knowledge16

Experience the Service Revolution



CMDB Hygiene: Keeping Your Data Clean

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KPN

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servicenow

Agenda

CMDB Overview

KPN Overview

KPN Current Challenges

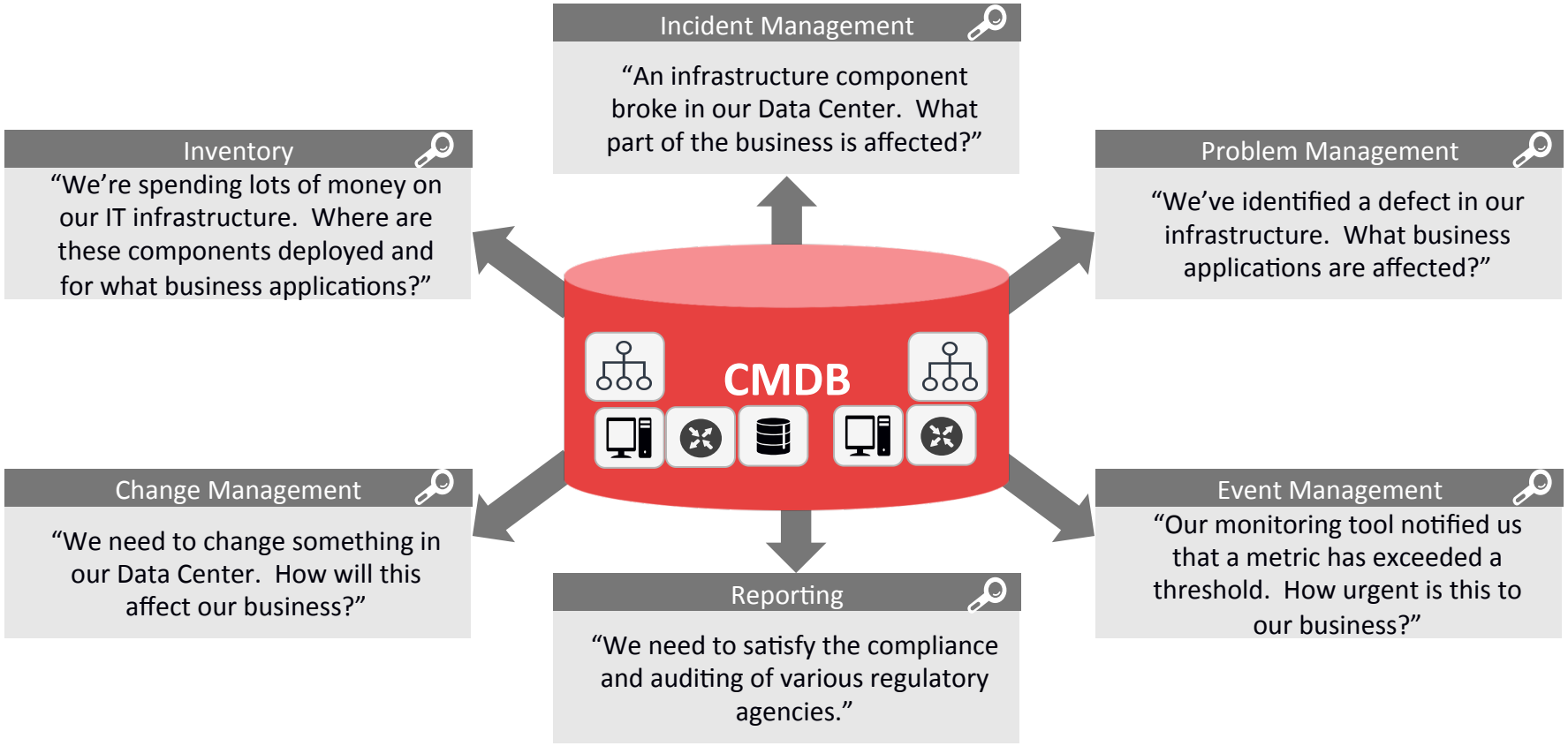
KPN Current & End State CMDB Implementation

Key Takeaways

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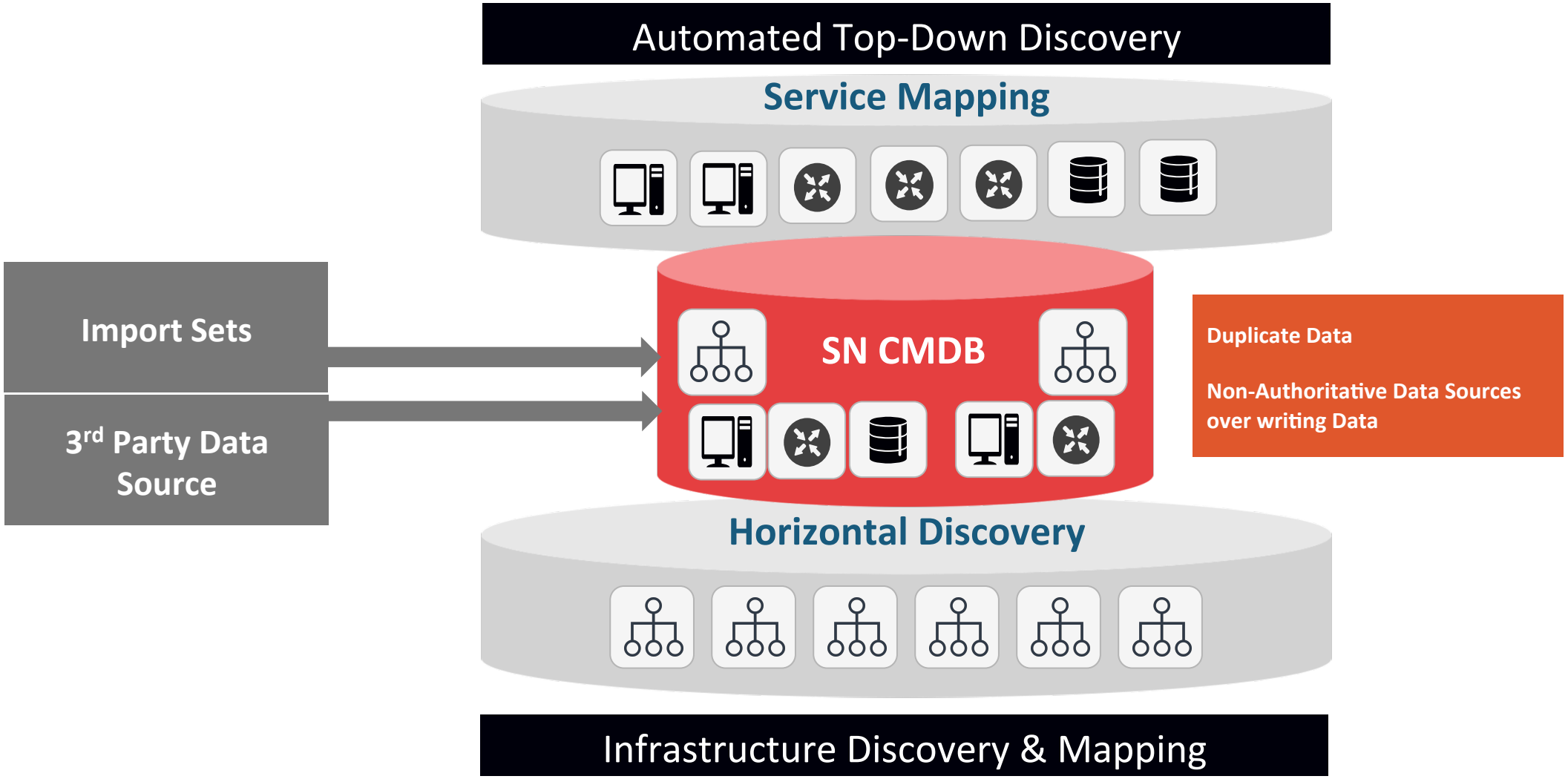
CMDB Overview: Why Do You Need A CMDB

A Configuration Management Database Is A Powerful Single System Of Record Of Configuration Items. When Properly Deployed, It Provides An Essential Component For IT Services



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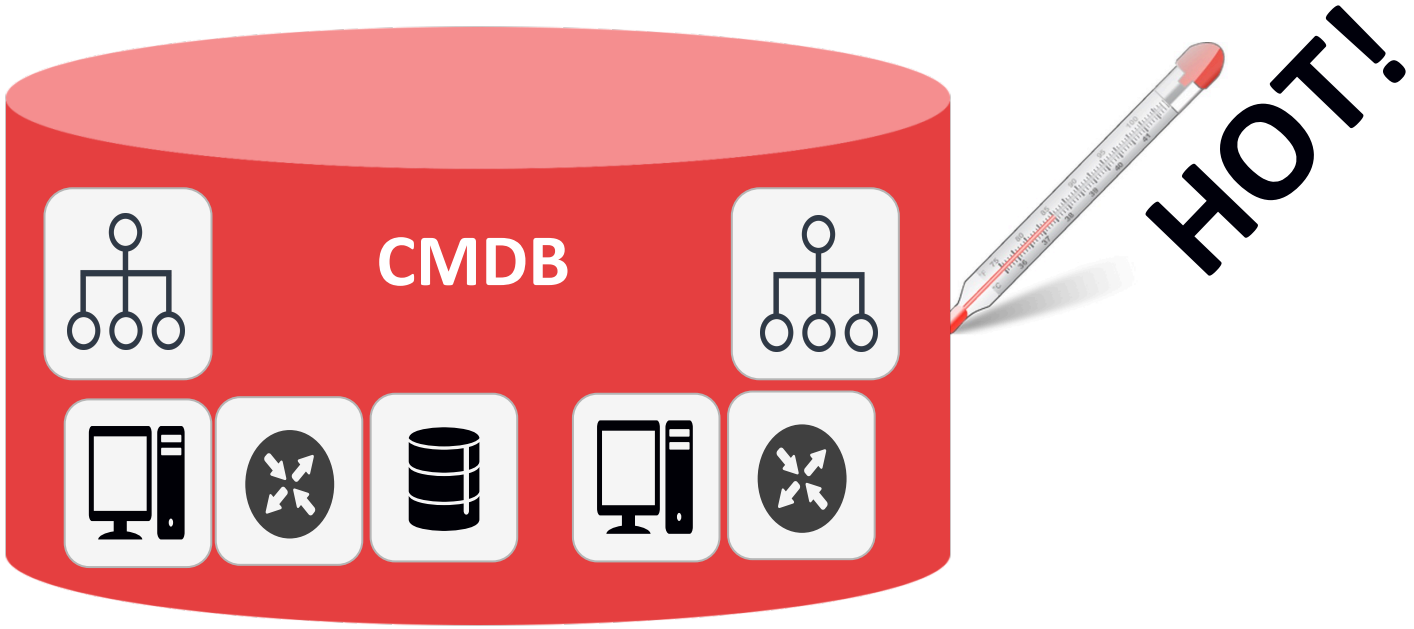
CMDB Overview: Populating The CMDB



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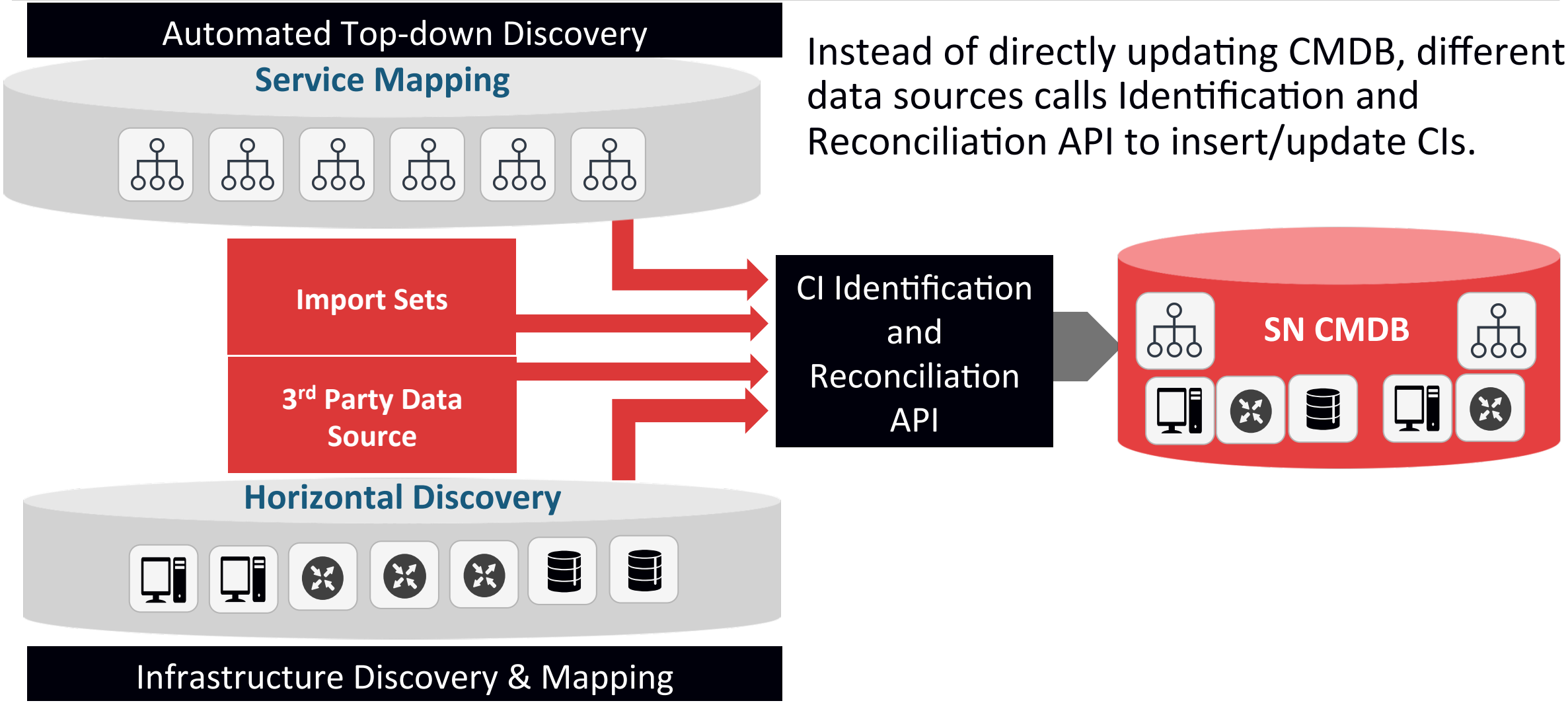
CMDB Overview: Issues With CI Data

Your CMDB can become Unhealthy with Bad CIs



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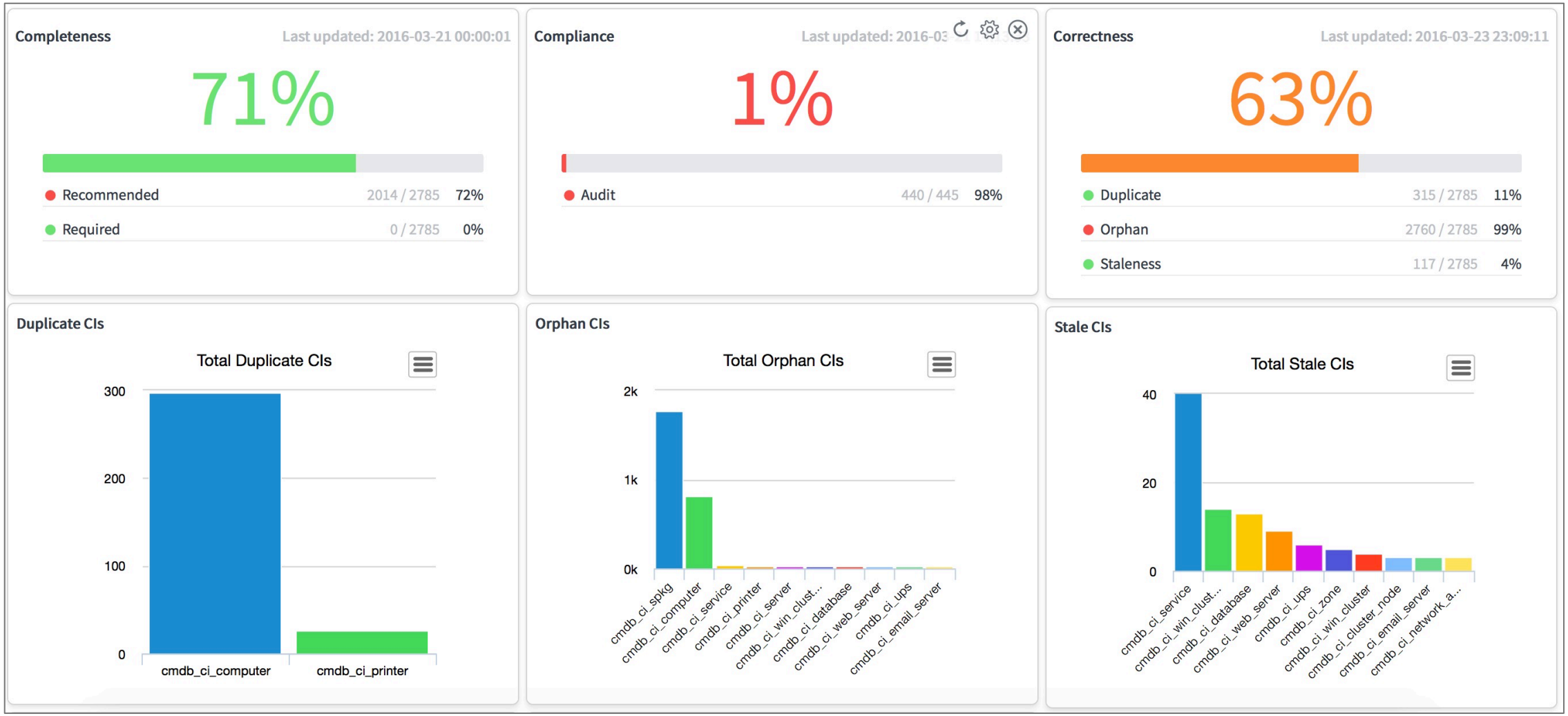
Identification And Reconciliation API



Instead of directly updating CMDB, different data sources calls Identification and Reconciliation API to insert/update CIs.

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The NEW Helsinki CMDB Dashboard



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CMDB Hygiene: Keeping Your Data Clean









kpn



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KPN - Overview

- KPN is the largest Dutch supplier of ICT services under several brands Strongly positioned as the sole supplier of integrated services.
- Focus on SIMPLIFY, GROW and INNOVATE to become the best service provider in the Netherlands
- Our network and underlying systems have to stable, fast and secure: Use our products when and wherever you want

- Some figures: 14,750 employees
- 9,5 mio customers in mobile, 2,5 in broadband and 2,2 mio in ITV granting an NPS of +3
- Revenue of 7 billion euro's, 1 billion investments and 550 million euro's of revenue

- Simplify:
  - Customer offerings and customer processes
  - IT processes, systems and networks
  - More effective organization
- Grow:
  - TV and IT services
  - Fixed-mobile services
  - Customer satisfaction
- Innovate:
  - Innovative products and services
  - Innovative technologies and trend-setting integrated network
  - Outside-in innovation and involvement of KPN in start-ups

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Challenges At KPN

Business

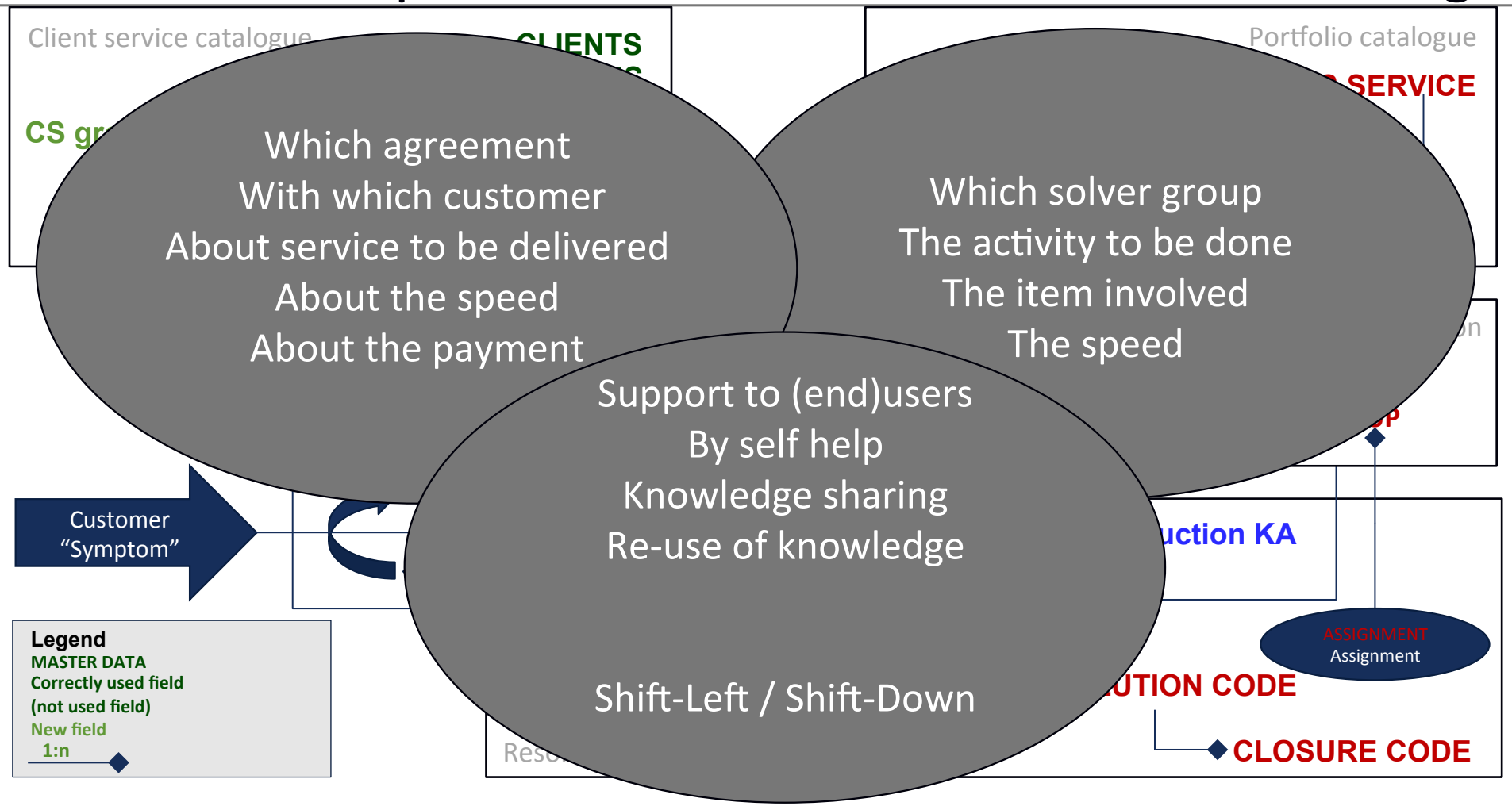
- Deals with many different customers
- On boarding of new customers has to be done in a very short timeframe
- Getting access to customers infrastructures is very complex and time consuming
- Difficult to assess impact on customers during change & incident
- CMDB is important to deliver the agreed services and to create errorless invoices

Technology

- Deals with many different customers
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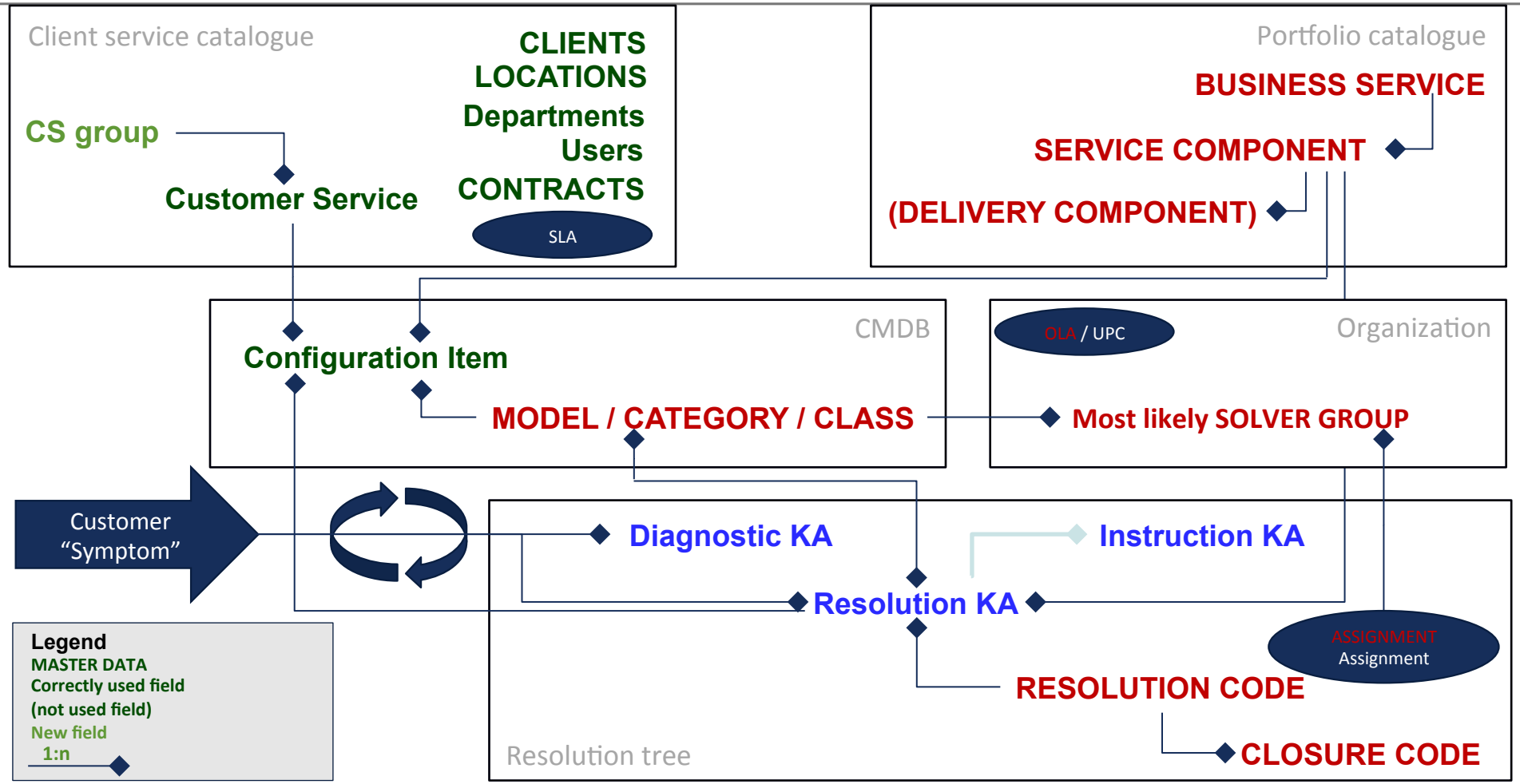
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The Function And Importance Of The CMDB Incident Management



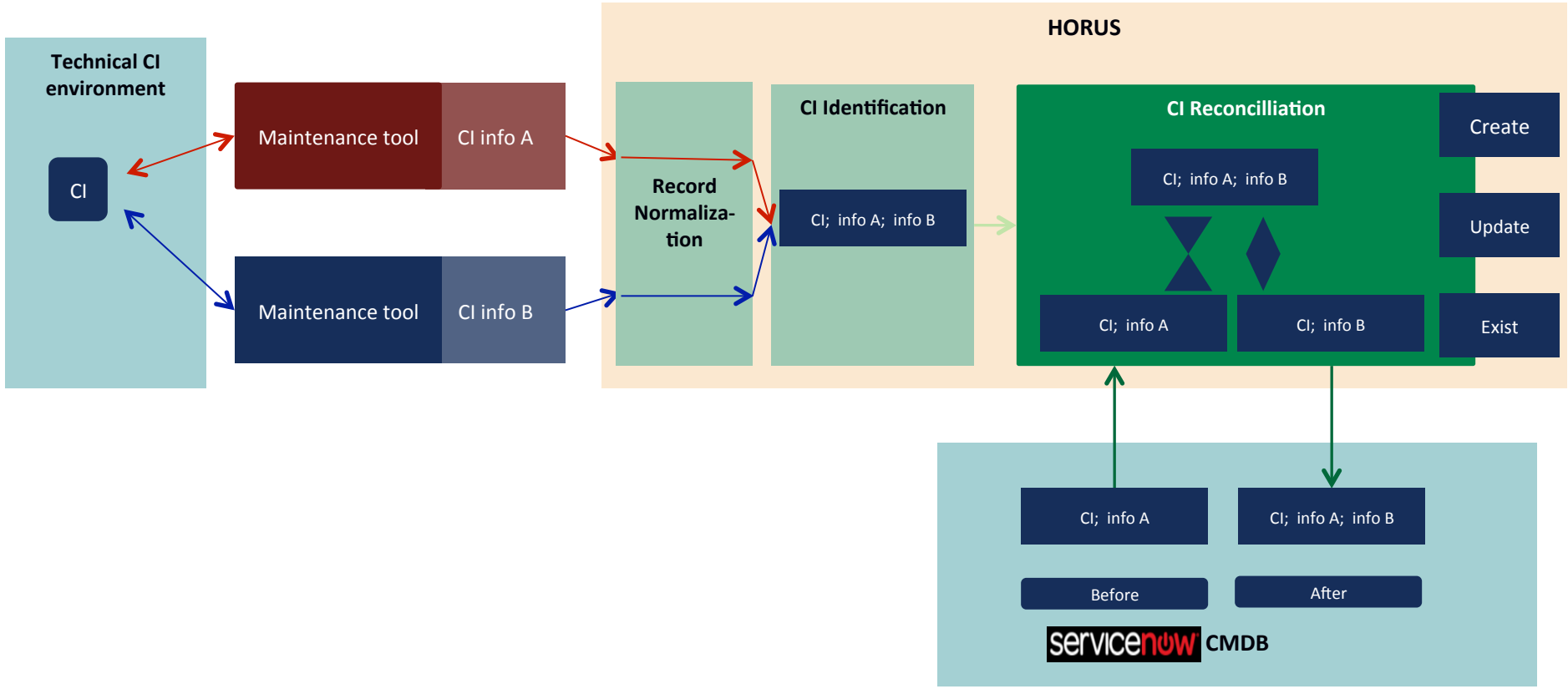
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The Function And Importance Of The CMDB KPN's Data Model For Incident Management



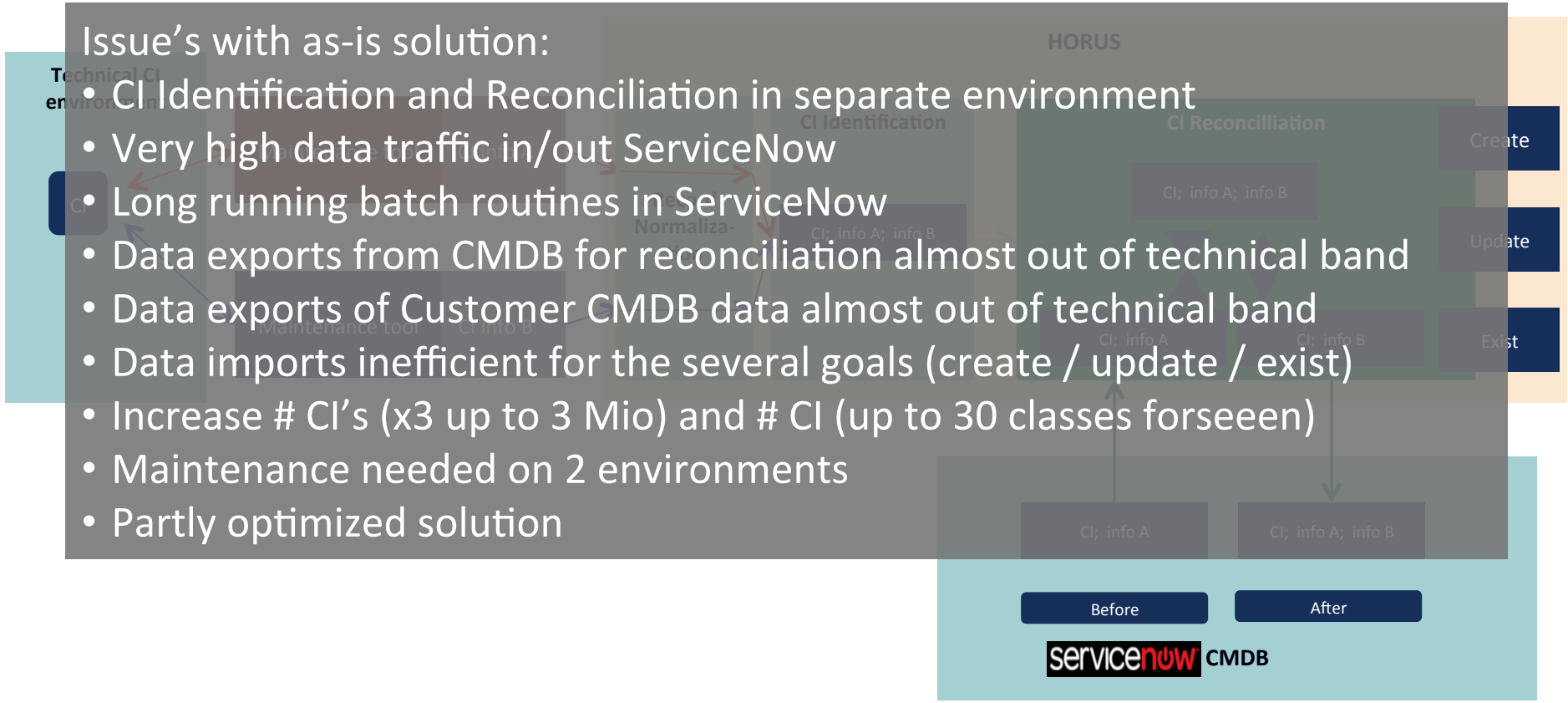
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Current Architecture - e(lectronic)CMDB



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e(lectronic)CMDB Basics As-Is Situation

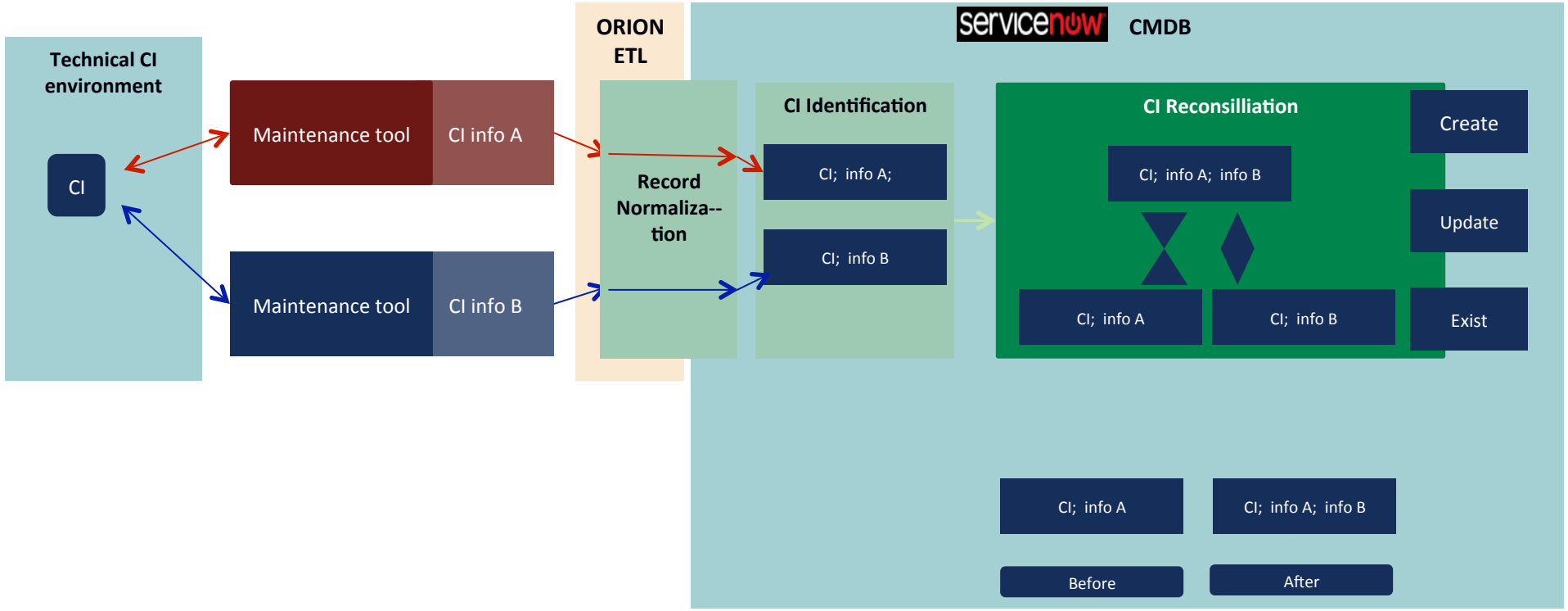


Issue's with as-is solution:

- CI Identification and Reconciliation in separate environment
- Very high data traffic in/out ServiceNow
- Long running batch routines in ServiceNow
- Data exports from CMDB for reconciliation almost out of technical band
- Data exports of Customer CMDB data almost out of technical band
- Data imports inefficient for the several goals (create / update / exist)
- Increase # CI's (x3 up to 3 Mio) and # CI (up to 30 classes forseeen)
- Maintenance needed on 2 environments
- Partly optimized solution

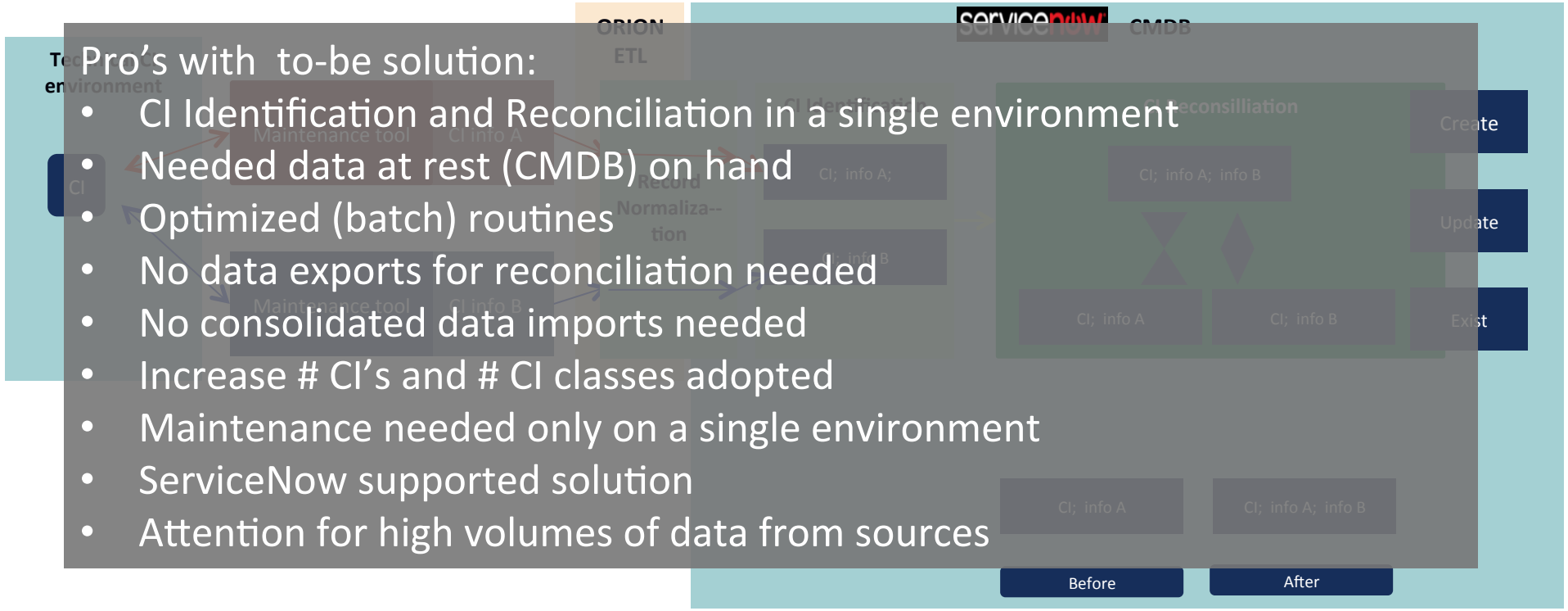
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End State Architecture - e(lectronic)CMDB



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End State Architecture - e(lectronic)CMDB

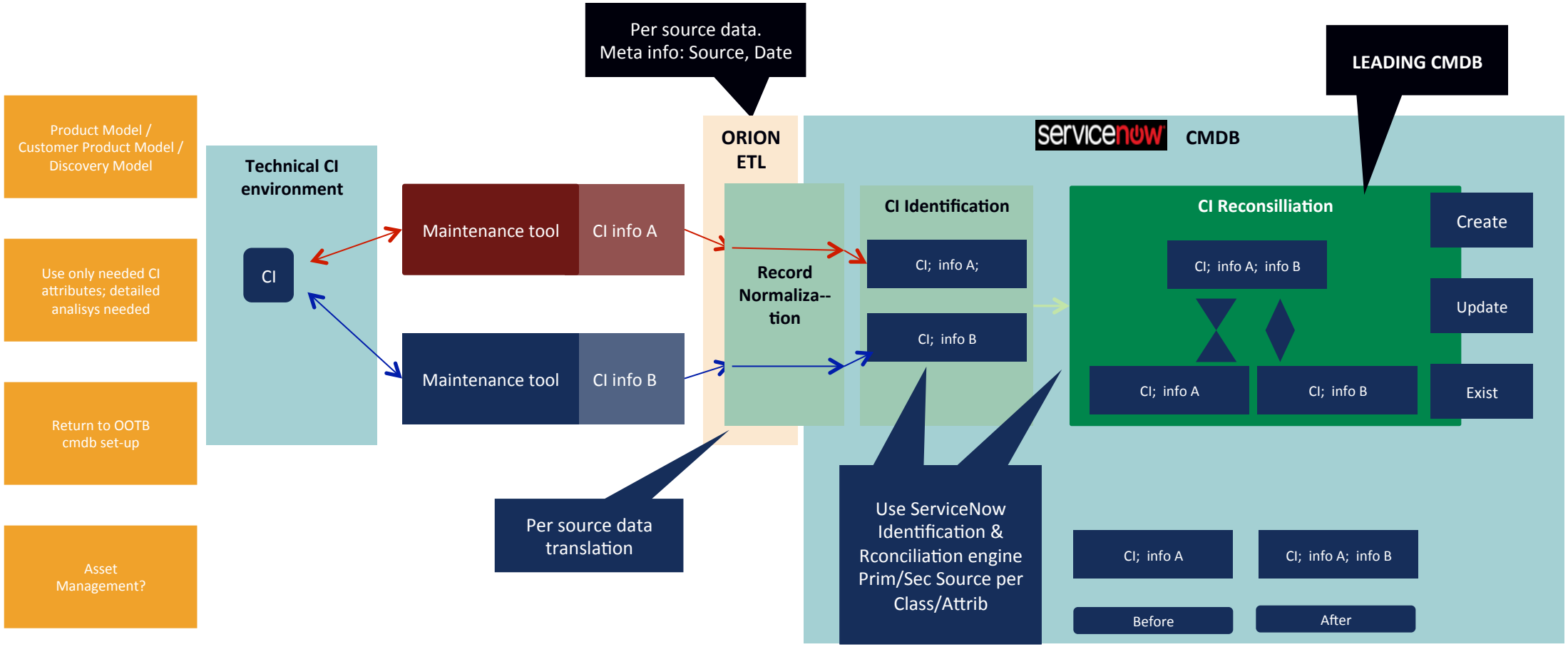


Pro's with to-be solution:

- CI Identification and Reconciliation in a single environment
- Needed data at rest (CMDB) on hand
- Optimized (batch) routines
- No data exports for reconciliation needed
- No consolidated data imports needed
- Increase # CI's and # CI classes adopted
- Maintenance needed only on a single environment
- ServiceNow supported solution
- Attention for high volumes of data from sources

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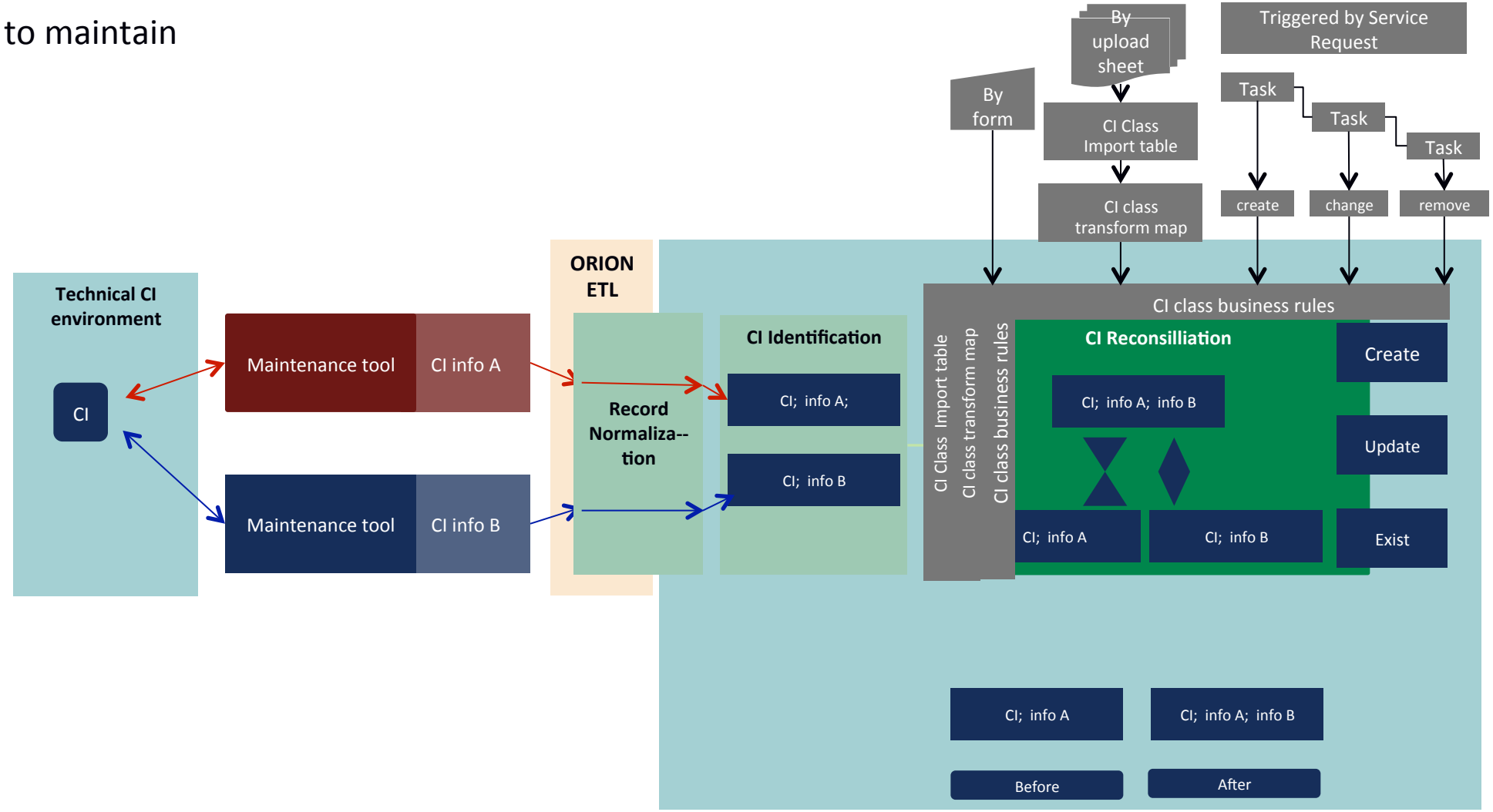
End State Architecture - e(lectronic)CMDB



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The CMDB

Many ways to maintain



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Top Takeaways

1. No CMDB is better than an incomplete or not reliable CMDB
2. Automation in maintenance is key to assure a reliable trustful CMDB
3. CMDB maintenance is important and needs configuration manager with knowledge

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