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Configuration Management: Get the Most value from your CMDB

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Agenda

Configuration Management Overview

Extend the CMDB to support a new CLASS (Table)

Importing Data into the CMDB

Business Service Mapping

Assets vs. CI's

Compliance

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Configuration Management Overview

CMDB Best Practices

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What is Configuration Management?

The What?

The process of identifying and defining configuration items in a system, recording and reporting the status of configuration items and requests for change, and verifying the completeness and correctness of configuration items.

How?

Configuration Management is focused on the relationships & dependencies between physical assets, virtual assets, components, software and service within a organization. These relationships and dependencies are stored within a Configuration Management System (CMS)..a.k.a CMDB!

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Goal of Configuration Management

Why?

Support efficient and effective service management processes by providing accurate configuration information to enable people to make decisions at the right time.

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Configuration Management is ***not*** Asset Management





Asset Management is focused on the financial accounting of assets within an organization

Recommended Lab - Asset 101: Cover Your Assets (and Configuration items) 01 MAY @ 10:10 Moscone W 2001/2003

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Configuration Management is ***not*** Inventory Management

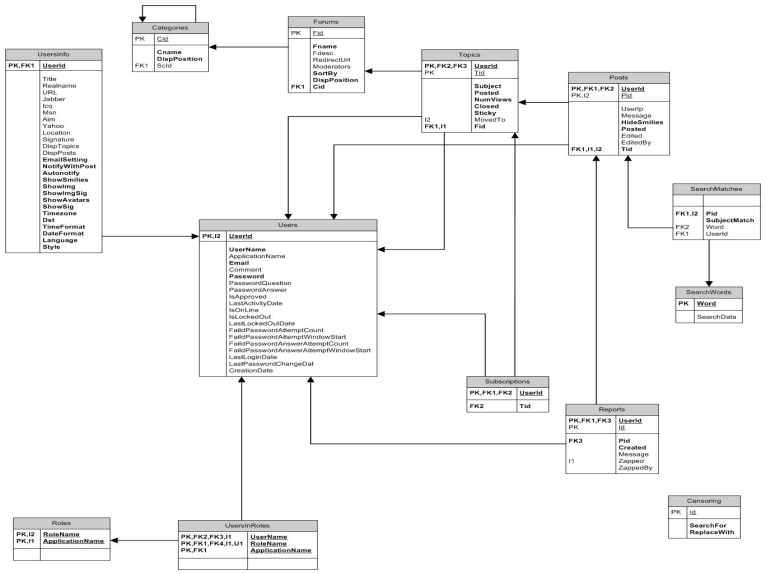




Inventory Management is focused on the physical and quantitative tracking of assets within an organization

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Configuration Management is ***not*** the Configuration Management Database



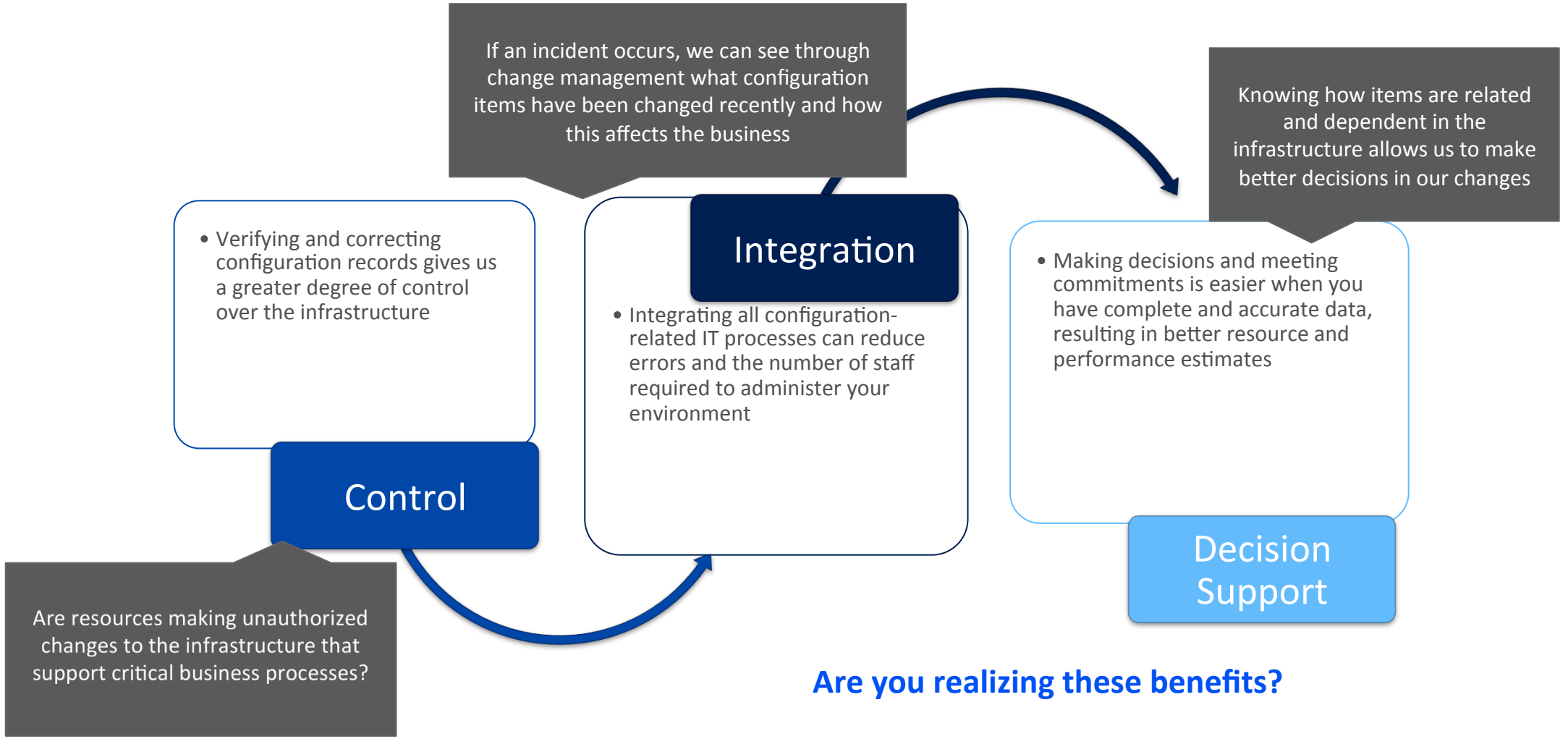


CMDB is the **output** of the Configuration Management process.

Its quality and value will only be as good as the configuration management process and practices.

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Benefits of Configuration Management



Are you realizing these benefits?

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Extend the CMDB

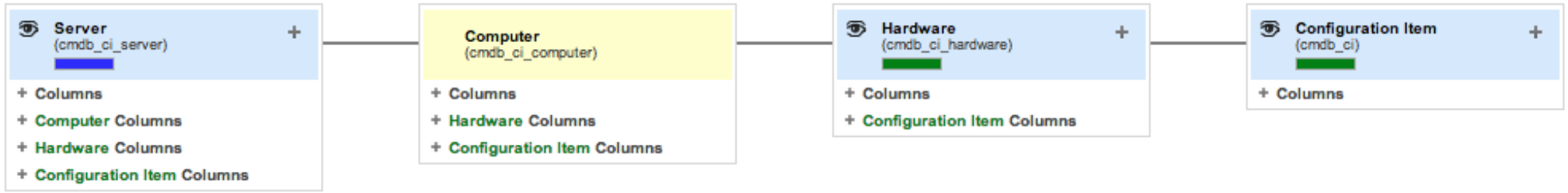
Supporting New Classes (Table)

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Extend the CMDB

Overview

- New Classes
- Extending Current Classes
- Relating classes



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Extend the CMDB

Instructor Led Exercise(s)

- Lab 1.1 – Create a New Mainframe Class

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Importing Data
System Import Sets

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Importing Data

Overview

- Data Sources
  - CSV, Excel, XML
  - SQL
  - Web Services
- Transform Maps
- Coalesce Field(s)

Recommended Lab – Import Sets: How to Get Data into ServiceNow 29 APR @ 9:50 Moscone W 2022

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Importing Data

Instructor Led Exercise(s)

- Lab 2.1 – Importing Mainframe Data
- Lab 2.2 – Import Siebel Environment
- Lab 2.3 – Import F5 Load Balancer
- Lab 2.4 – Import Configuration Item Relationships

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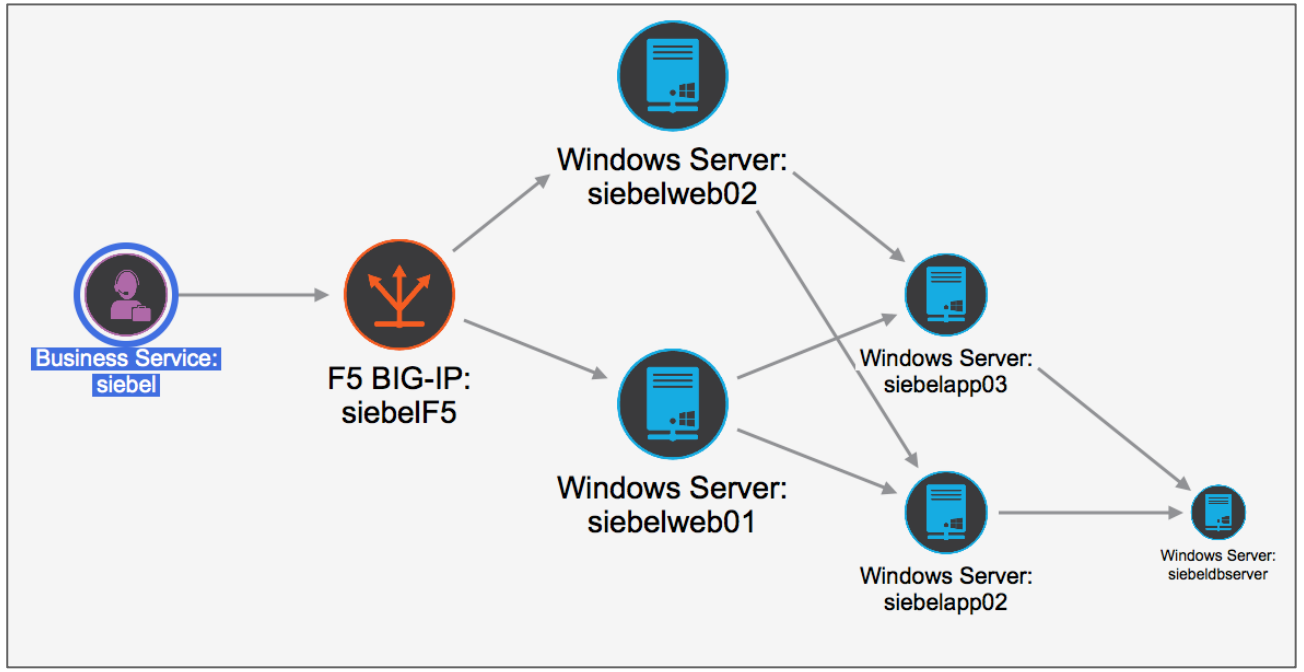
Business Service Mapping

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Business Service Mapping

Overview

- Tie the underlying infrastructure and relationships to the services they support.



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Business Service Mapping

Instructor Led Exercise(s)

- Lab 3.1 – Create a Business Service Map
- Lab 3.2 – Using the Business Service Map

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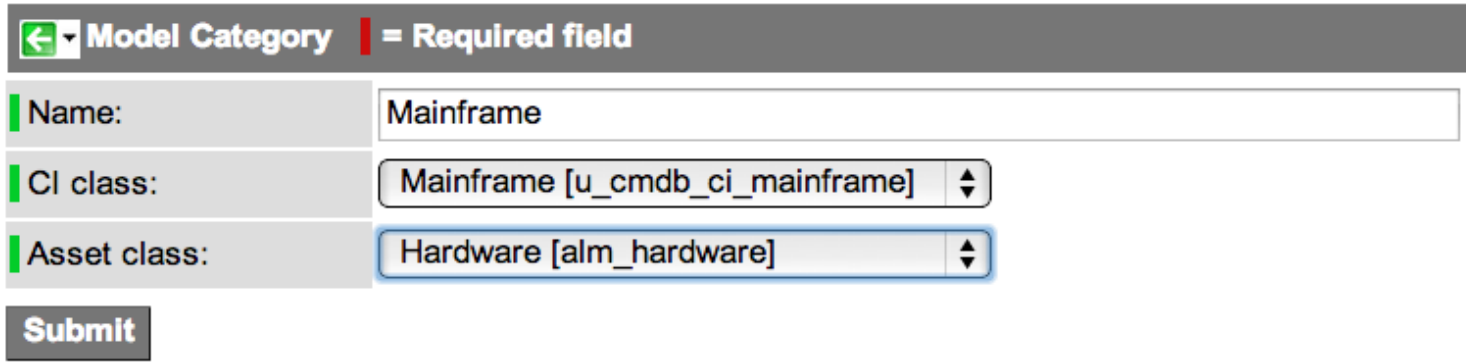
Assets vs. Configuration Items

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Assets vs. Configuration Items

Overview

- Not all CI's become Assets
- CI mapped to Asset Classes



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Assets vs. Configuration Items

Instructor Led Exercise(s)

- Lab 4.1 – Create a New Model

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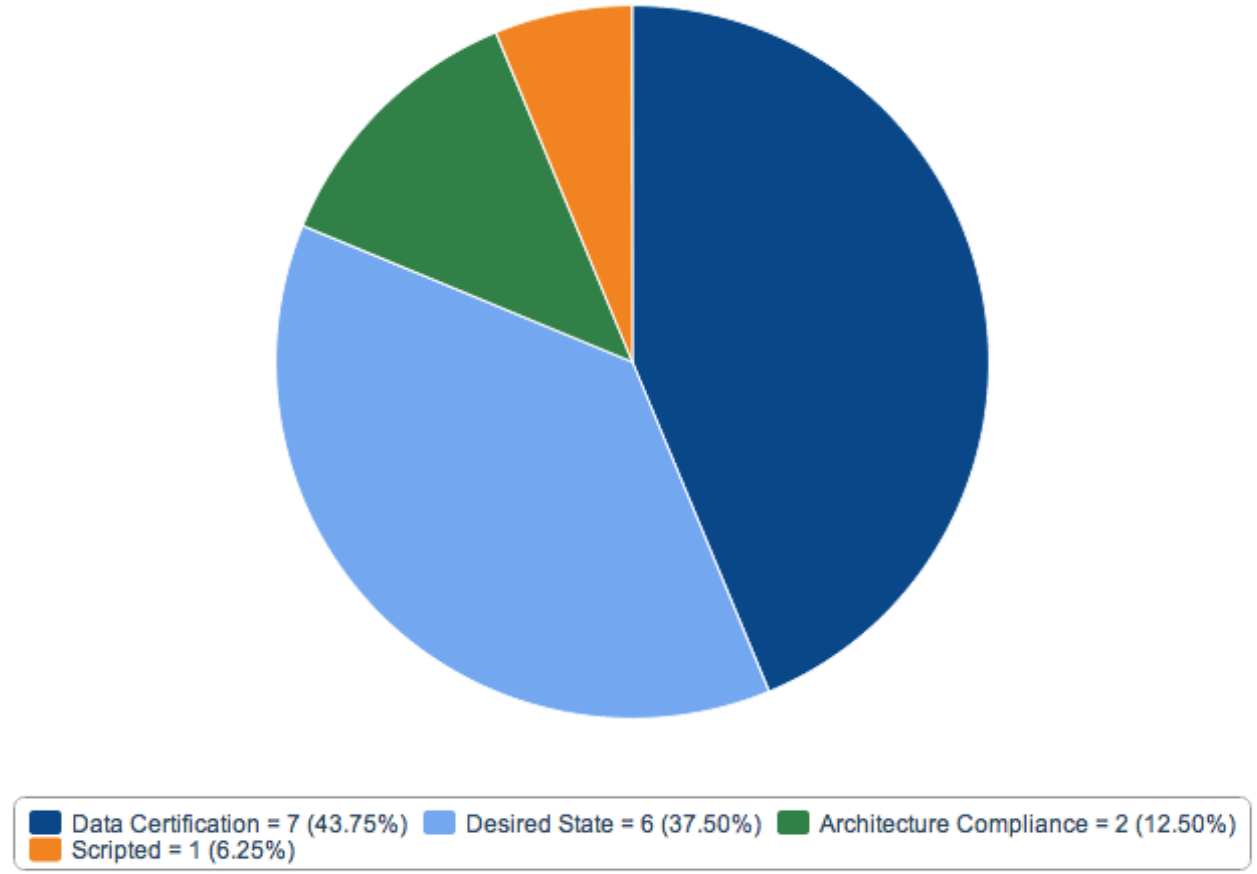
Data Certification and Compliance

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Data Certification and Compliance

Overview

- Audit Types
  - Data Certification
    - Ensures data matches reality
  - Desired State
    - Scheduled on-demand audits
  - Architecture Compliance
    - Which CI's match expected attributes



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Data Certification and Compliance

Instructor Led Exercise(s)

- Lab 5.1 – Data Certification
- Lab 5.2 – Desired State
- Lab 5.3 – Architecture Compliance

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Top Takeaways

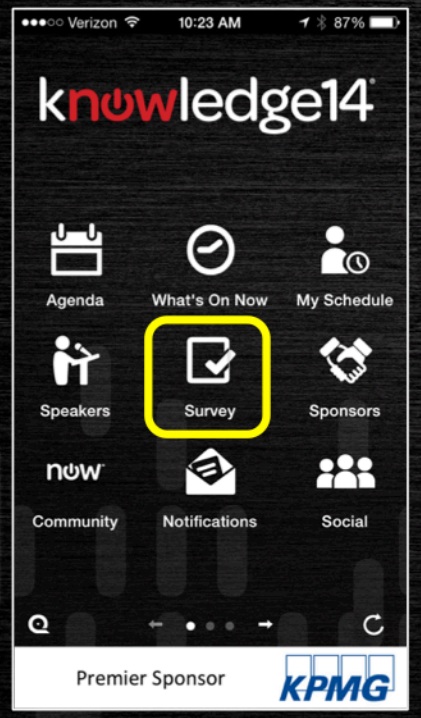
1. Configuration Management is NOT the Configuration Management Database (CMDB). The CMDB is the output of the Configuration Management Process and its quality and value will on be as good as that process.

2. Configuration Management is NOT Asset Management or Inventory Management.

3. Within ServiceNow there are three types of Audit available to support data validation within the CMDB: Data Certification, Desired State, and Architecture Compliance.

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