

The solution for IT Assets & Services Management



CMDBuild[®]
READY2USE

Functional Areas

The functional areas of CMDBuild READY2USE:

- Configuration Management
- Service Desk & ITIL Processes
- Asset Lifecycle
- Service Management
- Data reconciliation
- GIS e BIM support

Configuration Management



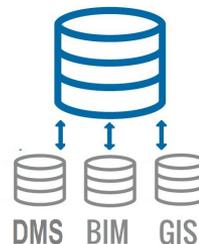
Service Desk e Processi ITIL



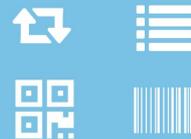
GIS & BIM support



Central Database



Asset Lifecycle



Service Management



Data Reconciliation



Configuration Management: CI typologies

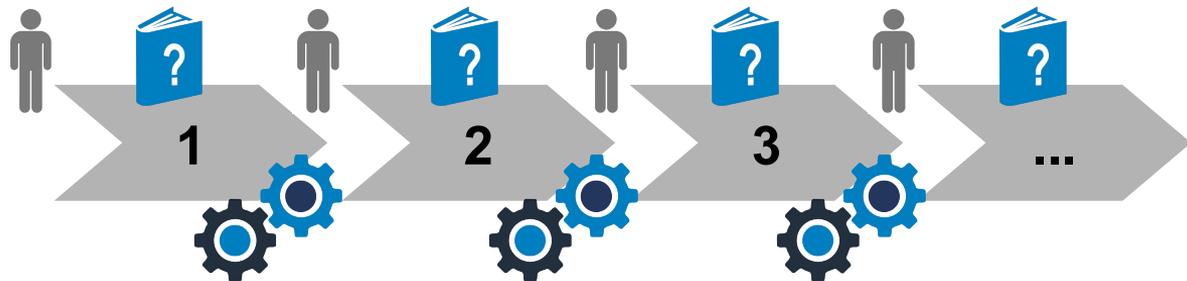
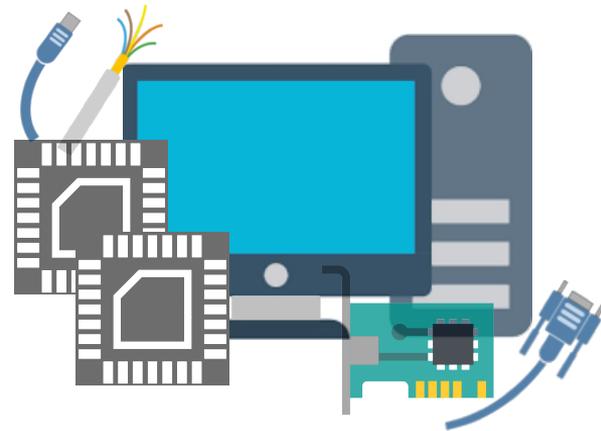
Data cards of client area CI, physical and virtual servers, networks, telephony, software and licenses, services... but also people, offices, locations, etc.



Configuration Management: criteria

Suggested **management criteria**:

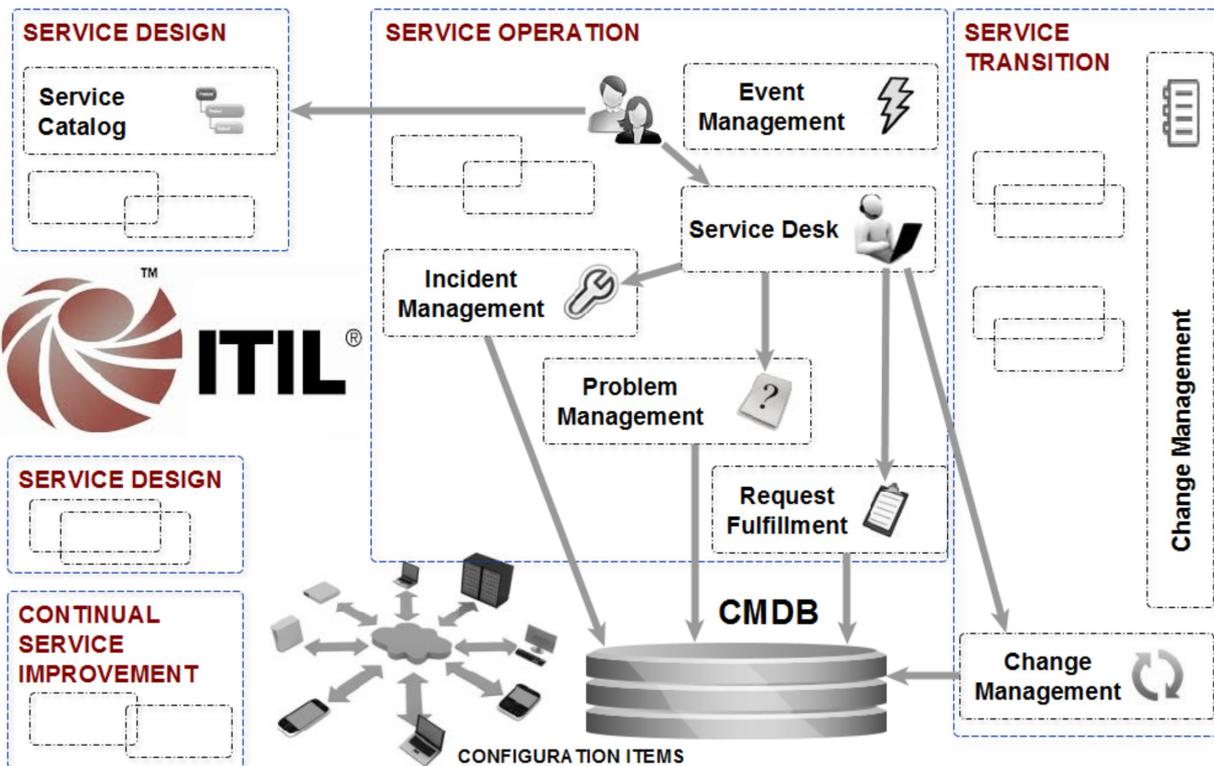
- **gradual** implementation
- choosing of the **correct level of detail**
- formal **procedures** to ensure the updating of data



ITIL oriented

ITIL oriented:

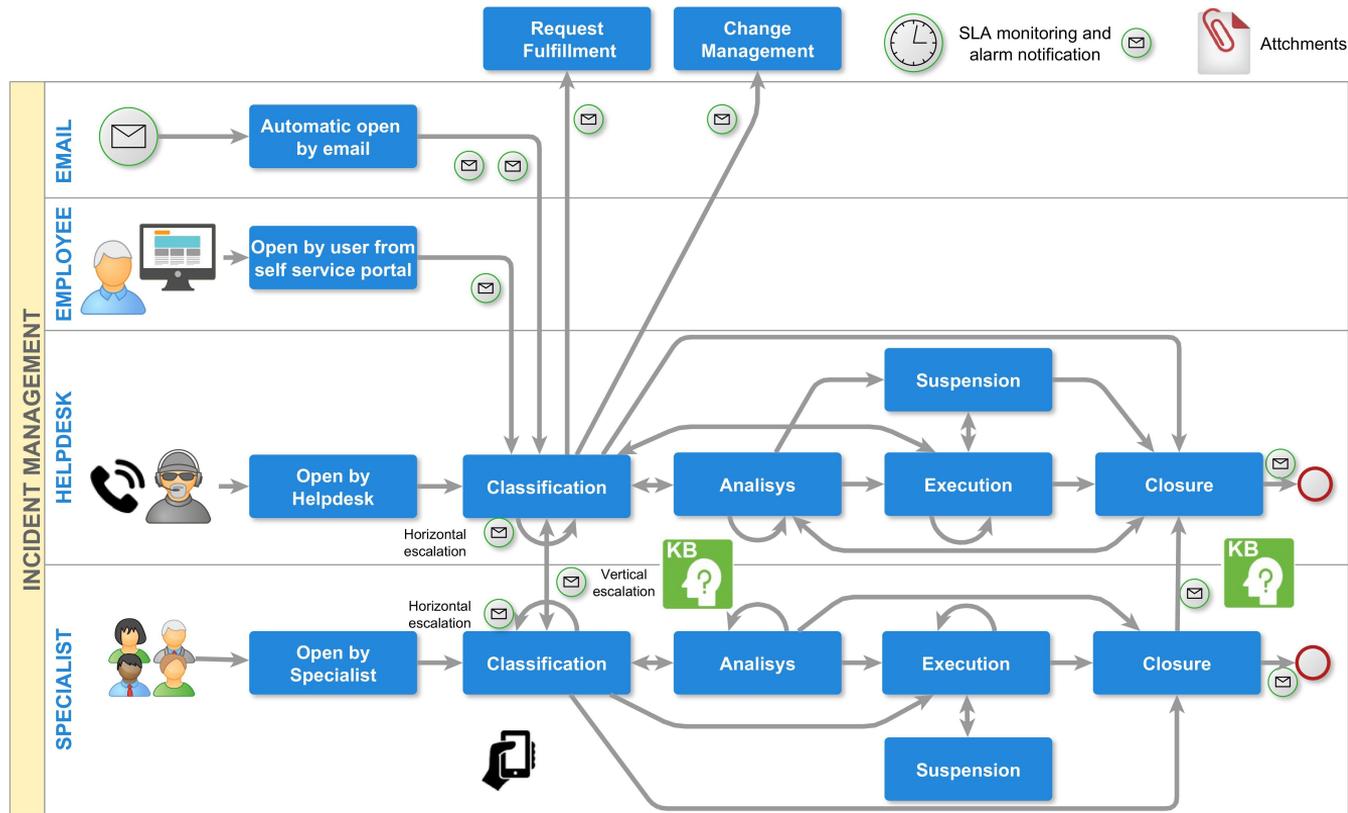
- free modeling of the **CMDB** (CI types and details)
- custom implementation of **ITIL** processes ("adopt & adapt")
- relationships and dependencies for impact analysis
- versioning of each modification to each data card
- interoperability with other tools



Service Desk: Incident Management

Incident Management, with:

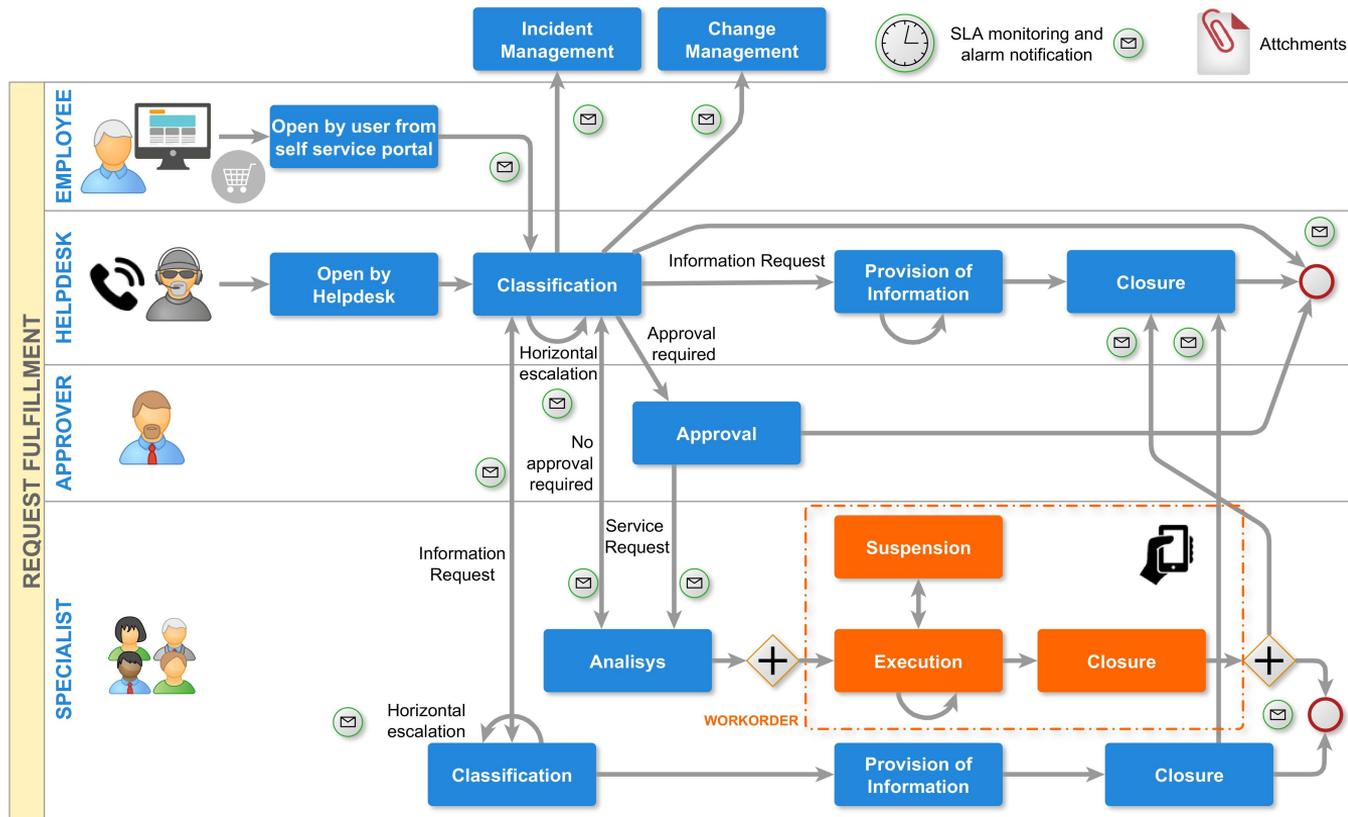
- opening through multiple channels
- classification by the helpdesk
- escalation to specialists, who can then also operate with smartphones and tablets



Service Desk: Request Fulfillment

Request Fulfillment,
for the management of:

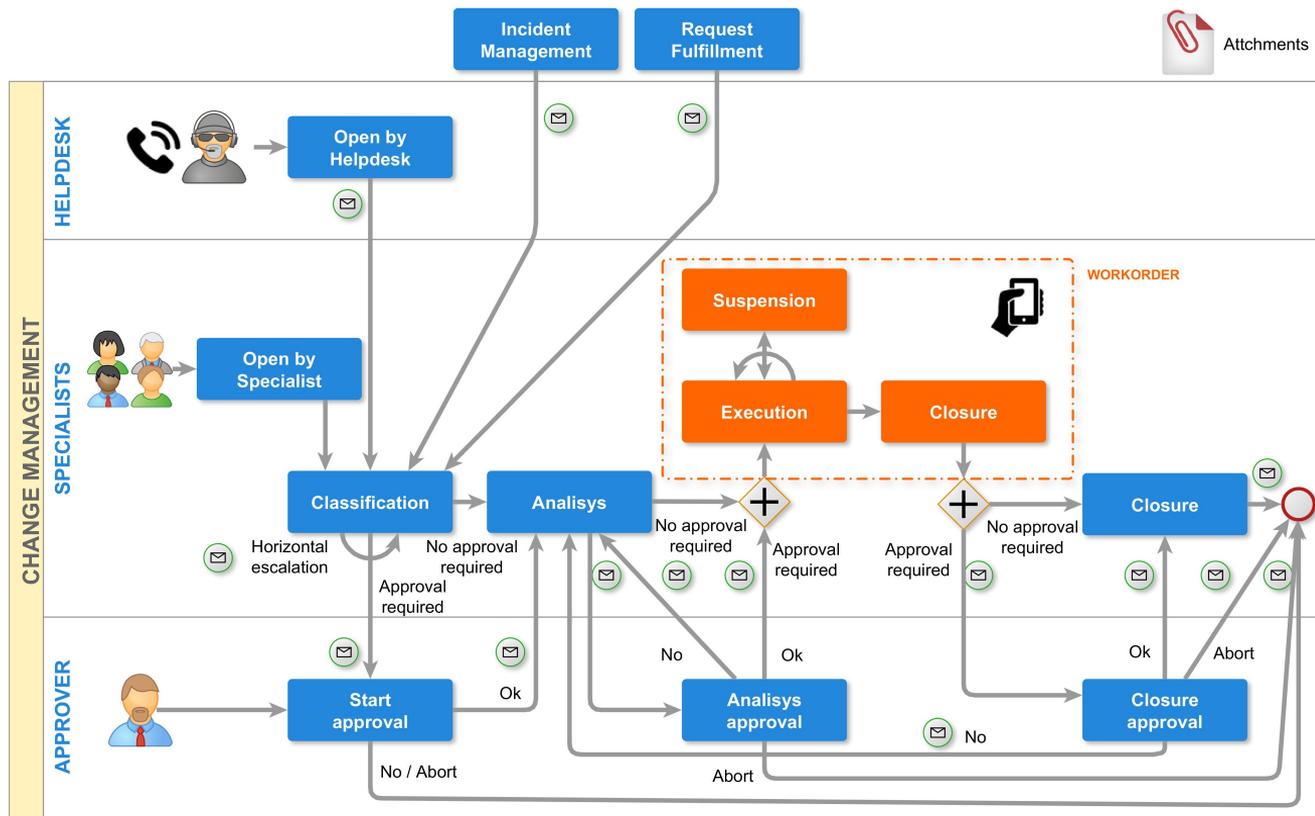
- requests for information
- requests for services from the Service Catalog, with approval, opening, multiple work orders, also executable with smartphones and tablets



Change Management

Change Management, with:

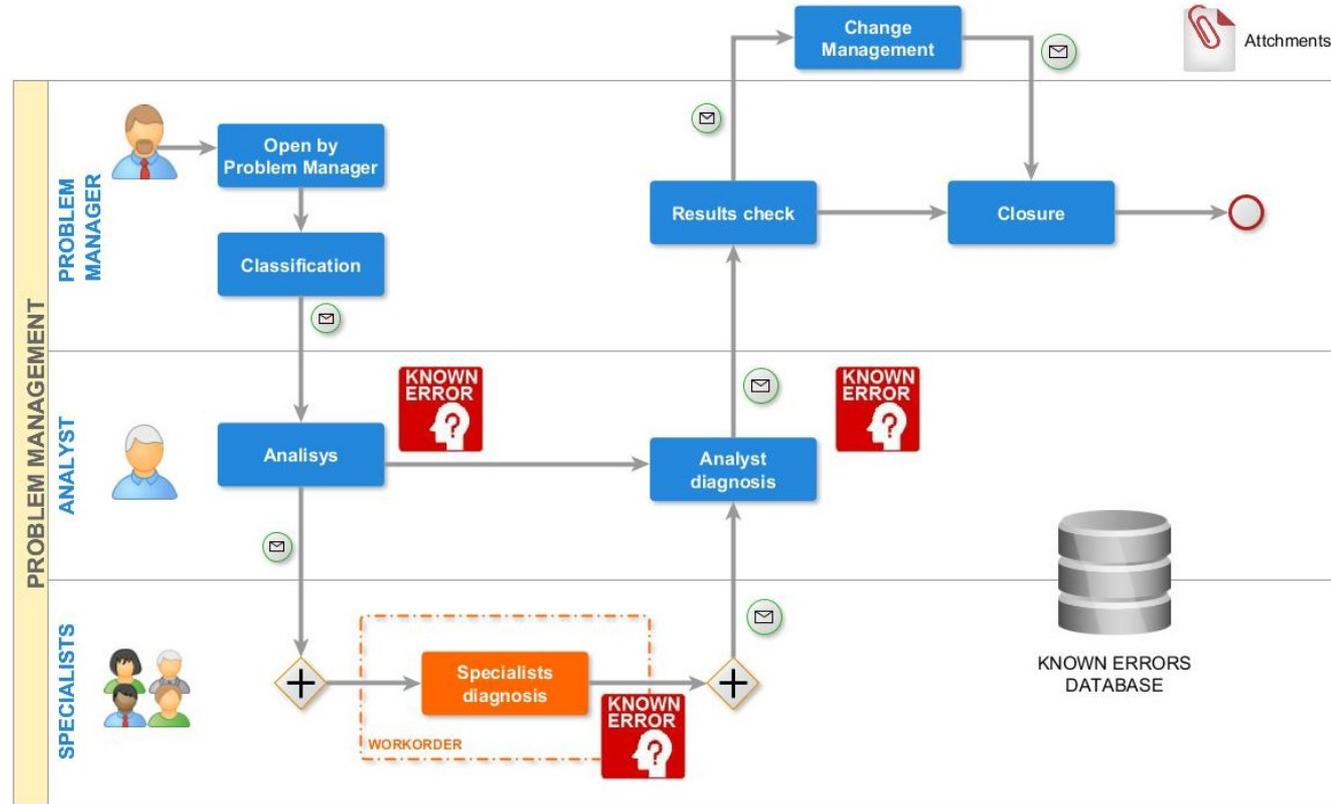
- direct start or from Service Desk
- taken over by a competent specialist
- approval of start, analysis and closure
- definition of implementation and test plans
- start of work orders



Problem Management

Problem Management, with:

- opening from Problem Manager
- diagnosis by analyst or competent specialist (with work orders)
- opening of Change Management processes
- use of the Know Error Database



Service Desk: Self-service Portal

Self Service Portal for non technical users:

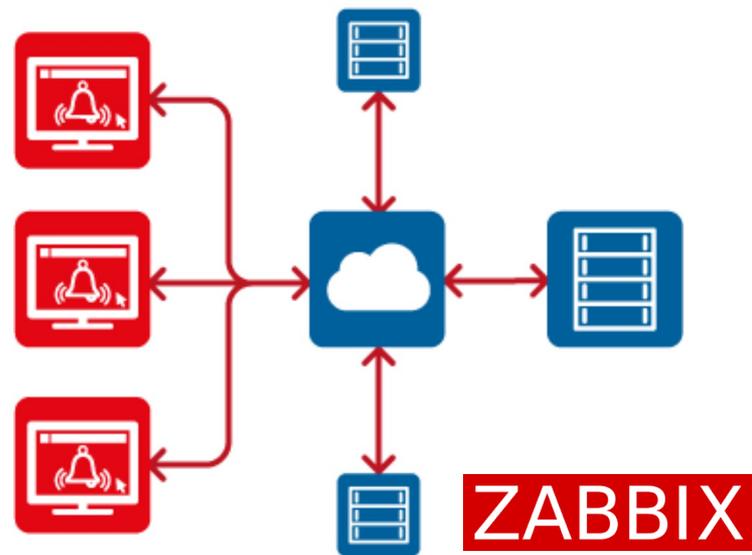
- reporting of malfunctions (Incident Management) and control of progresses
- consultation of the Service Catalogue and request for Services / Information (Request Fulfillment)
- non standard request (Change Management)
- print of reports
- control of user profile, list of assigned assets and subscribed services
- consultation of FAQ and IT news
- based on the GUI Framework interface
- activated in the Liferay open source portal



Service Desk: monitoring systems integration

Integration with the Zabbix monitoring system:

- collection and saving in the CMDB of the alarms relating to the CIs declared subject to monitoring
- opening of the Incident Management process and correlation with the CI involved
- automatic Incident closure if the alarm is resolved before taking charge
- sending of e mails with summary report of the CI involved
- real time execution
- uses the zabbix api 3.0 library

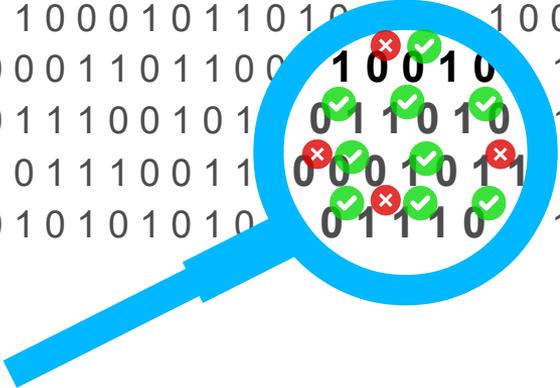


Asset Lifecycle

Data quality control:

- definition of custom metrics
- dashboard and control reports
- verification of excessive data age (infrequent updates)
- verification of incomplete data (important classified information not valued)

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Asset Lifecycle: "mobile" interface

An "APP" to work on the move with smartphones and tablets:

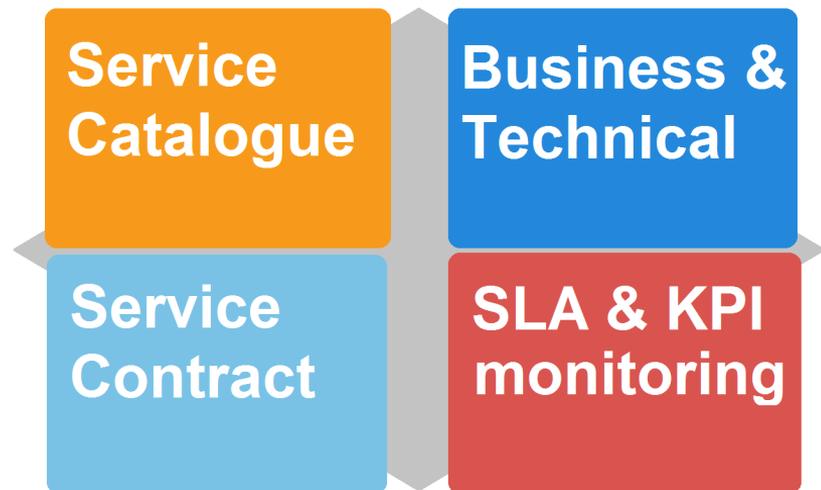
- **CMDBuild** basic functionality: navigation menu, data card management with reports and attachments, searches and filters, workflow management with the main widgets, report printing
- ability to take photographs and store them in the CMDB as attached documents
- possibility to read QR Code and reach the corresponding data card
- Android version 5.1 or higher, iOS version 11.0 or higher
- access to CMDBuild data through the REST webservice



Service Management: Service Catalogue

Services and related entities:

- **Service Catalogue** (Business and Technical Catalogue)
- Structured in multilevel categories and types of requests
- Managed with standard (template based) and non standard Work Orders
- Service Contract with Users / Customers controlled with **SLA** and **KPI**
- Controls and notifications



Reconciliation tools: with Active Directory

Synchronization of employee data:

- access via Advanced Connector to the Active Directory LDAP repository
- analysis of available data (name and surname, registration number, email, telephone, status)
- identification of new personnel or with modified data
- report changes made with links to data cards for direct control
- updating of the CMDB (data and relationships)
- overnight batch execution



 Microsoft
Active Directory

Reconciliation tools: with OCS Inventory

Computer and software data synchronization:

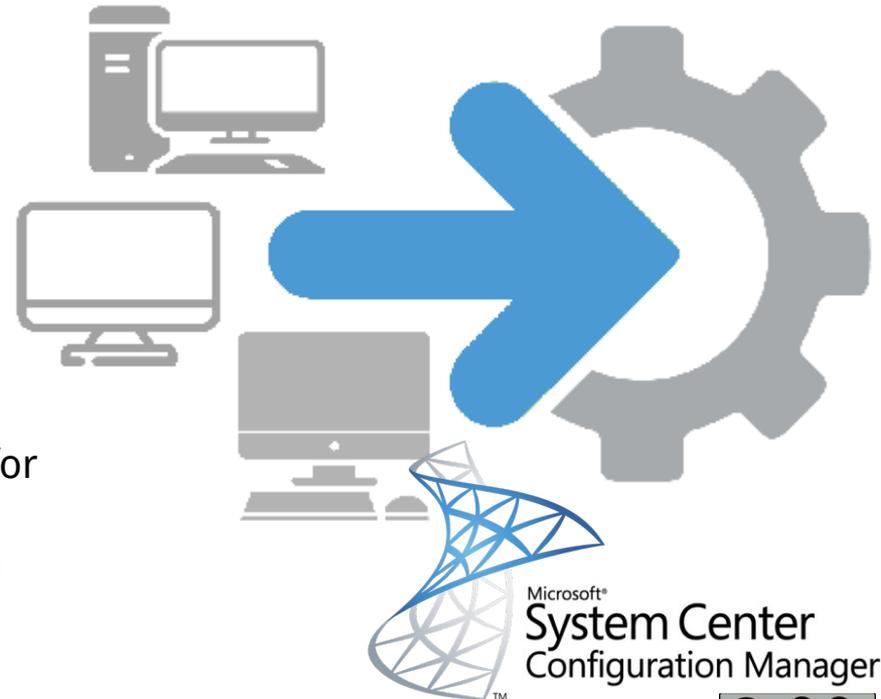
- access via Advanced Connector to the OCS Inventory database (MySQL)
- analysis of data received through "agent" from PCs connected to the network (hostname, serialnumber, CPU, RAM, HD, operating system, network data)
- identification of new and modified computers
- controlled software management (white list)
- report changes made with links to data cards for direct control
- updating of the CMDB (data and relationships)
- overnight batch execution



Reconciliation tools: with Microsoft SCCM

Computer and software data synchronization:

- access via Advanced Connector to the Microsoft SCCM database (SQLServer)
- analysis of data received through "agent" from PCs connected to the network (hostname, serialnumber, CPU, RAM, HD, operating system, network data)
- identification of new and modified computers
- controlled software management (white list)
- report changes made with links to data cards for direct control
- updating of the CMDB (data and relationships)
- overnight batch execution



Reconciliation tools: with VMware vCenter

Virtual server data synchronization:

- access via Advanced Connector to vCenter data via API VMware Infrastructure (VI) SK 2.5.0
- virtual server data analysis (VM name, assigned RAM / HD / CPU, operating system, IP address, status, execution cluster, notes)
- identification of new and modified virtual servers
- report changes made with links to data cards for direct control
- updating of the CMDB (data and relationships)
- overnight batch execution



Reconciliation tools: with Amazon AWS

Virtual server data synchronization:

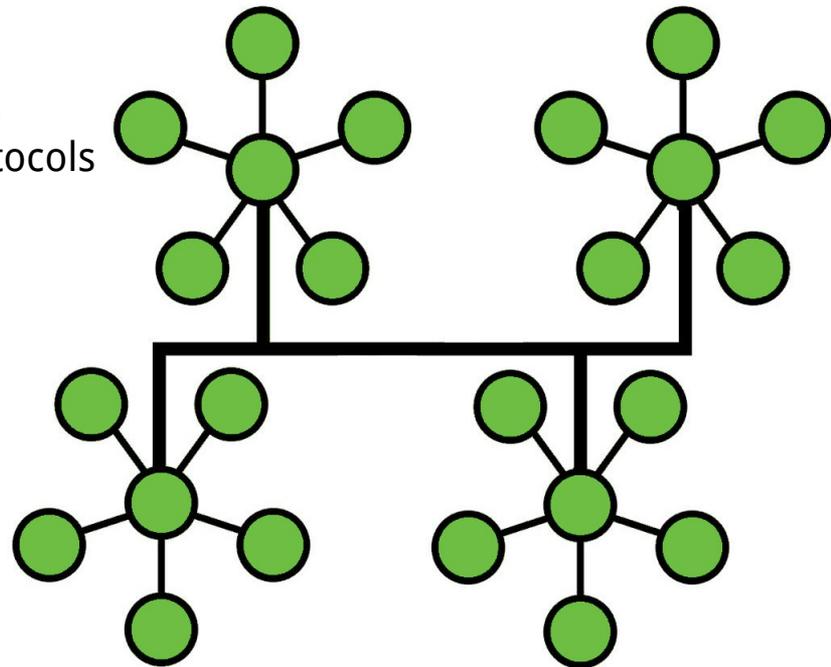
- access through Advanced Connector to AWS data via AWS EC2 API
- virtual server data analysis (instance name, type and size, operating system, network data, status, settable, custom fields)
- identification of new and modified virtual servers
- report changes made with links to data cards for direct control
- updating of the CMDB (data and relationships)
- overnight batch execution



Reconciliation tools: with SNMP / LLDP devices

Network infrastructure data synchronization:

- access to the information of each network device (switch / router) through the LLDP and SNMP protocols
- data analysis of switches and routers (hostname, description and network information)
- identification of new and modified network devices and relationships with the devices connected to each device
- report changes made with links to data cards for direct control
- updating of the CMDB (data and relationships)
- overnight batch execution



GIS & BIM

Supported modes :

- geo reference on territorial maps (OpenStreetMap)
- geo reference on 2D vector plans (AutoCAD)
- geo reference on 3D models, produced by BIM (Building Information Modeling) tools and exported in IFC format

