship Discovery

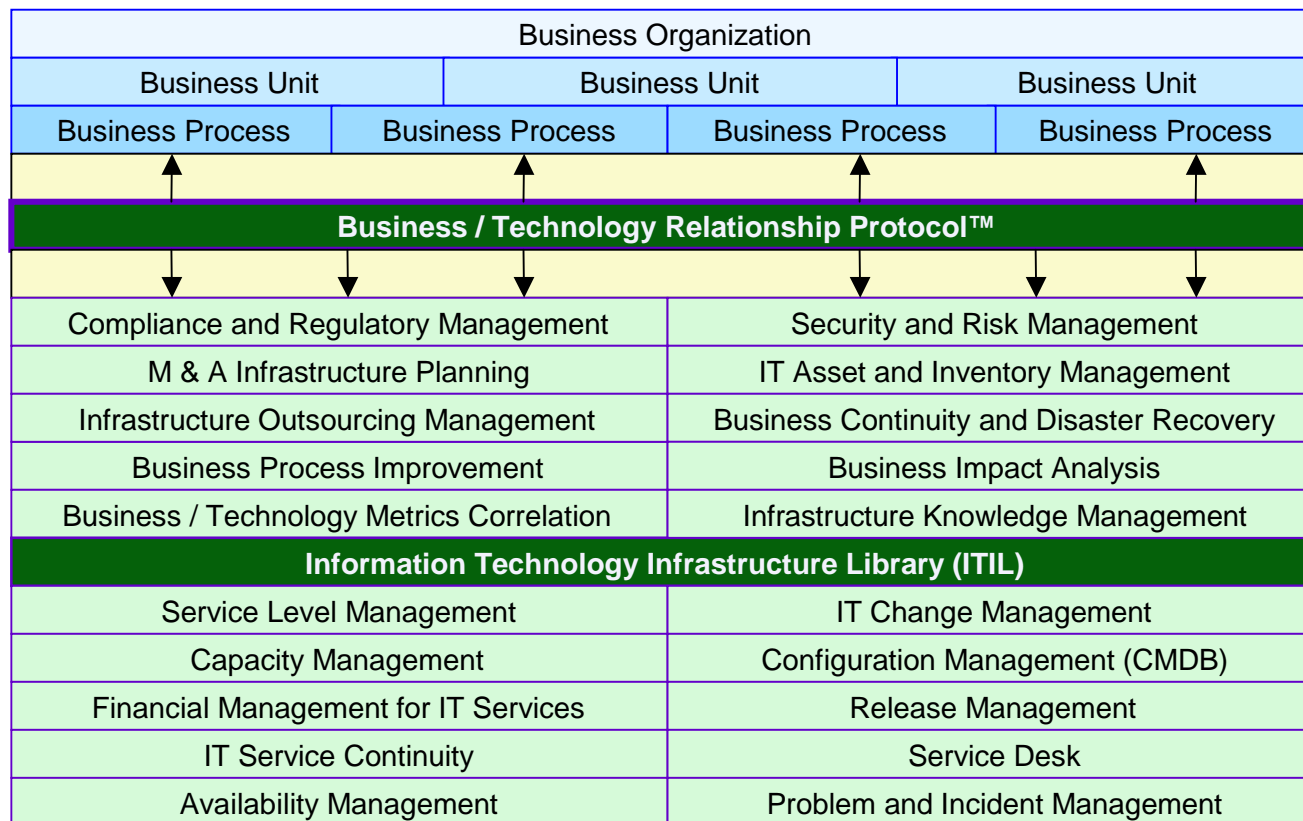


# Results of the Discovery Process



## Discovery Exercise

## Integration of Service Solutions



## Follow Up

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