knowledge17

WORK at LIGHTSPEED™

Unlocking the CMDB Vault

PHILIP MURRAY
IT MANAGER
Standard Life PLC

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servicenow

Agenda

1. A brief introduction
2. CMDB use every day
3. Unlocking the secrets of the CMDB
4. Real world challenges and solutions
5. What could you achieve

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Speaker Introduction



NAME: Philip Murray

TITLE: IT Manager

FUNCTION: Operation and exploitation of ServiceNow

COMPANY: Standard Life PLC

EXPERIENCE: Implemented ServiceNow in 2012

EXPERTISE: Service Management, ITIL processes, Analysis

ACHIEVEMENTS: Implemented ServiceNow, introduced Self-service Portal, automated software and access delivery. Made ServiceNow the heart of our IT service management world.

CURRENT PROJECTS: CMDB exploitation, Major incident action planning, process automation

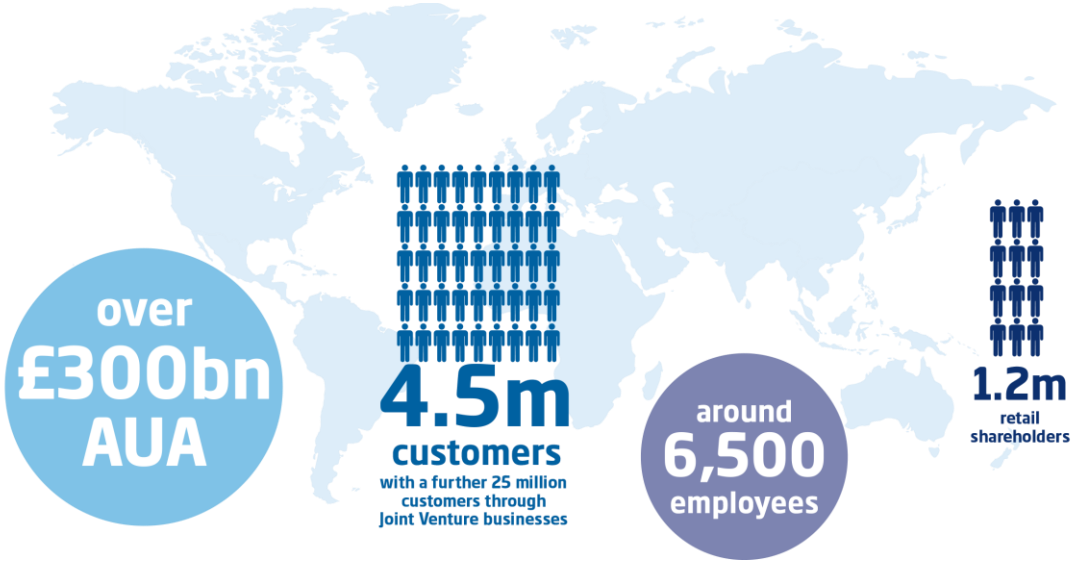
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My Company

NAME: Standard Life PLC

INDUSTRY: Investment and Financial Services

MARKET FOCUS: Our purpose is to be a World Class Investment house



bsi. ISO/IEC 20000-1 Information Technology Service Management

ITMS 650528

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Objective: Exploit the Potential of your CMDB

ESTABLISH	Use of the CMDB as a matter of routine every day
EXPLORE	The data secrets hidden in your CMDB data vault
EXPLOIT	How to expand and use the data to deliver optimum results

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Piece by Piece



Chat



Knowledge



Reporting



SLA



Integrations



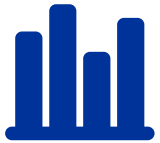
Service Catalog



Request



Email Notifications



Survey



Incident



Problem



Change



Mobile Capability



Project



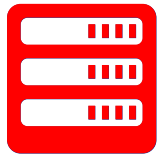
Business Impact Analysis



Service Portfolio



Business Service Maps



CMDB



Asset



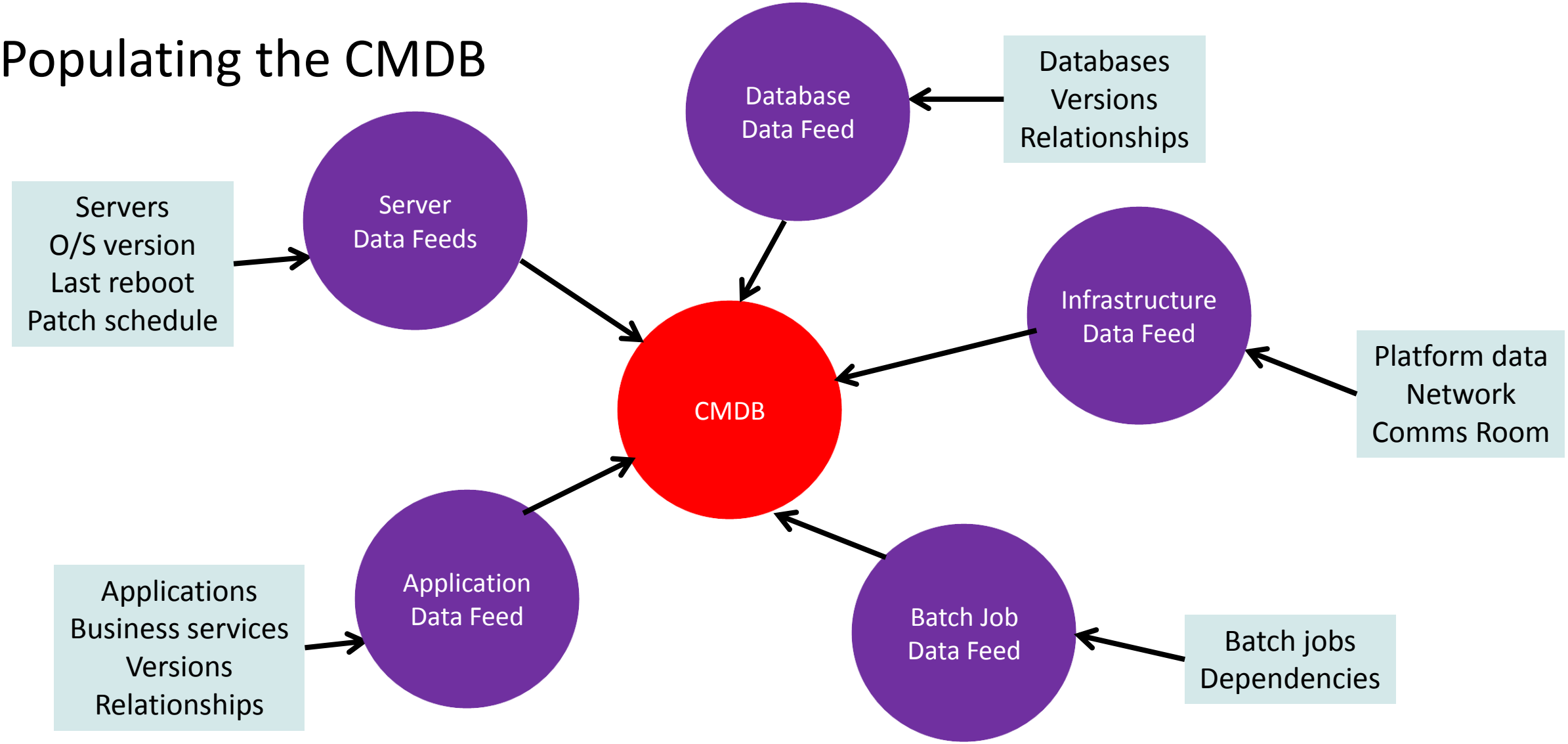
HR Ticketing



Resource Management

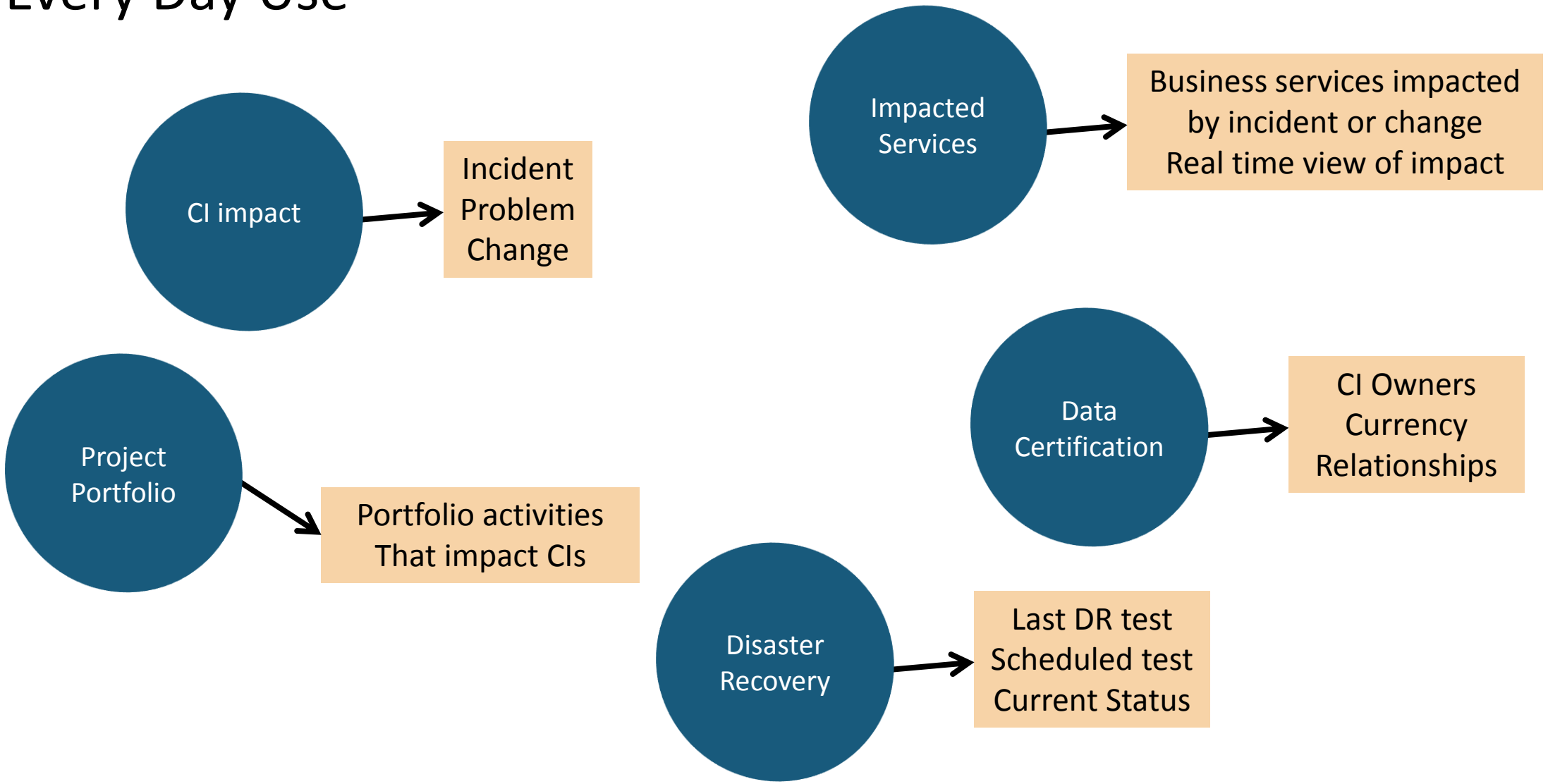
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Populating the CMDB



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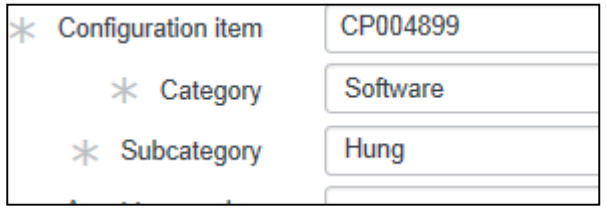
Every Day Use



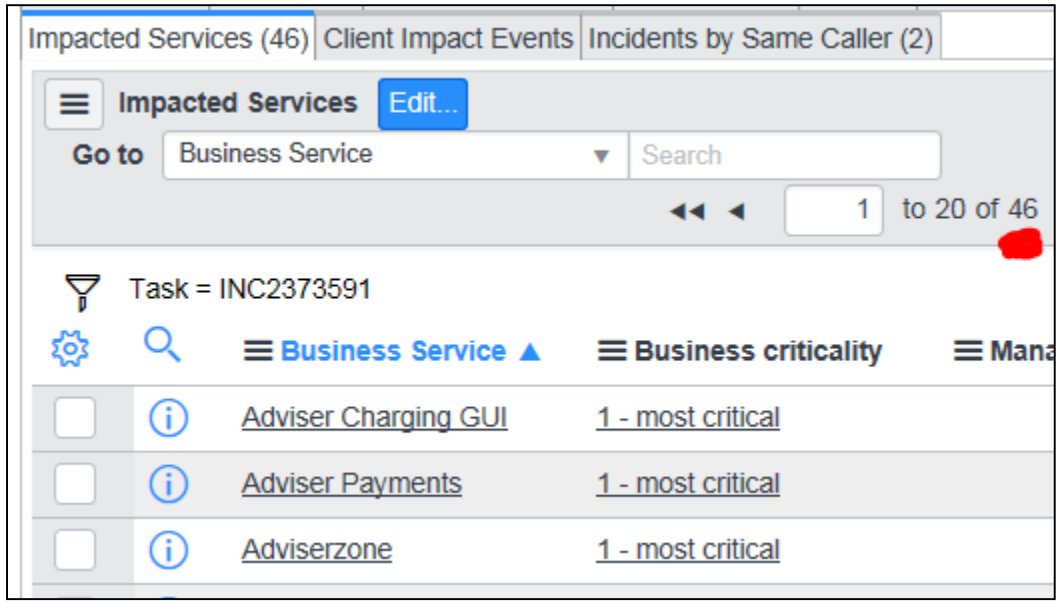
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Impacted Services Example

Hardware incident



Impacting services



Real time view of impact



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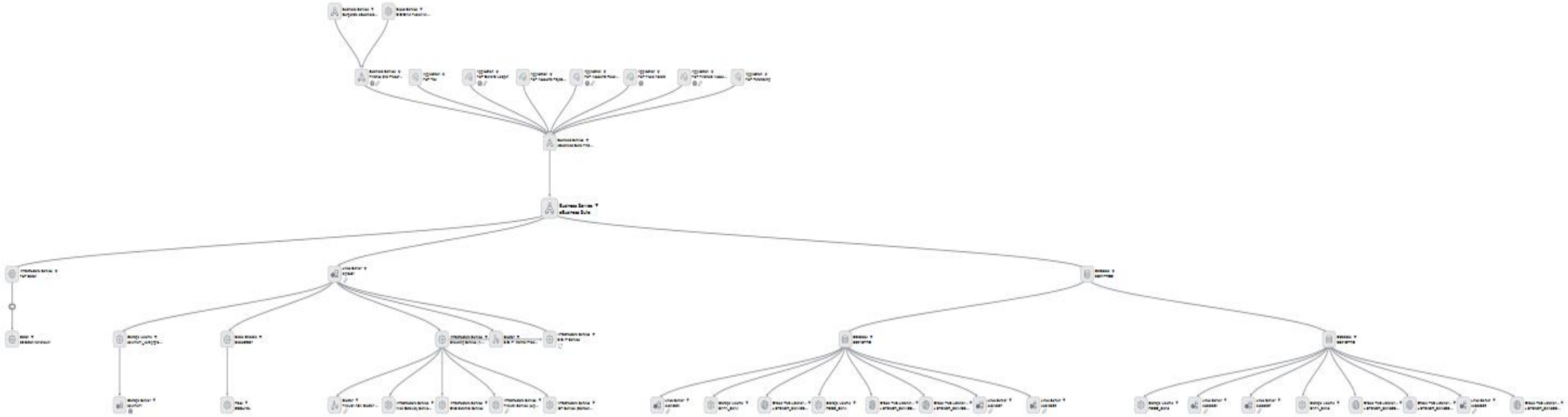
Deep in the Vault – What More can the Data Tell Me?

SINGLE CI	Does it affect critical business services or applications or ‘something else’?
MULTIPLE CIs	50 servers need patched, what services are at risk?
ATTRIBUTES	These patched servers haven’t been rebooted, what’s the impact?
OBSOLESCENCE	This app is not supported on that O/S, what business services are unsupported?

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Complex Data Limitation

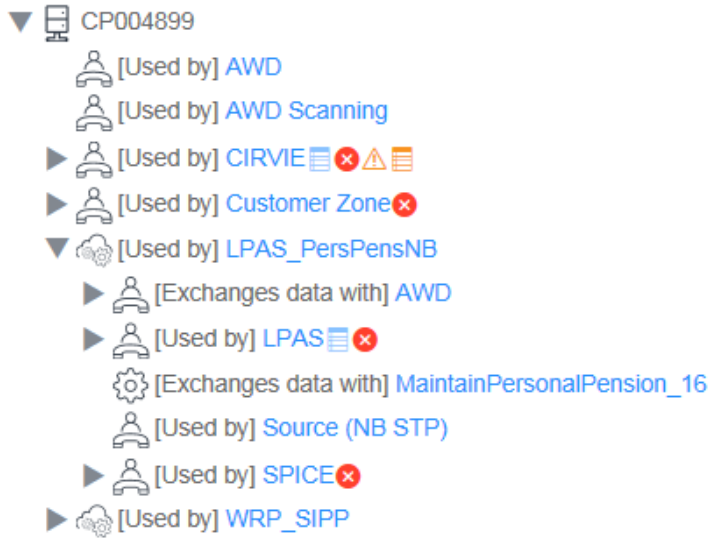
- Complex services become hard to view

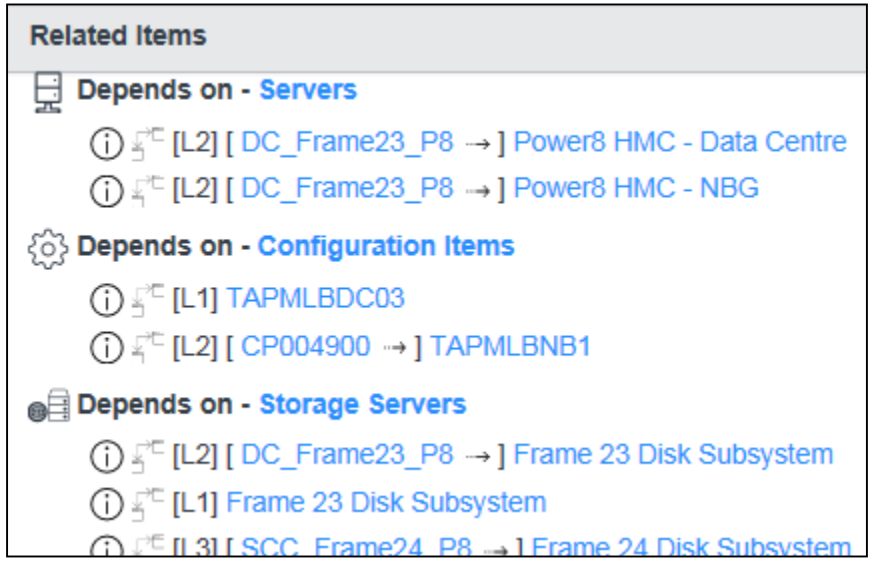


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Let’s Look at that Single CI

- CP004899 relationships

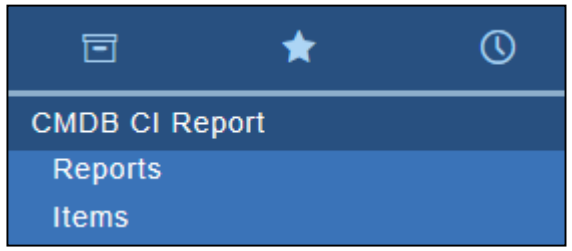


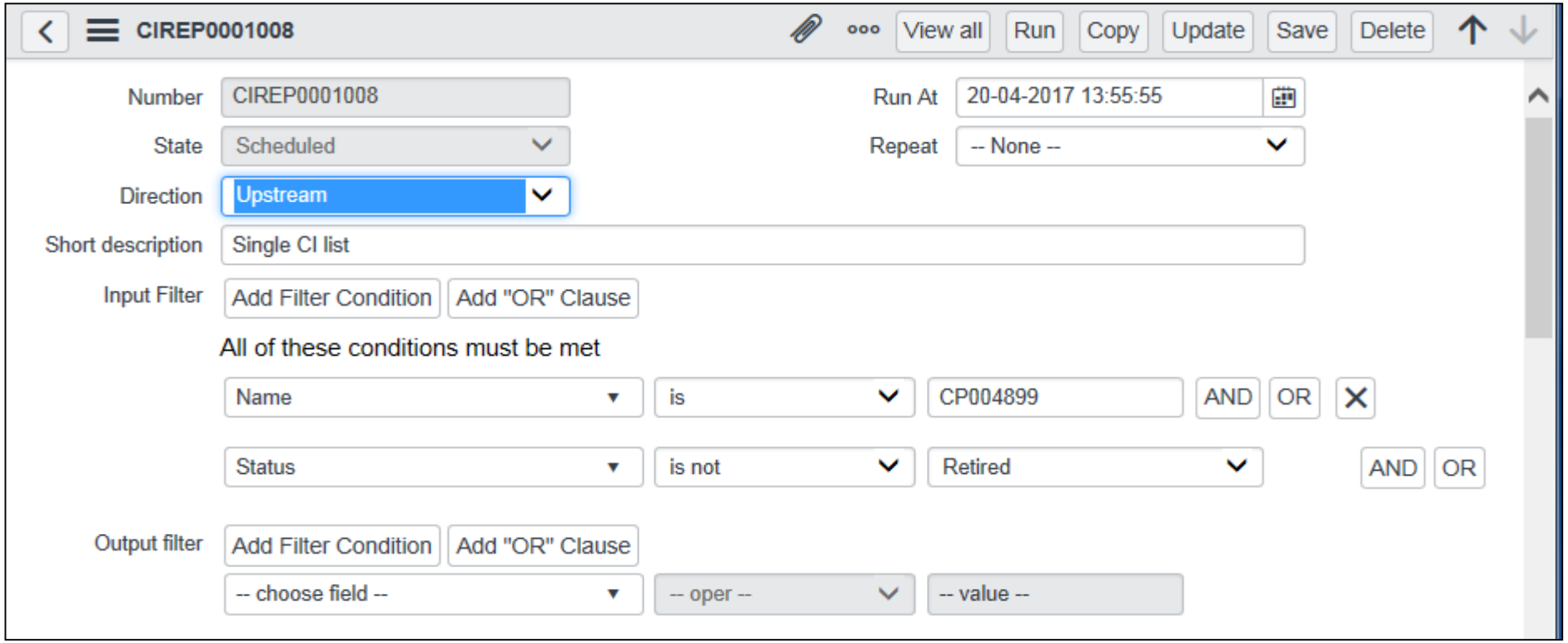


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Unlocking the Secrets – the App

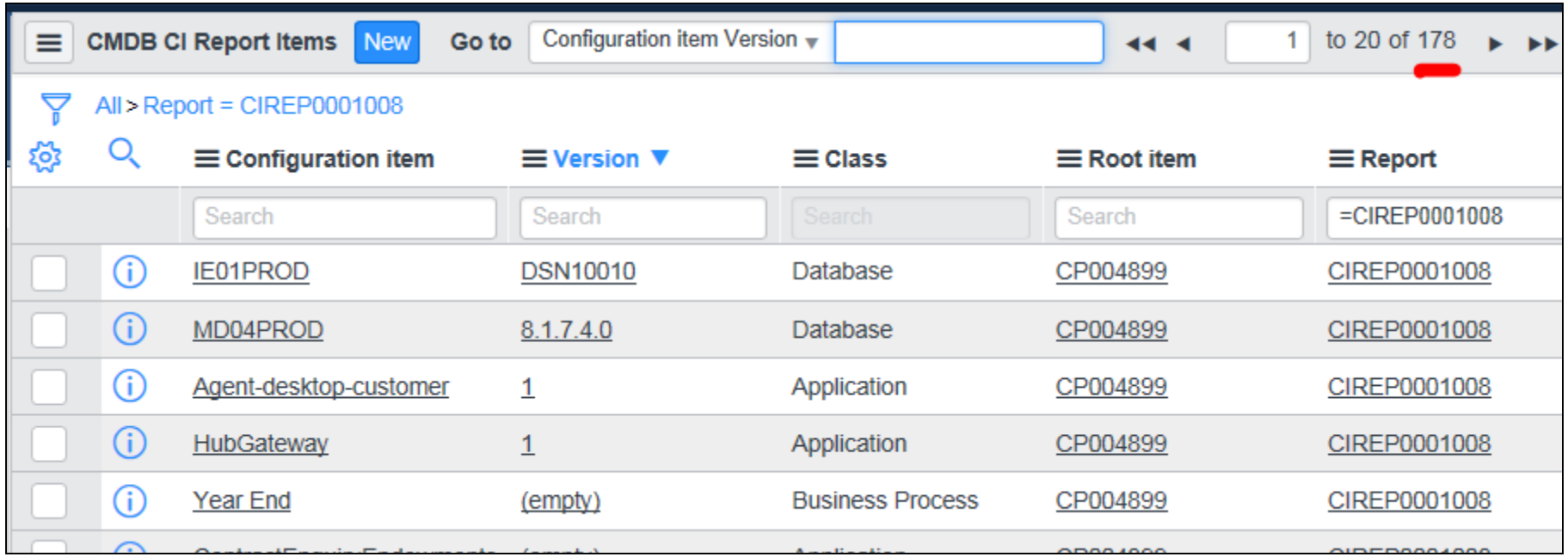
- New CMDB Reporting app





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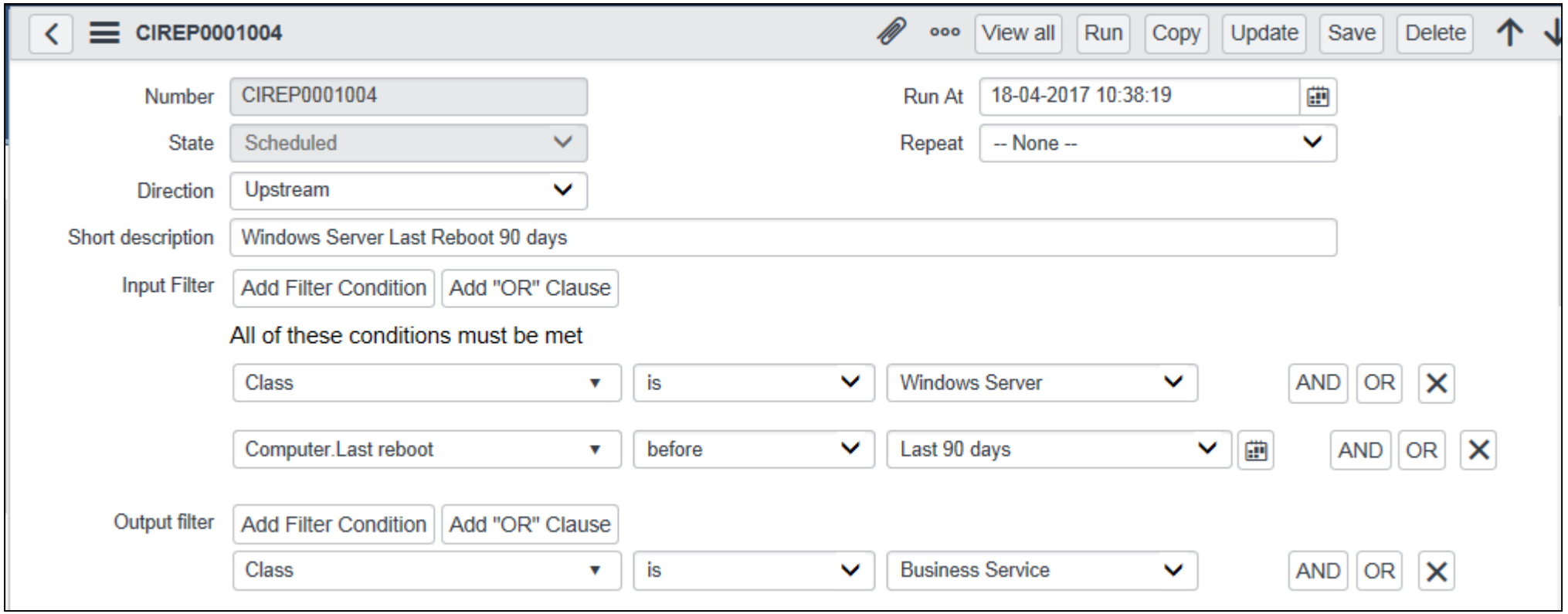
Unlocking the Secrets – the Output



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Unlocking the Secrets – Multiple CIs and Attributes

- Servers that haven't been rebooted for 90 days – impact on business services?



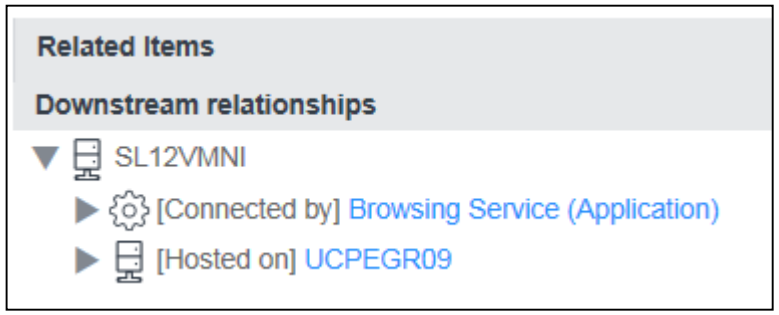
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Unlocking the Secrets – the Output

Previously we listed items

Name	Operating System	OS Version	Last reboot ▲
Search	Search	Search	!=NULL
SLCHSC0D	Microsoft Windows Server 2012 R2 Datacent	6.3.9600	03-10-2015
SL12VMHG	Microsoft Windows Server 2012 R2 Standard	6.3.9600	07-01-2016
SLCHSC0M	Microsoft Windows Server 2012	6.3.9600	08-01-2016

Then we looked in each CI



Now one report tells us everything

CMDB CI Report Items | New | Go to | Configuration item | 1 to 20 of 342

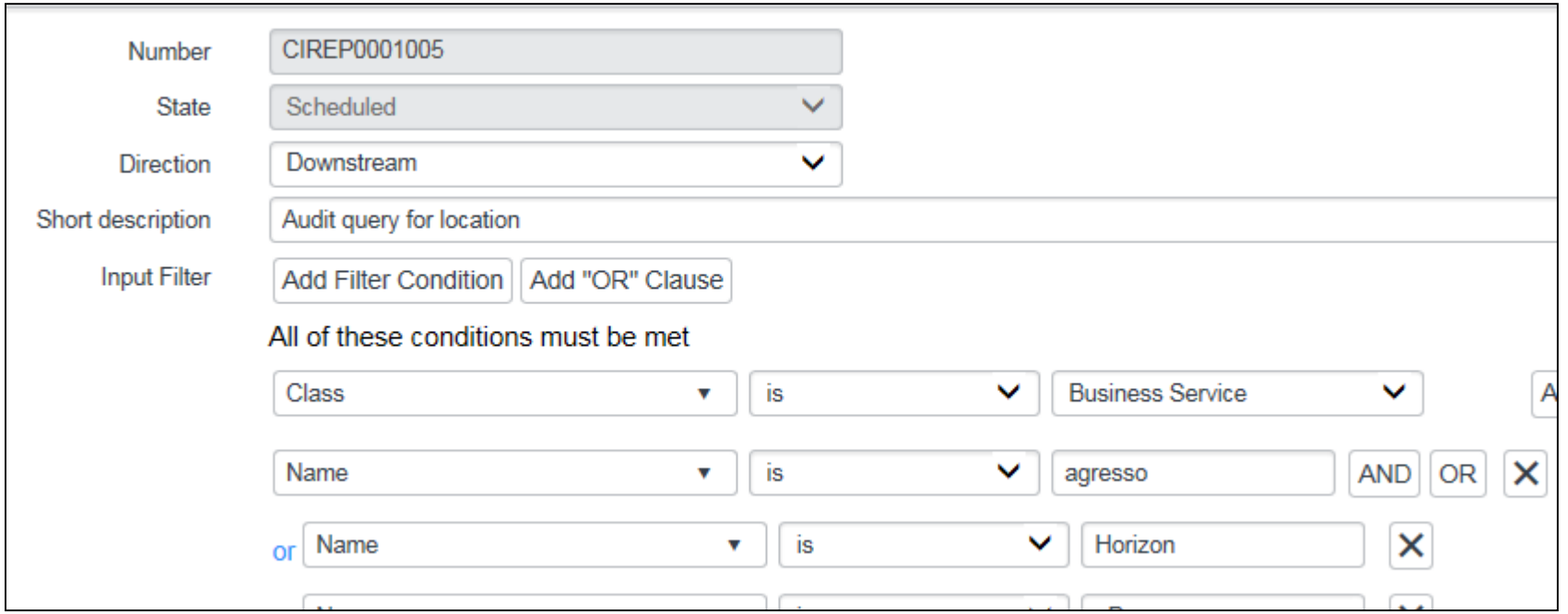
All > Report = CIREP0001004 > Configuration item Class = Application .or. Configuration item Class = Business Service .or. Configuration item Cl
Business Process

Configuration item ▼	Version	Class	Root item	Report
Year End	(empty)	Business Process	slgwvm19	CIREP0001
Xpress	(empty)	Application	SL12VMNH	CIREP0001
Xpress	(empty)	Application	SL12VMNG	CIREP0001
WRP_SECURITY	(empty)	Application	SL12VMNG	CIREP0001
WRP_SECURITY	(empty)	Application	SL12VMNH	CIREP0001
WRP_GCG	(empty)	Application	SL12VMNG	CIREP0001
WRP_GCG	(empty)	Application	SL12VMNH	CIREP0001
Wrap	(empty)	Business Service	SL12VMNG	CIREP0001
Wrap	(empty)	Business Service	SL12VMNH	CIREP0001
Workplace Hub	(empty)	Application	SL12VMNG	CIREP0001
Workplace Hub	(empty)	Application	SL12VMNH	CIREP0001
Working Day One	(empty)	Business Process	slgwvm19	CIREP0001

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Unlocking the Secrets – Location Impact

- Audit question – which datacentre runs critical services



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Unlocking the Secrets – Output

CMDB CI Report Items | New | Go to | Root item | Search | 1 to 20 of 4833

Report = CIREP0001005

Configuration item	Class	Root item	Created
slogbdc1sdc16	Network Gear	Horizon	19-04-2017 10:24:53 prefix_ago a day ago
DCBS34H	Rack	Horizon	19-04-2017 10:24:53 prefix_ago a day ago
DCBH07JJ	Rack	Horizon	19-04-2017 10:24:53 prefix_ago a day ago
DCBN46W	Rack	Horizon	19-04-2017 10:24:53 prefix_ago a day ago
BIPSCINT3	Network Gear	Horizon	19-04-2017 10:24:53 prefix_ago a day ago
ACU-G1(DC)	Computer Room AC	Horizon	19-04-2017 10:24:53

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Unlocking the Secrets – Obsolescence

- Version 9.7.9 is nearly out of support, what needs attention?

Configuration item ▲	Business criticality	Version	Class	Root item	Version	Report
Berneray	4 - not critical		Business Service	CN03PROD	9.7.9	CIREP0001009
Berneray	4 - not critical		Business Service	LS03PROD	9.7.9	CIREP0001009
Berneray	4 - not critical		Business Service	RM03PROD	9.7.9	CIREP0001009
eQuotes MI	4 - not critical		Business Service	CN03PROD	9.7.9	CIREP0001009
eQuotes MI	4 - not critical		Business Service	RM03PROD	9.7.9	CIREP0001009

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Successful Outcomes

I KNEW THIS:	I NOW KNOW THIS:
# servers not rebooted for 1 month	Which critical business services are now exposed
Where are we running out of support software?	Which services are at risk What are the priority services to address
I'm patching all these servers	Which services are affected Which applications are scheduled to be active while I am patching
Which databases have breached a space threshold	Which business services are at risk and need proactive action
There's an emerging issue within the datacentre	Identify impact by knowing rack, location, unit, etc.

Now the data informs, it enables decisions and it drives prioritised actions.
Risks and exposures are clearly identified, quantified and rectified.

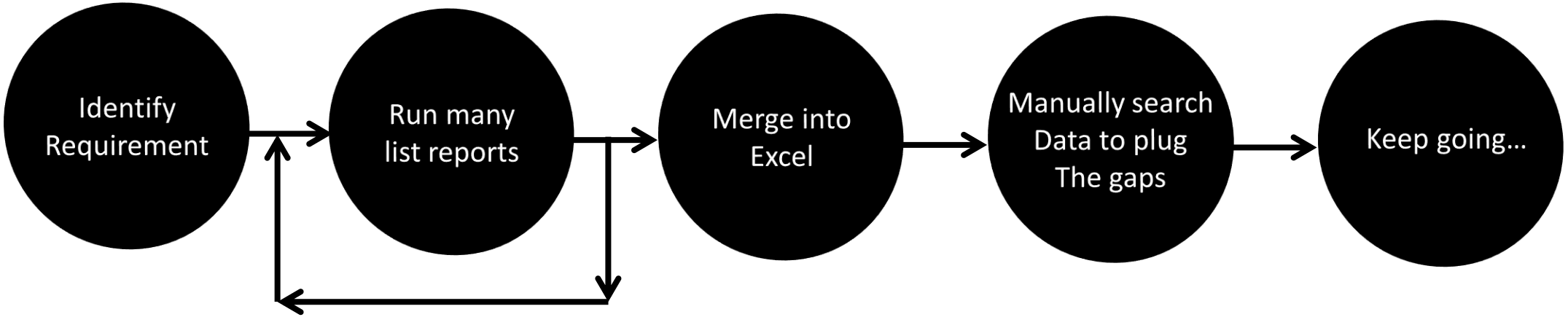
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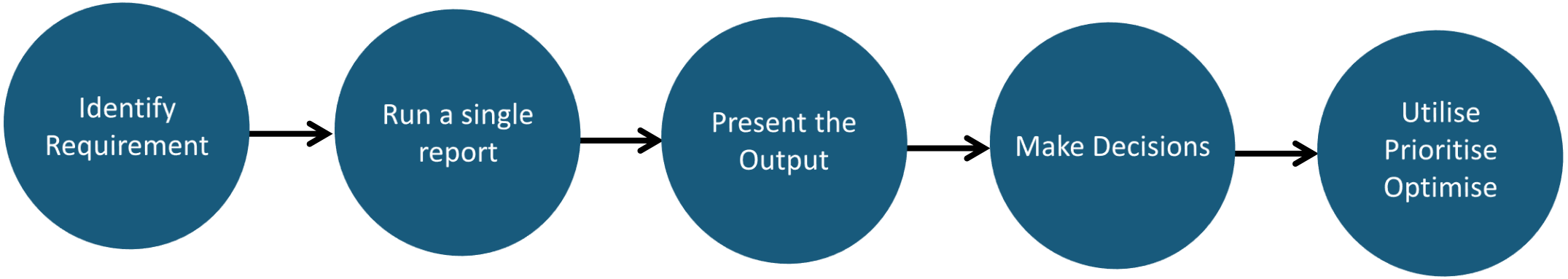
What it Enables

1. Comprehensive reports produced using standard filtering
2. Scheduling function for automating reports
3. Eliminating the practice of combining multiple Excel reports
4. Insight into complex CI relationships to understand risk and impact
5. ‘At a glance’ understanding of the data relationships

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Then and Now





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Top Takeaways

1

Establishing your CMDB is fundamental to your day to day service operation

2

Exploring the data in your CMDB will reveal insights and let you respond to complex queries

3

Exploiting your insights will inspire opportunities around risk, impact, cost, priorities and other enablers

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Thank You

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Q & A

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Thank You

Philip Murray

IT Manager

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