



Implementing and Maintaining a Large, Successful CMDB

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- 3) Better classification of root cause and trending of Problems.

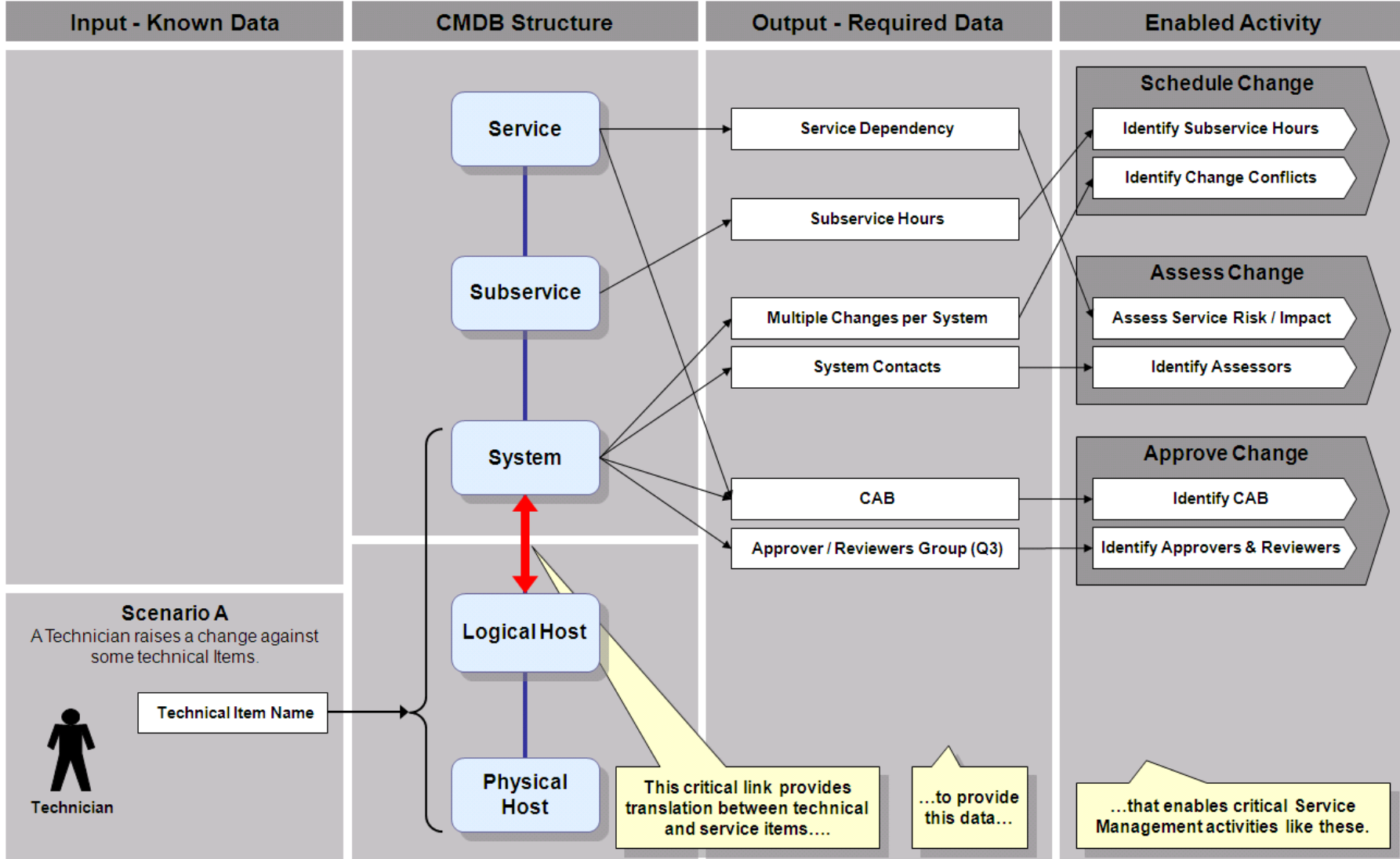
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If ITIL 3 isn't sufficient reason... how about:

- 1) A reduction in outage as a result of Change.
- 2) Faster resolution of Incidents.
- 3) Better classification of root cause and trending of Problems.
- 4) Centralised Data Management.

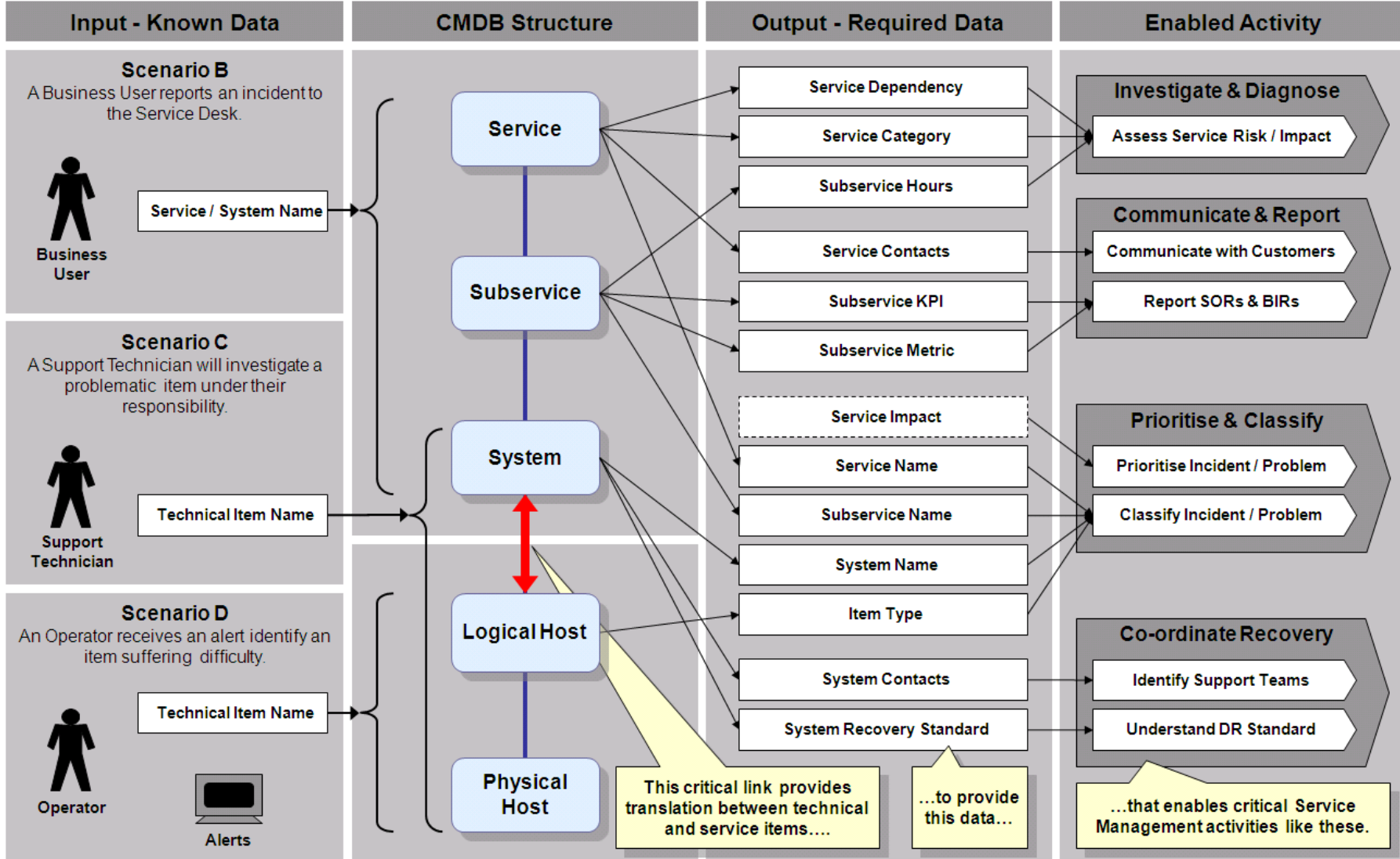
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How the CMDB Enables Change Management















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How the CMDB Enables Incident and Problem Management



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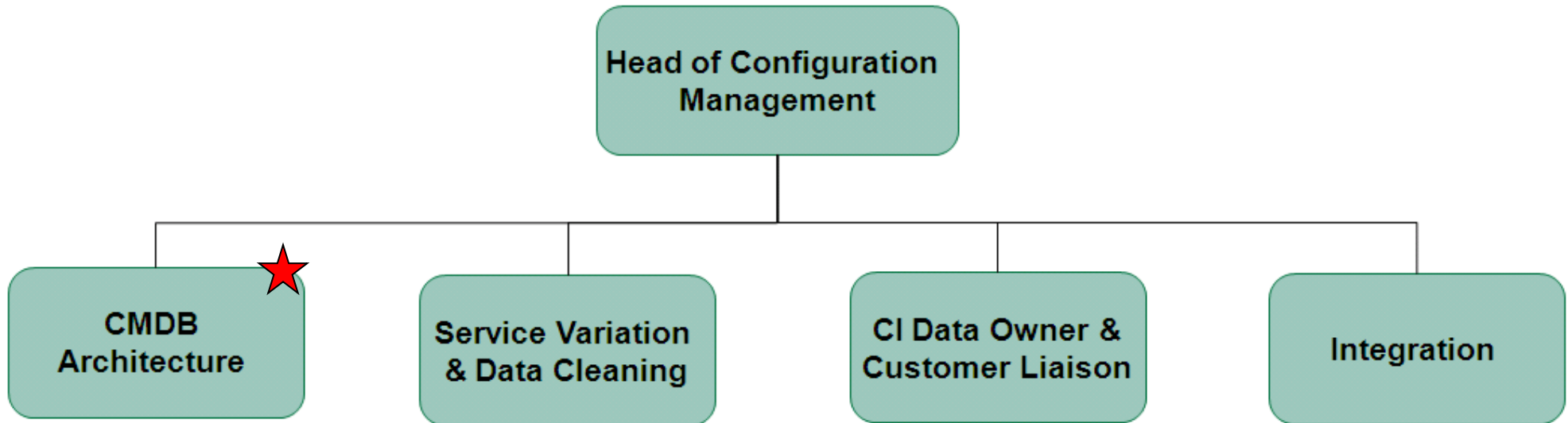
Local vs. Centralise Data Management

Data in Local Repository		Data in Centralised CMDB	
	Limited data leverage for Incident, Problem and Change		Data Integrated with Incident, Problem and Change
	Duplicated local copies of Service & Contact details		One single centralised source of Service & Contact Data
	Scan data used as occasional 'snap shots' with manual reconciliation		Daily automated feeds from strategic sources
	Platform Teams directly handling information requests		SM7 Data and Reports enable 'Information Buffet' approach
	Local content and format limits E2E Service views and reporting		E2E Service view enabled via standardised data model and common 'vocabulary'
	Variable data quality according to local arrangements		Visibility encourages and assists data cleanliness

Start with the justification... ✓

Then put together the right
team...

The Team



The **CMDB Architects** are responsible for:

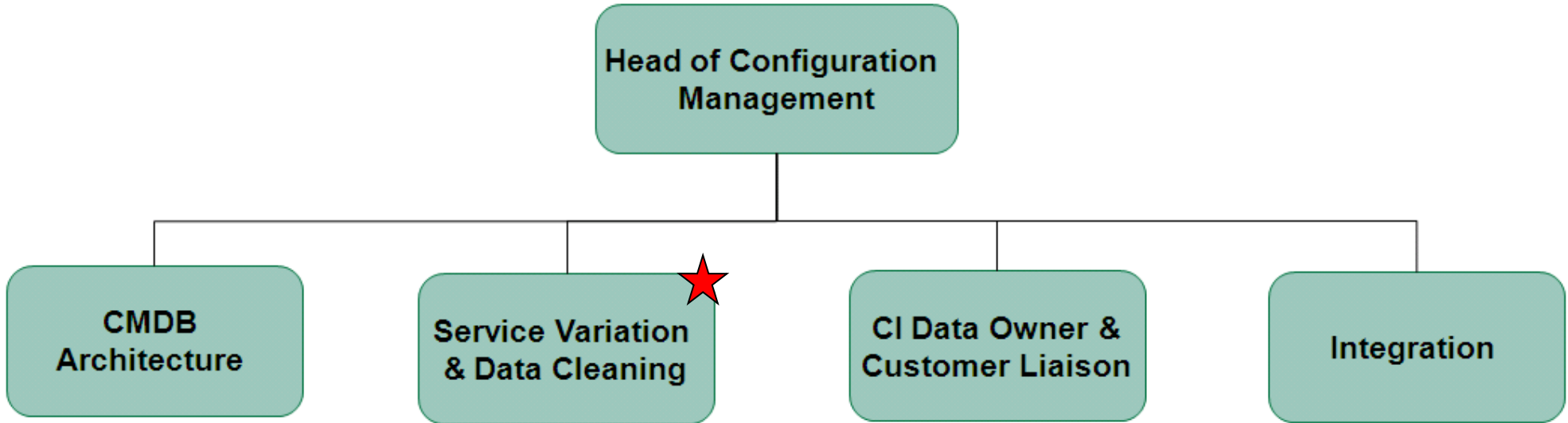
Assessing new requirements for CMDB Data.

Designing the CMDB data model, from the overall structure down to the specific attributes.

Designing the Configuration Management Process, including the automated data feeds from systems such as Tivoli.

Providing consultancy on how CMDB data could be used to enable or enhance other service related processes.

The Team



Service Variation (SV)

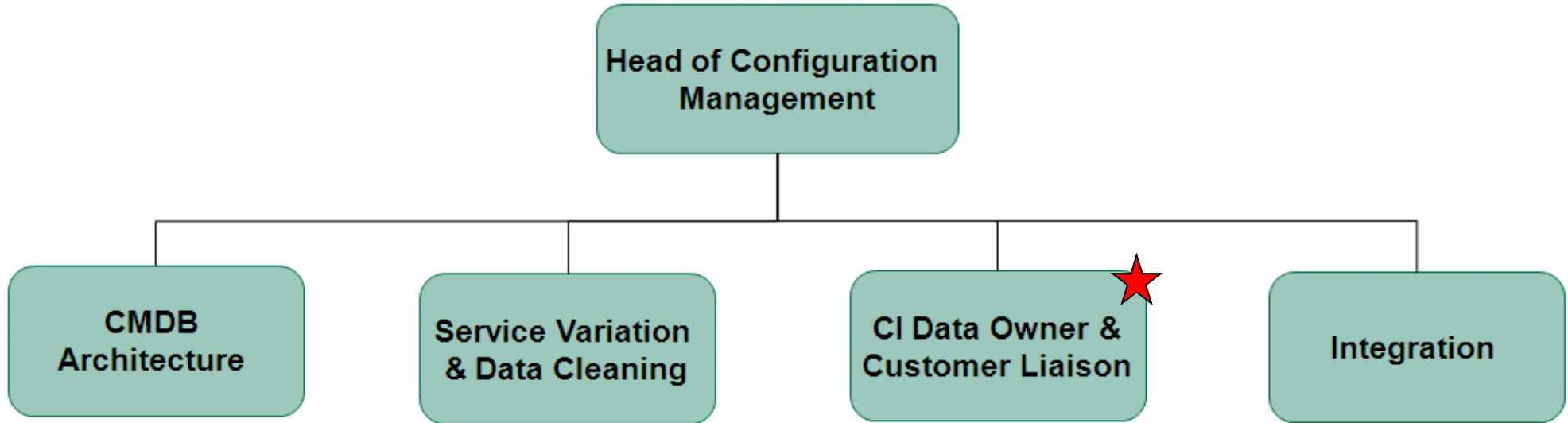
Dealing with the change control and Audit Trail of Service documentation.

Acting on behalf of Service Managers (SMs) to manage changes to their data within the CMDB.

Data Cleaning

Ensuring that hardware and logical level CIs (Configuration Items) are correct, contact details for SMs are up to date and relationships for CIs are in place.

The Team



Provide **Support and Guidance** for:

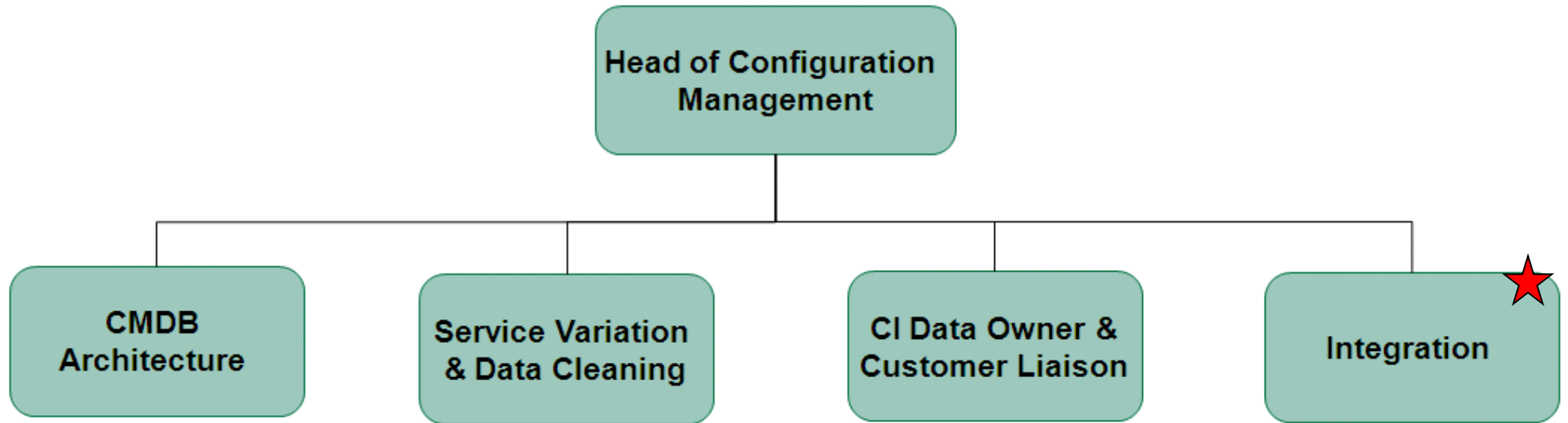
CI Data Owners to enable them to manage their Configuration Items.

Customers (the Incident, Problem and Change Management and Business Services Teams).

CMDB Data Consumers to ensure they understand the benefit it provides in order for them to make informed decisions.

This is achieved by building **relationships** with CI Data Owners, Customers and Consumers, creating Job Aids and Training Packs, delivering training, requesting reports and providing ad-hoc support when requested.

The Team



The Configuration Integration function exists to deliver the Configuration (CMDB and Data) elements of the Integration plan.

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Then get the data model right...

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The CMDB Structure and Content

HBOS legacy items	LTSB legacy items	Complete volume	Basic CMDB structure		
23	98	121	Service	BSM / SAM own	<p>Service: A set of related functions provided by IT in support of one or more business processes that are collectively seen by the customer as a self-contained entity. In LBG terms, this is the whole IT capability delivered to a specific Business Unit regardless of size, costs or ownership and is defined in a Service Agreement. (E.g. Internet Banking).</p>
84	376	460	Subservice		<p>Sub Service: A logical sub-division of a Service. One or more "Enabling Business Function(s)" that grouped together make up a single Service. These Sub Services are underpinned by one or more IT systems. (E.g. Internet Banking LBG Sub Service).</p>
429	619	1048	System		<p>System: A set of one or more applications, software and hardware technology platforms, satisfying a single business requirement. (E.g. CBS, OCIS, IB Registration)</p>
19573	11603	30 000 +	Logical Host	Platform teams own	<p>Logical Layer: These represent Logical Partitions, Logical Hosts and the logical representation of the physical Hardware (partitioned or non-partitioned)</p>
0	45	45	Cluster		<p>Logical Cluster Layer: These represent VMWARE clusters in the Distributed Windows environments. This layer is optional as only Distributed platforms include them (new to the CMDB in 2010). The vast majority of logical layer items are not clustered and will relate directly to Computer Hardware.</p>
9213	9829	19 000 +	Hardware		<p>Computer Hardware: These represent the Computer hardware of varying types for z-Series, I-Series, Unix, Tandem and etc. The names for ALL Hardware items relate to the unique Asset Tag numbers from 'Archibus' (E.g. 12345, 84746)</p>

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Then “Continuously Improve”.

Continuous Improvement

In 2011, we'll be:

Continuous Improvement

In 2011, we'll be:

- Embedding and refining the HBOS Configuration Item data introduced in November 2010.
- Working with our Customers, Consumers and Suppliers to ensure that the CMDB data is correct, complete, understood and utilised to best advantage.
- Working with other companies within the group to migrate to the Group SM7 / CMDB model.
- Adding Storage and Network items into the CMDB.
- Deploying and sharing the Visualisation Tool that was purchased in December 2010 (Square Mile Systems' AssetGen Sysmap).

- Start with the justification... ✓
- Then put together the right team... ✓
- Then get the data model right... ✓
- Then “Continuously Improve”. ✓



Any Questions?