knowledge16

Experience the Service Revolution



Configuration Management: A Service Aware CMDB

PURU AMRADKAR
SR. PRODUCT MANAGER
ServiceNow

MADHAVI PUVVADA
DEVELOPMENT MANAGER
ServiceNow

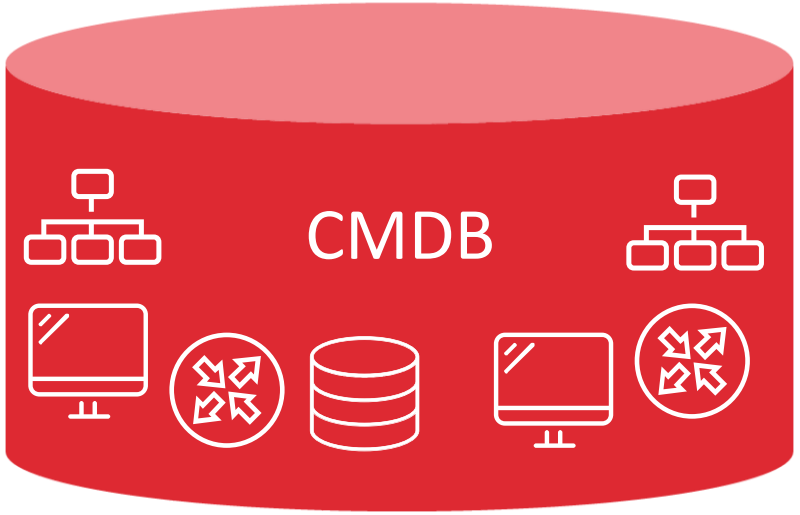
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Service-Aware Configuration Management Database

A Configuration Management Database is a powerful single system of record of configuration items. It provides near real-time view, of hierarchical relationships among components in IT service configurations. When properly deployed, it provides an essential component for IT services:

- IT Service Management
- Operations Management
- Asset Management
- Configuration Management
- Compliance

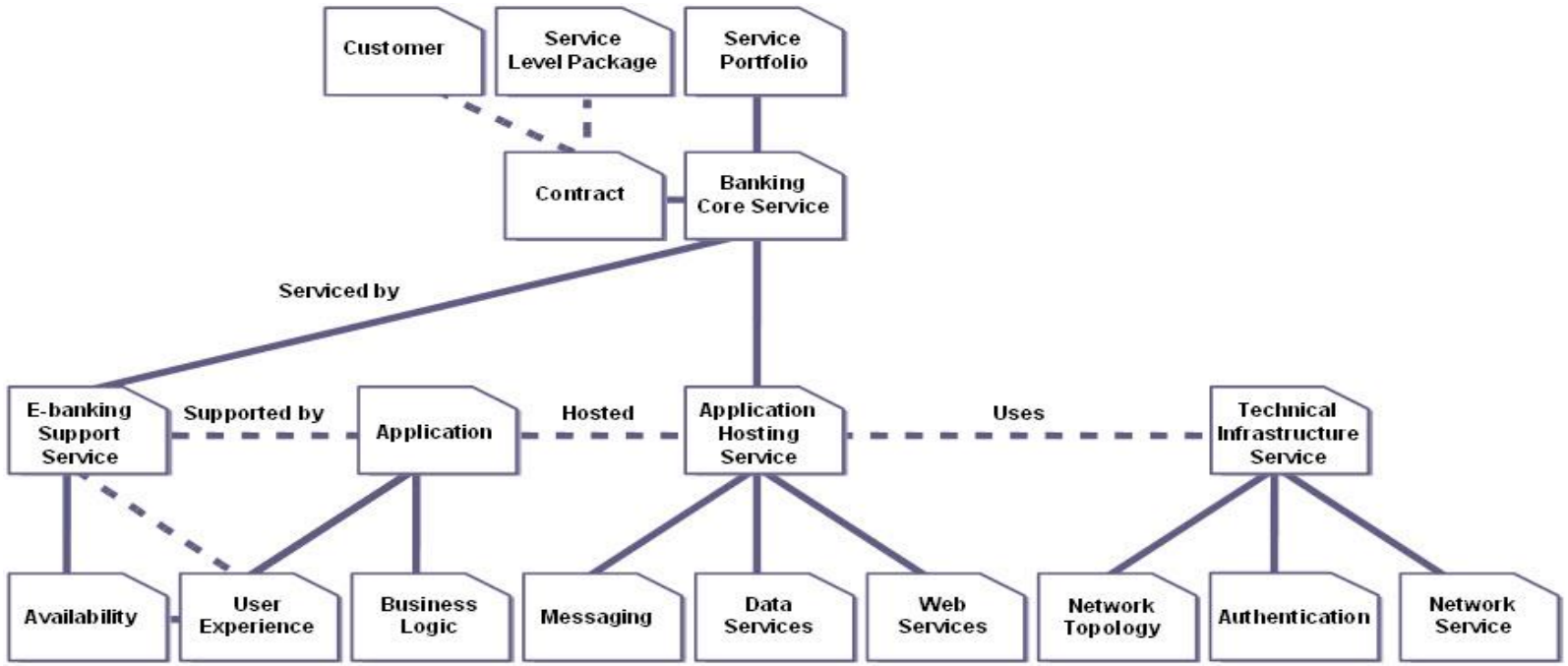


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What Are Service Models?

ITIL

A Service Model is a hierarchical model of the services, assets and the infrastructure created by recording the relationships in the CMDB between configuration items.



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Business Perspective



Sales CRM System



Customer Support



Financial Reporting



HR Benefits Site

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Business Perspective

- Sales CRM System
- Customer Support
- Financial Reporting
- HR Benefits Site

Infrastructure Perspective

- Servers
- Applications
- Storage
- Virtualization
- Cloud
- Network

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Business Perspective

Sales CRM System

Customer Support

Financial Reporting

HR Benefits Site

Lost in Translation

Uh, oh. The disk drive on this server just crashed. What services are going to be impacted?

What is going on with our HR Benefits website? It is soooo slow.

We are going to need to apply a patch to some of our older Windows servers. Who are the service owners I need to notify?

We have a busy season coming up. How much can my service handle and can I add more capacity?

Infrastructure Perspective

Servers

Applications

Storage

Virtualization

Cloud

Network

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Business Perspective

Sales CRM System

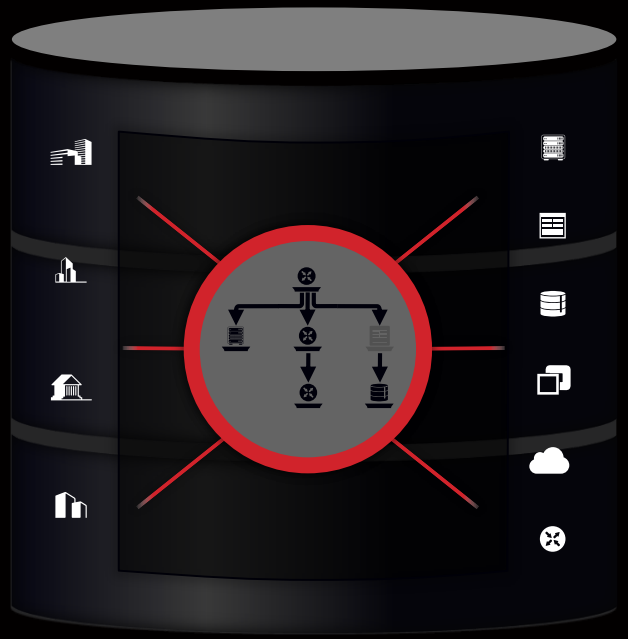
Customer Support

Financial Reporting

HR Benefits Site

Services

Service-Oriented CMDB



Infrastructure Perspective

Servers

Applications

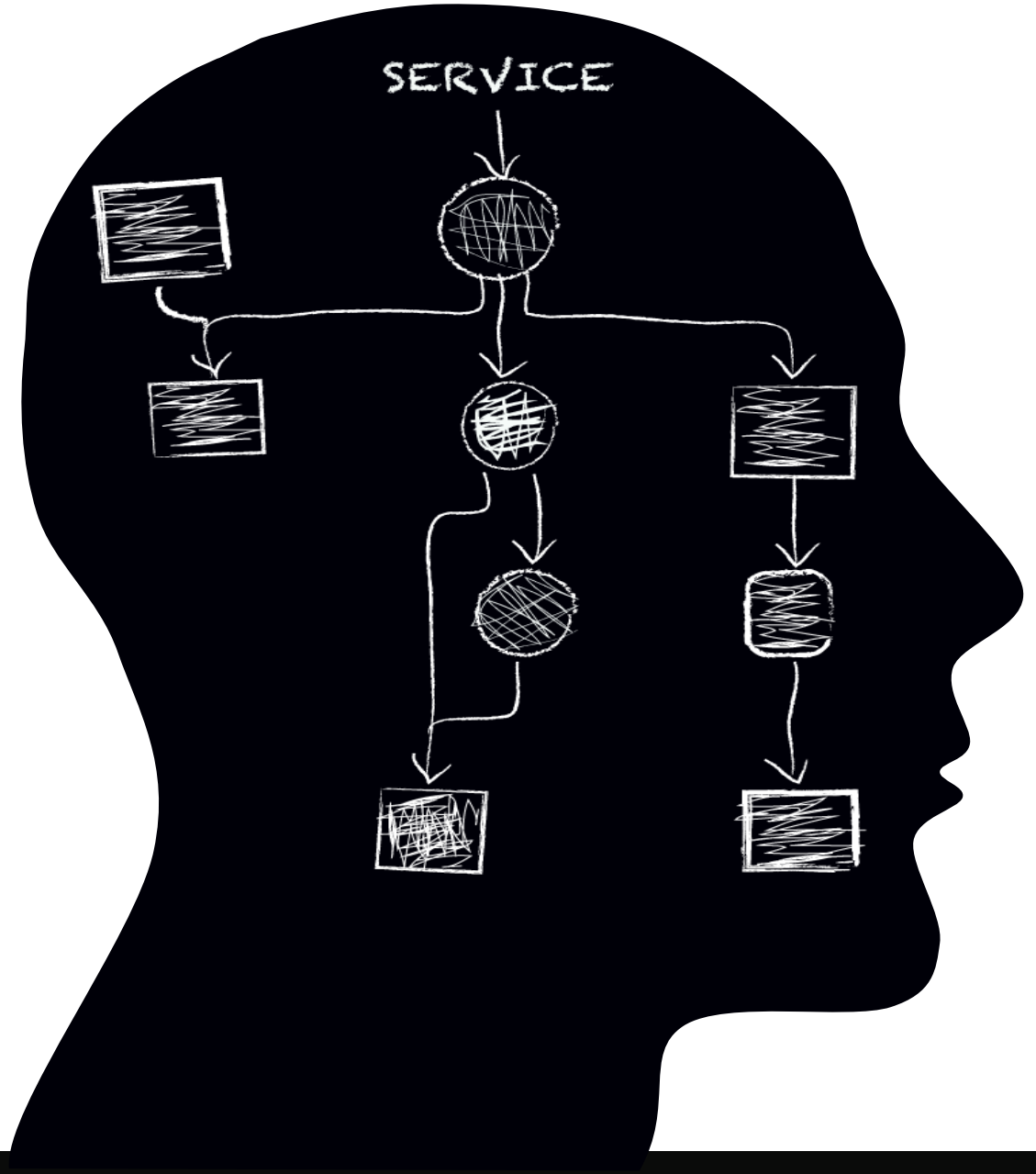
Storage

Virtualization

Cloud

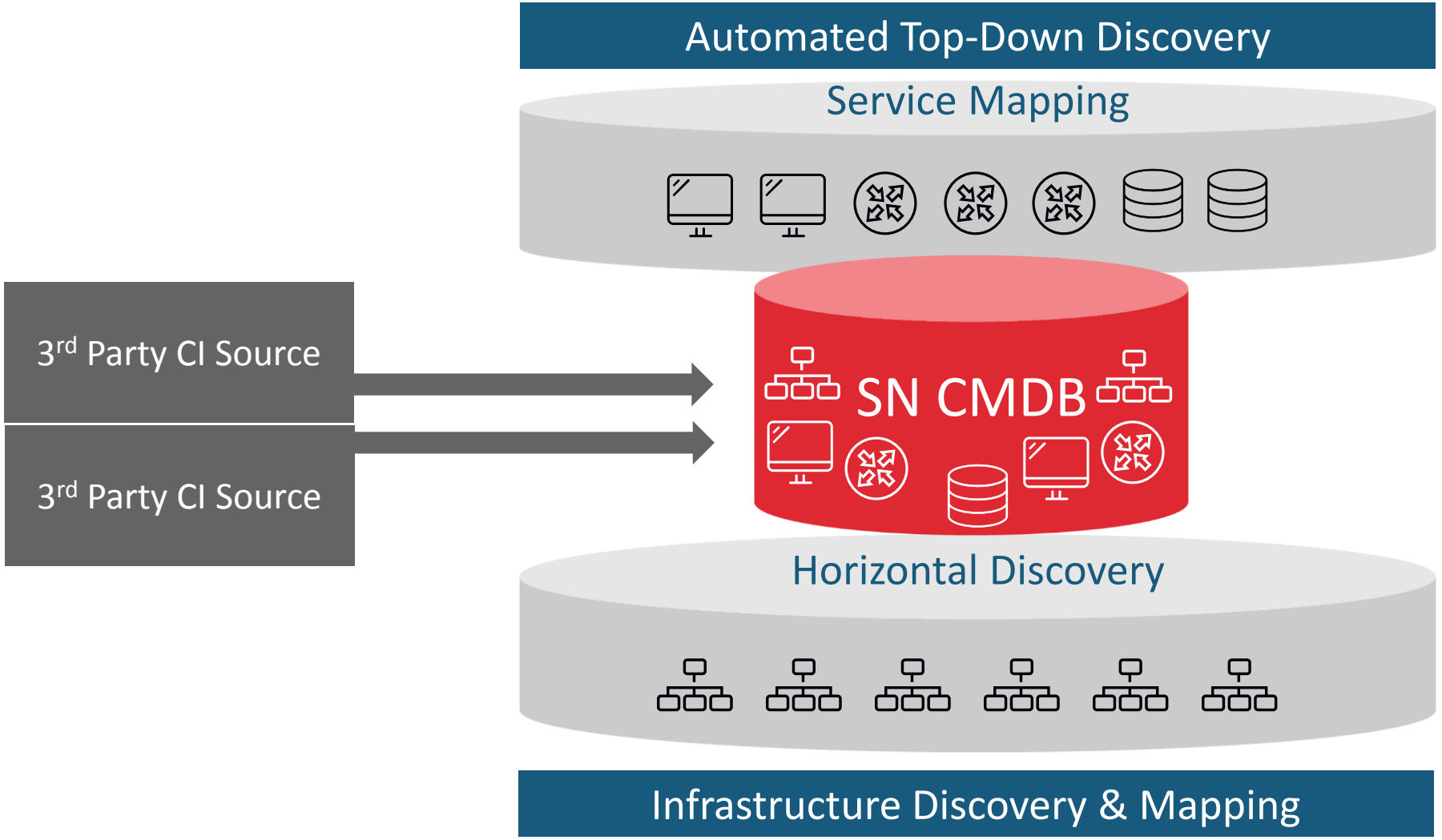
Network

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Automatically Populating the CMDB from Multiple Sources



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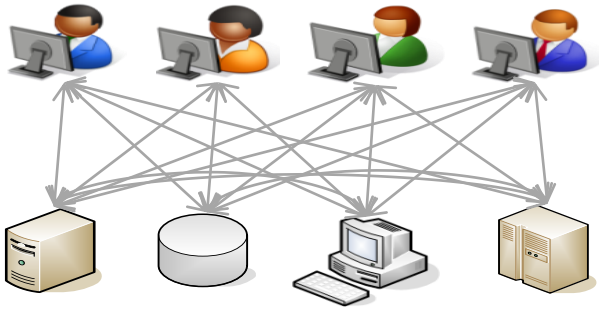


What Is the Value of “Service Models”?

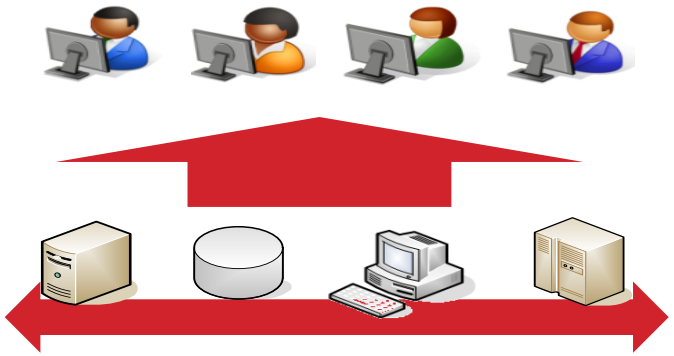
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Service Models Are Important …

- Definitively illuminate how IT affects the business



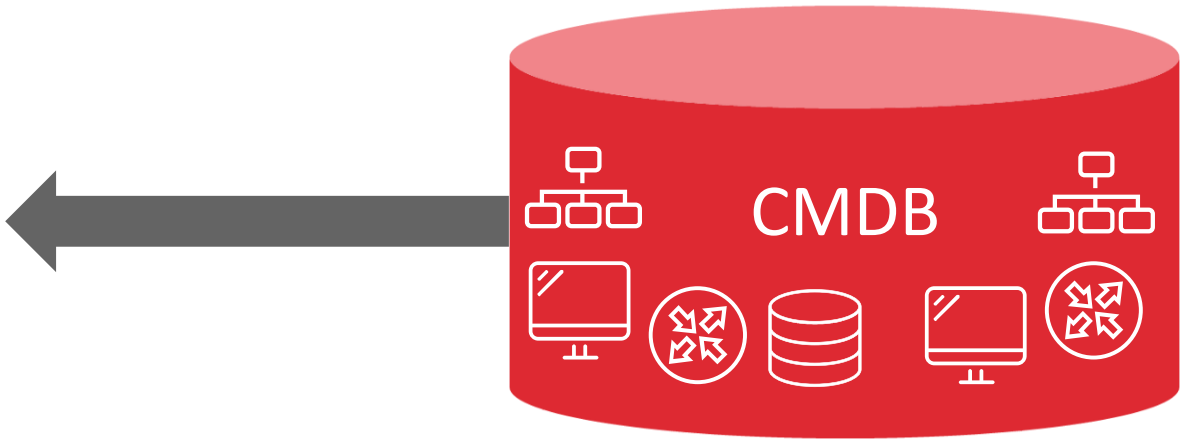
- Valuable to the following processes …
  - Incident & Problem
  - Change & Release
  - Business Continuity
  - Availability Management
  - Compliance
  - Vulnerability Assessment
  - Data Center Migration



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CMDB Use Cases: IT Service Management

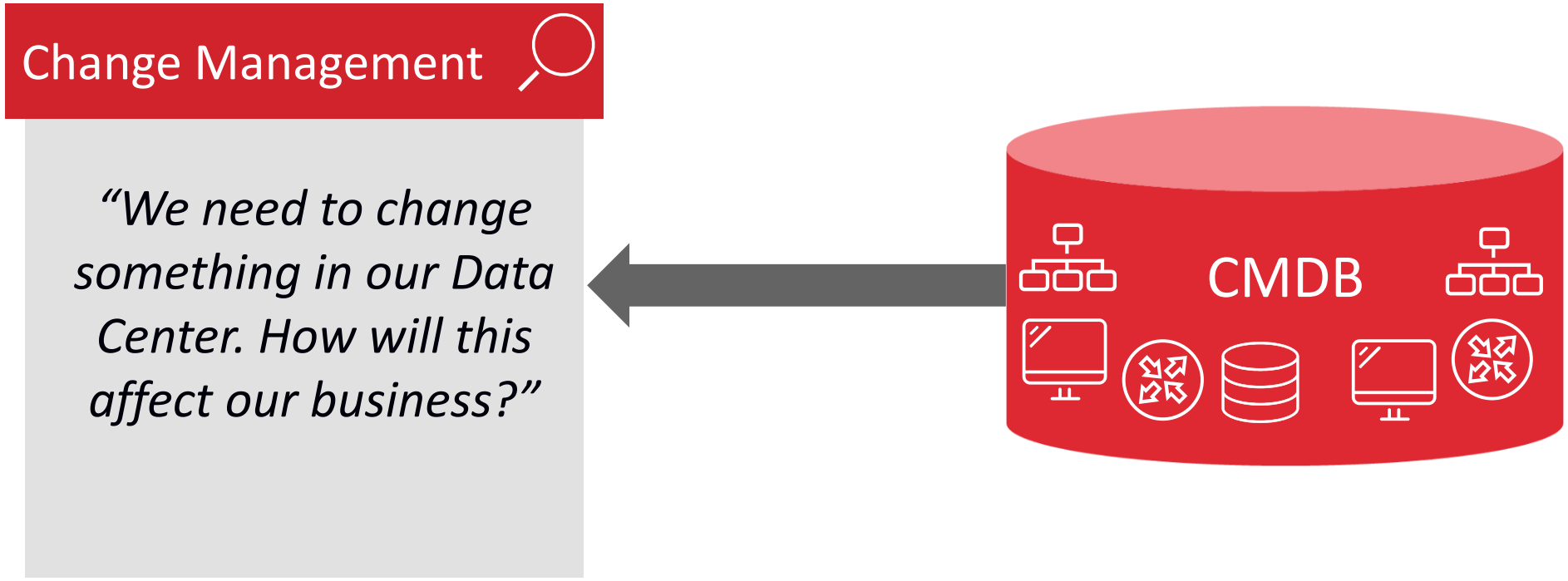
IT Service Management: Impact Analysis



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CMDB Use Cases: IT Service Management

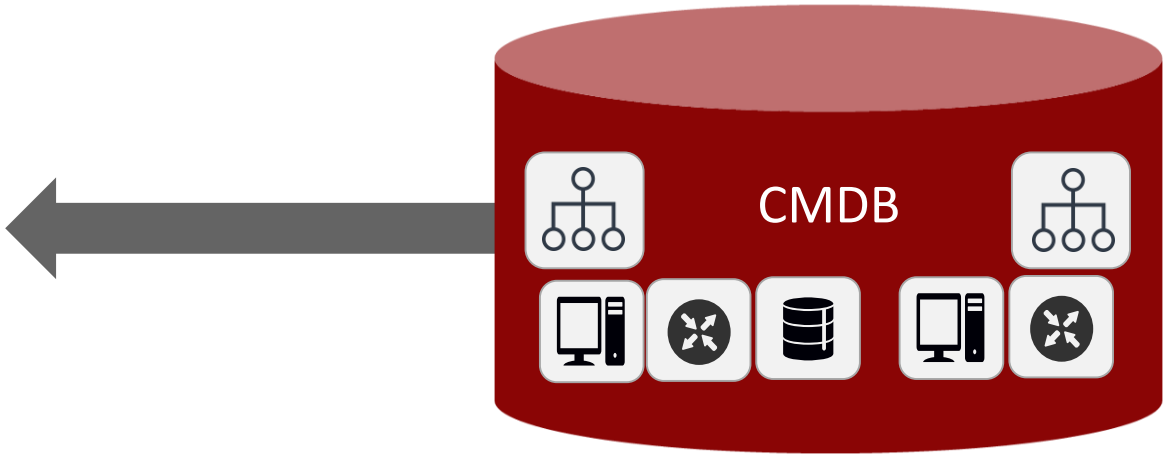
IT Service Management: Impact Analysis



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CMDB Use Cases: IT Service Management

IT Service Management: Impact Analysis



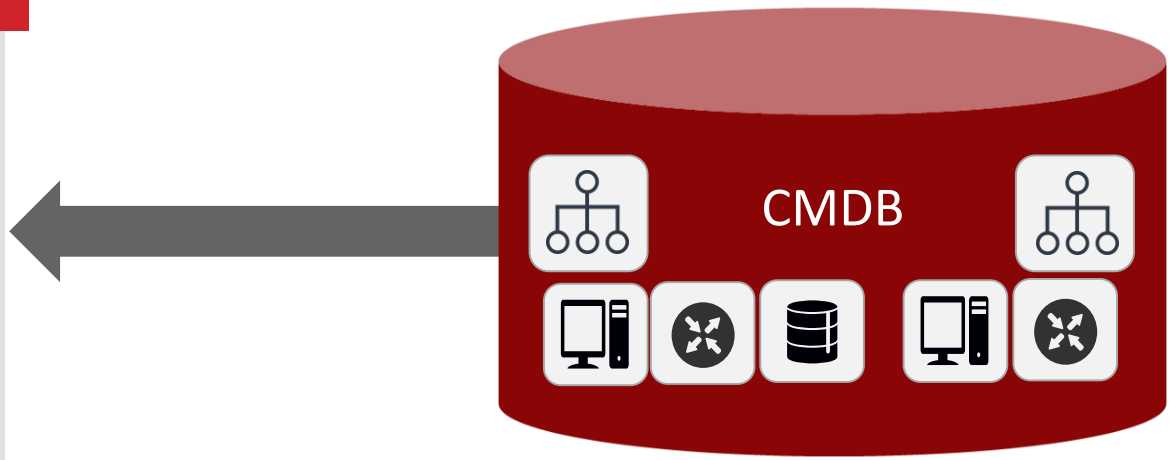
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CMDB Use Cases: IT Service Management

IT Service Management: Impact Analysis

Incident Management

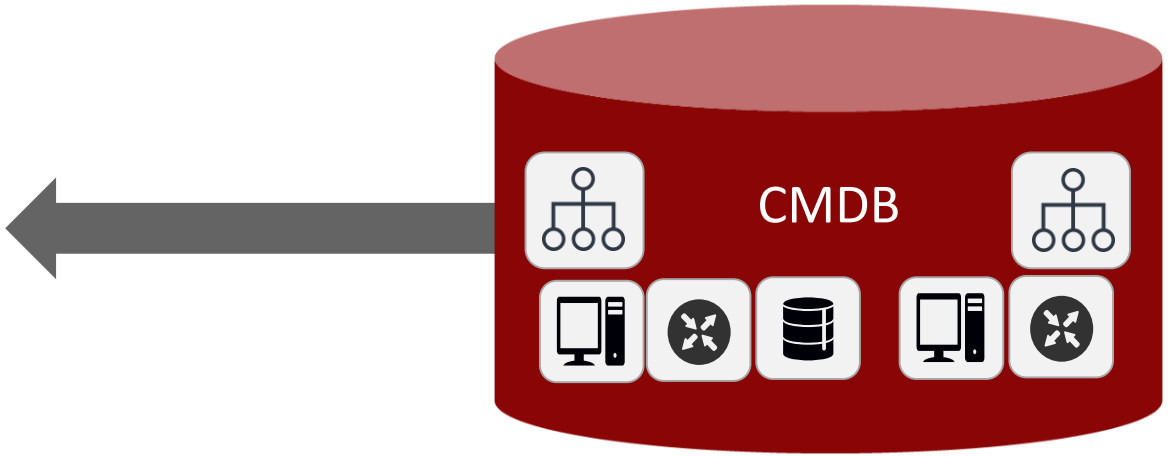
"An infrastructure component broke in our Data Center. What part of the business is affected?"



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CMDB Use Cases: IT Service Management

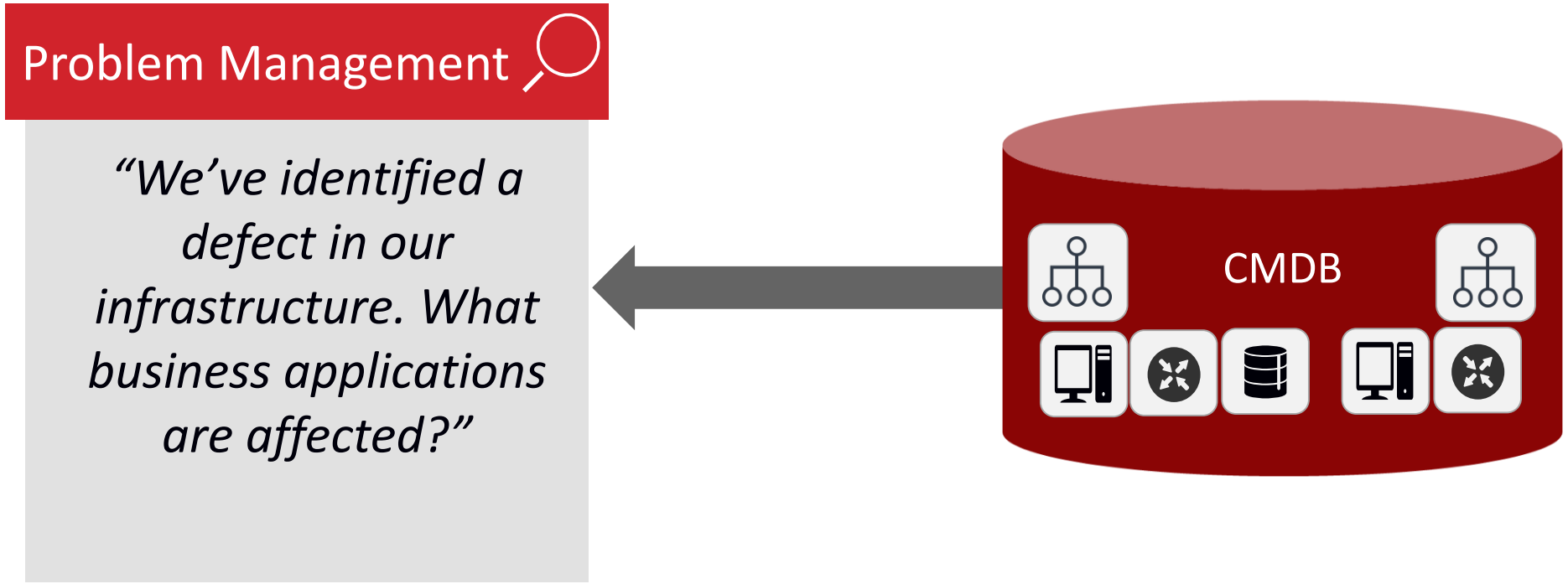
IT Service Management: Impact Analysis



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CMDB Use Cases: IT Service Management

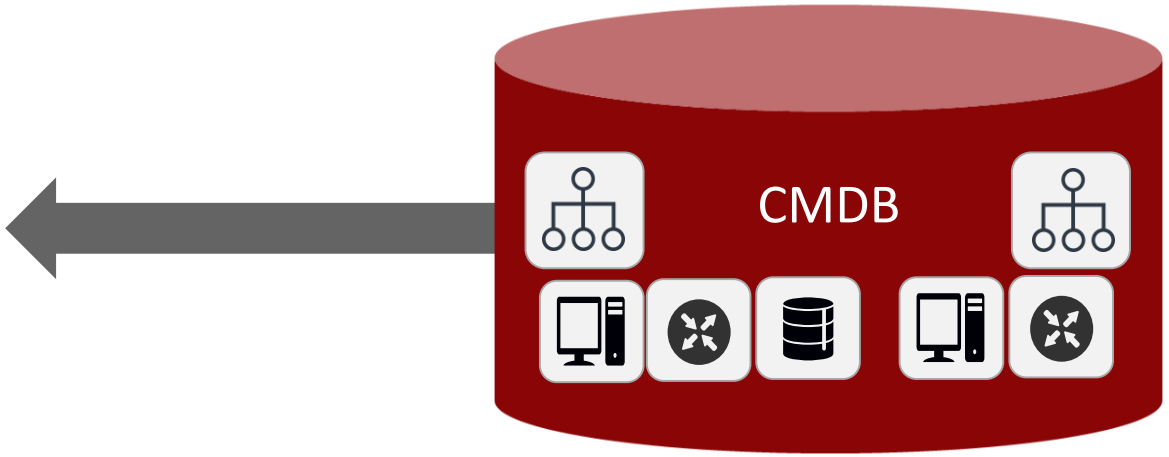
IT Service Management: Impact Analysis



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CMDB Use Cases: IT Service Management

Operations Management: Impact Analysis



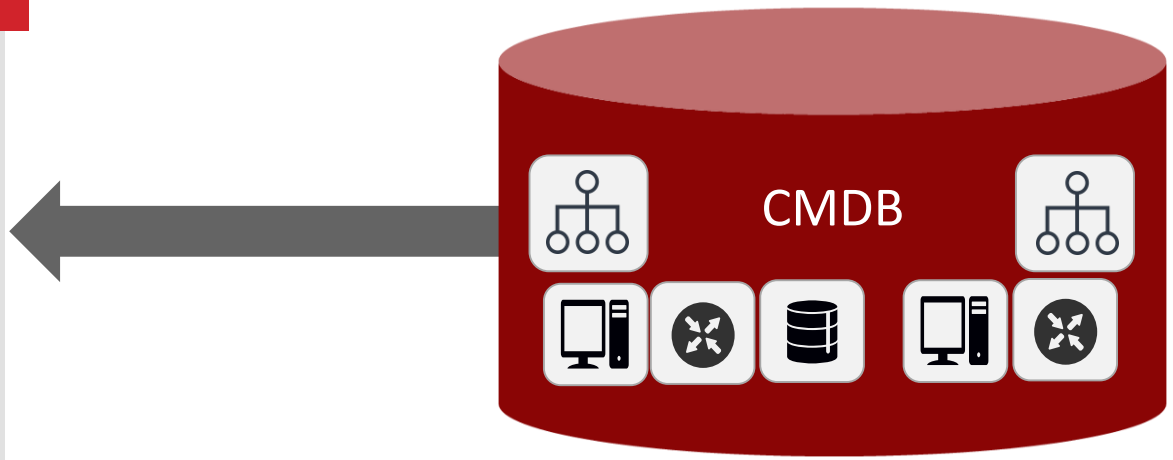
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CMDB Use Cases: IT Service Management

Operations Management: Impact Analysis

Event Management

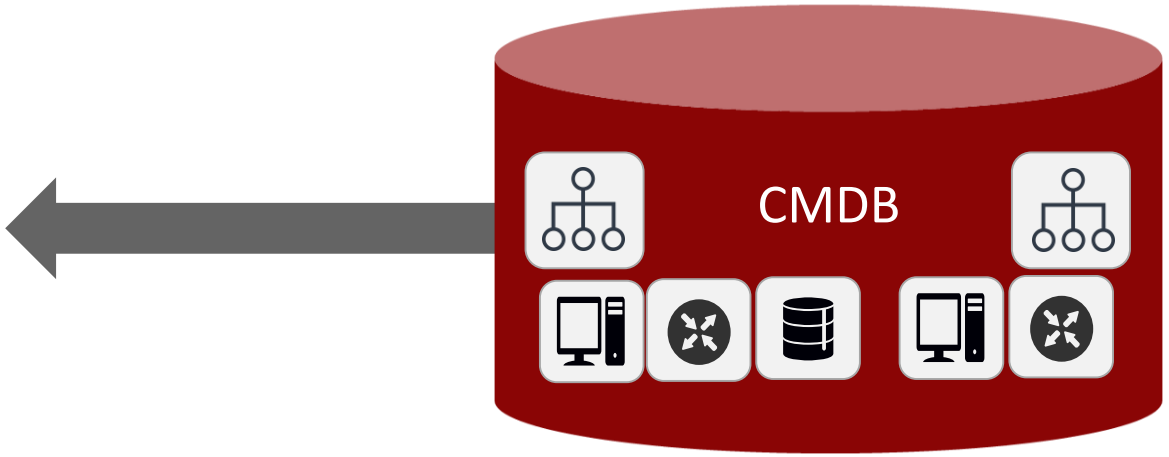
"Our monitoring tool notified us that a metric has exceeded a threshold. How urgent is this to our business?"



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CMDB Use Cases: IT Service Management

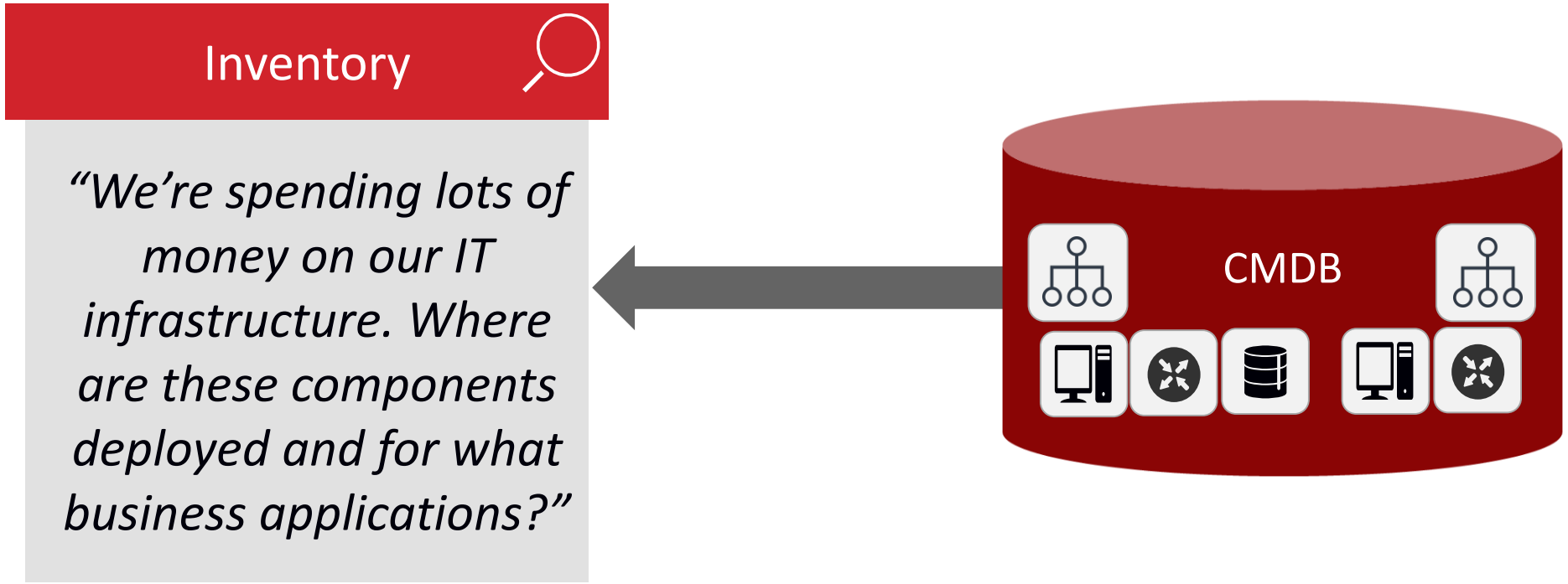
Asset Management



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CMDB Use Cases: IT Service Management

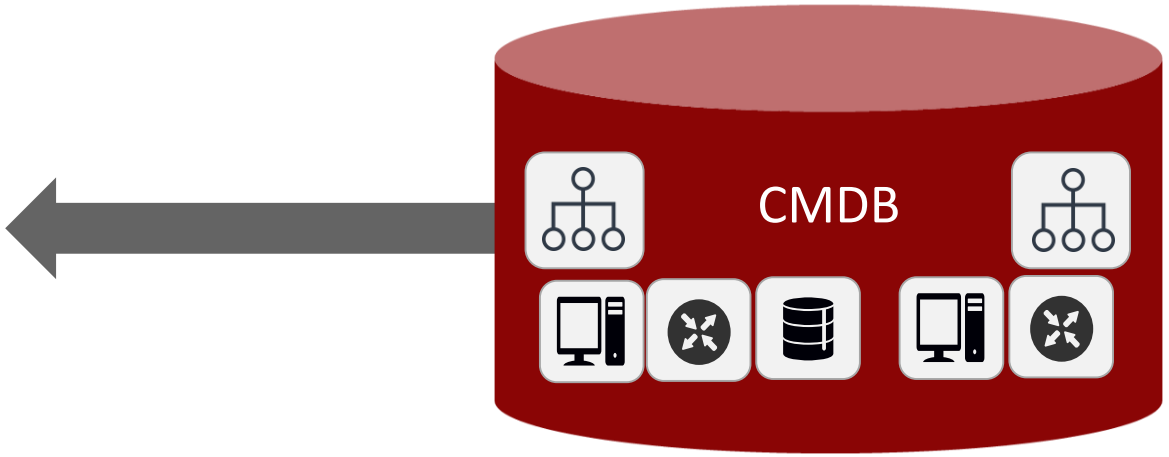
Asset Management



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CMDB Use Cases: IT Service Management

Configuration Management



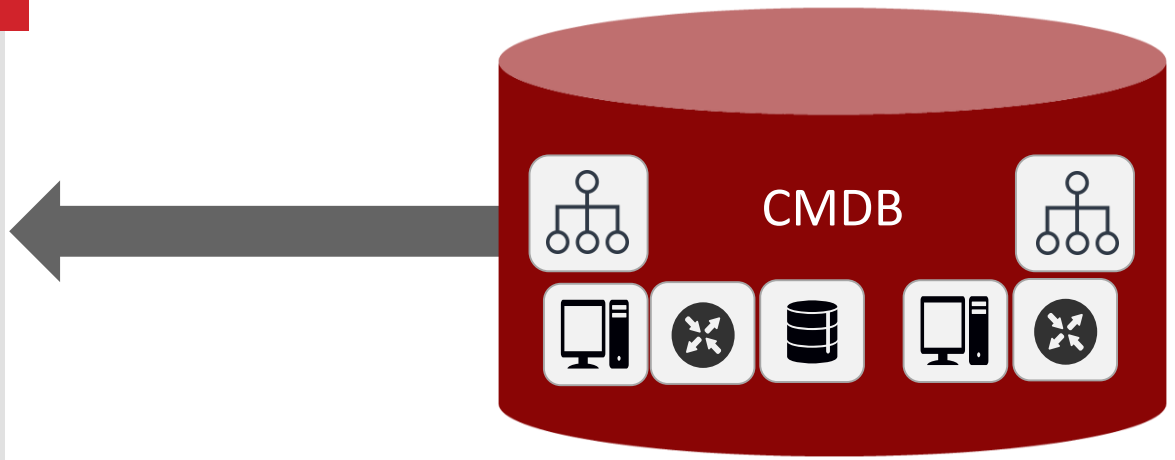
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CMDB Use Cases: IT Service Management

Configuration Management

Inventory

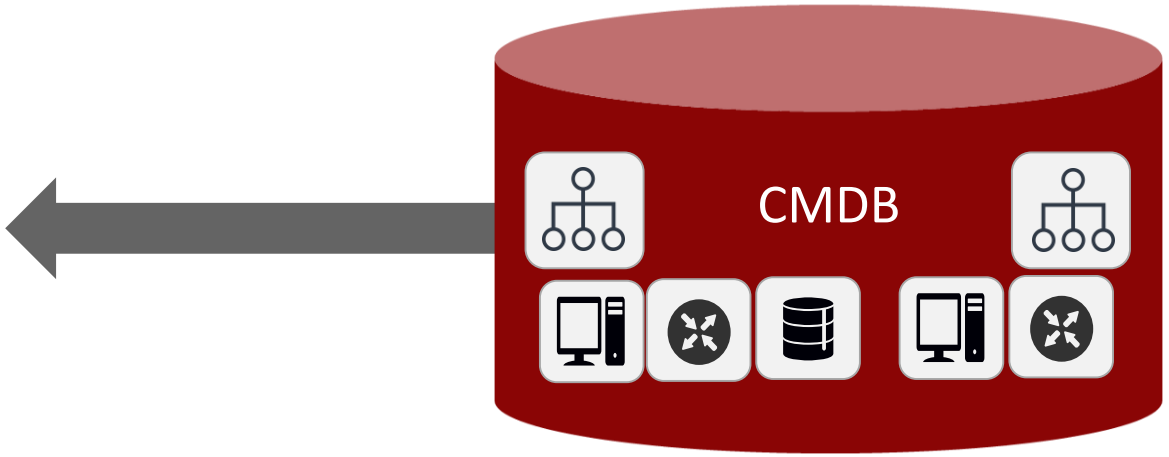
"What versions are our Operating Systems, Web Servers, App Servers, Database Servers, Messaging Servers running on?"



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CMDB Use Cases: IT Service Management

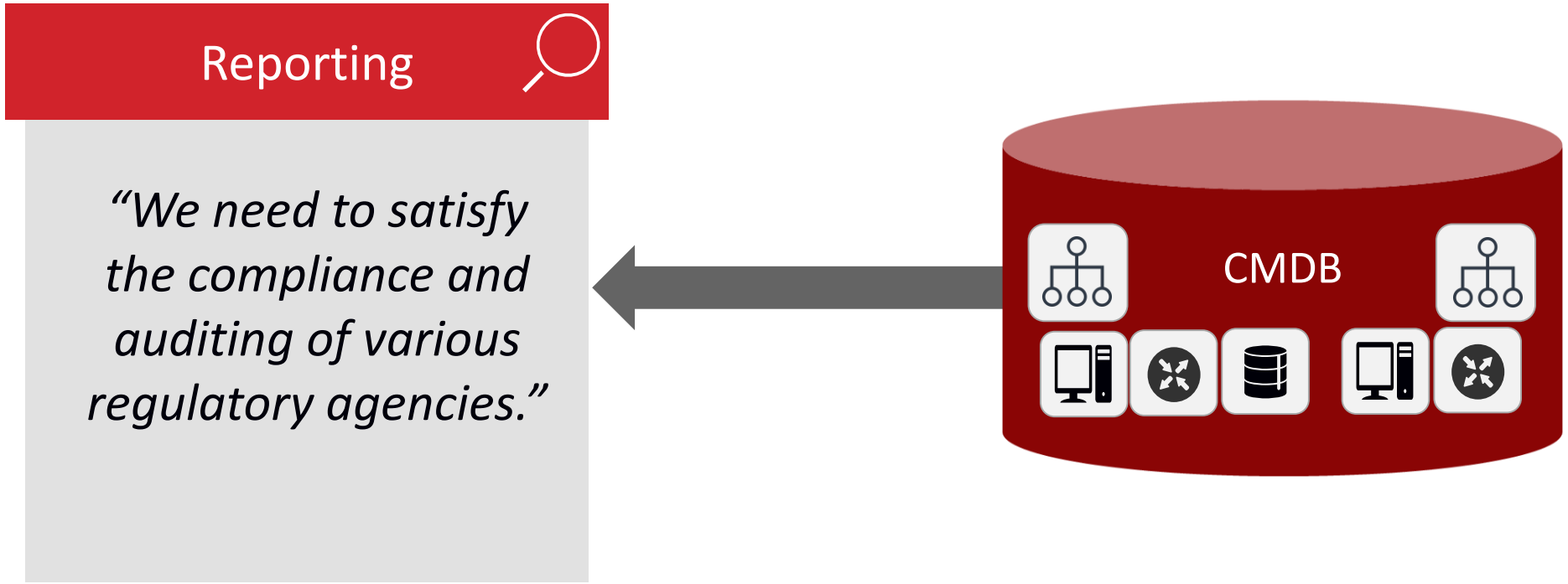
Compliance



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CMDB Use Cases: IT Service Management

Compliance



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Top Takeaways

1. Start modeling the CMDB with business goals in mind.

2. Populate the CMDB only with required data to support decisions.

3. Start using CMDB Service Models in your processes and ServiceNow Applications.

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Puru Amradkar

Sr. Product Manager

ServiceNow

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Development Manager

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