AssetGen SysMap
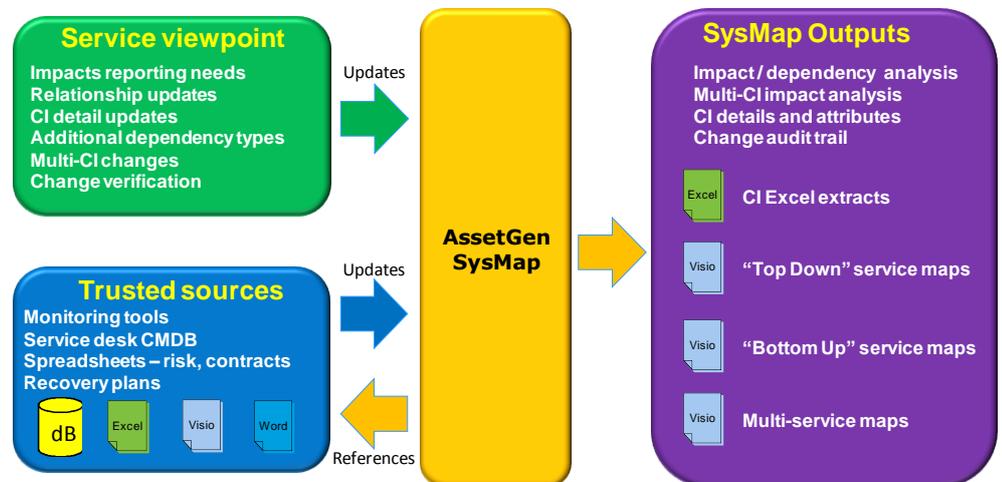
❖ Map how devices, systems, applications, services and processes interact

❖ Improve decision making when faced with equipment or service failures

❖ Increase control over planned changes to avoid service disruption

❖ Enhance existing service management and monitoring toolsets

What is AssetGen SysMap?

AssetGen SysMap is designed to enable operations teams to manage the complexity of modern IT, without requiring high levels of expertise. It does not require all aspects of IT to be documented before it delivers benefits, nor set a rigid approach that creates unnecessary data and workload on technical teams. It also suits the needs of proactive planning and "business as usual" (BAU) operational teams.

The diagram on the right shows how we combine service data and relationships with technical data often held in other systems. AssetGen SysMap provides multiple outputs including impact forms, Visio™ visualisation and spreadsheet extracts. Typical applications for SysMap include:

1. Incident/crisis management
2. Change impact analysis
3. Service dependency maps
4. DR recovery planning
5. Risk planning
6. Transformation planning
7. Improving service reporting
8. Billing and charging by service

Service viewpoint
Impacts reporting needs
Relationship updates
CI detail updates
Additional dependency types
Multi-CI changes
Change verification

Trusted sources
Monitoring tools
Service desk CMDB
Spreadsheets – risk, contracts
Recovery plans

AssetGen SysMap

Updates

Updates

References

SysMap Outputs
Impact / dependency analysis
Multi-CI impact analysis
CI details and attributes
Change audit trail

CI Excel extracts

"Top Down" service maps

"Bottom Up" service maps

Multi-service maps

When combined with our AssetGen Connect, the impact of infrastructure changes can be quickly and easily determined on business processes and services – making change risk easier to identify.
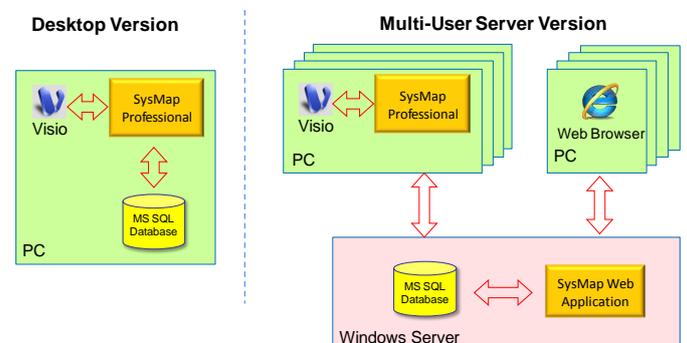
Desktop and Server Versions

Different versions and licencing options are available to suit various system mapping requirements.

Desktop Version
- Internal teams – service desk, applications, DR
- Small and medium IT environments
- CMDB design prototyping
- Service desk CMDB administration
- Infrastructure transformation projects

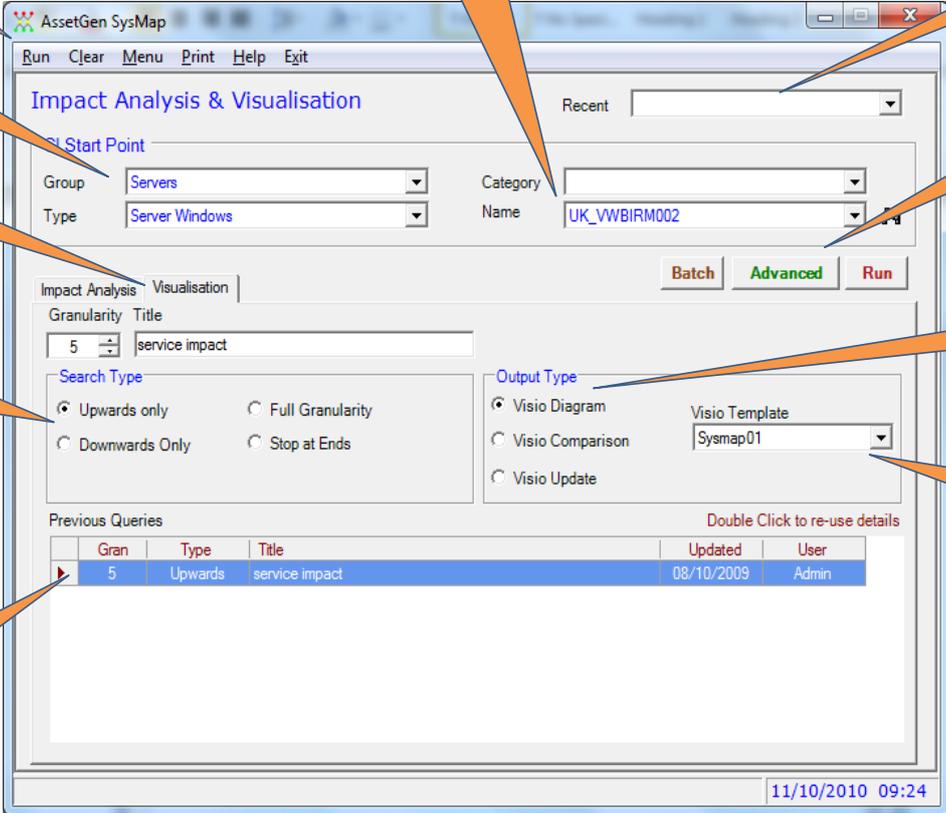**Server Version – Client and web interfaces**
- Multi-team change impact communication
- Project / operations change control
- Follow the sun operations teams
- Managed services and shared infrastructure support

The server version includes the SysMap Web Interface so multiple users (with sufficient rights) can view and understand impact/dependency issues with critical components. Licence options are covered at the end of this datasheet.

AssetGen SysMap

Automated Change Impact or Dependency Analysis

Key to AssetGen SysMap is the ability to quickly determine the potential risks of planned or reactive changes. This screenshot shows the business impact of a server change.

Click run to analyse using current settings

CI being changed or gone faulty

MRU (Most recently used) list

Group and type that CI belongs to

Visualisation tab for Visio diagram impact view

Advanced button for relationship filtering

Direction of service mapping

Create, compare and update diagram options

Cjhoose the Visio template as desired

Previous Visio diagrams settings

AssetGen SysMap

Run Clear Menu Print Help Exit

Impact Analysis & Visualisation

Recent [_____]

CI Start Point

Group [Servers ▼]   Category [_____ ▼]

Type [Server Windows ▼]   Name [UK_VWBIRM002 ▼]

Batch   Advanced   Run

Impact Analysis | Visualisation

Granularity Title

[5 ▲▼] [service impact _____]

Search Type
- ◉ Upwards only   ○ Full Granularity
- ○ Downwards Only   ○ Stop at Ends

Output Type
- ◉ Visio Diagram
- ○ Visio Comparison
- ○ Visio Update

Visio Template
[Sysmap01 ▼]

Previous Queries

Double Click to re-use details

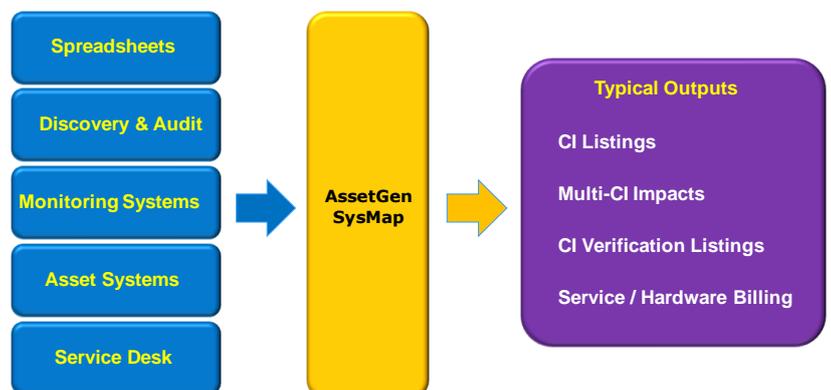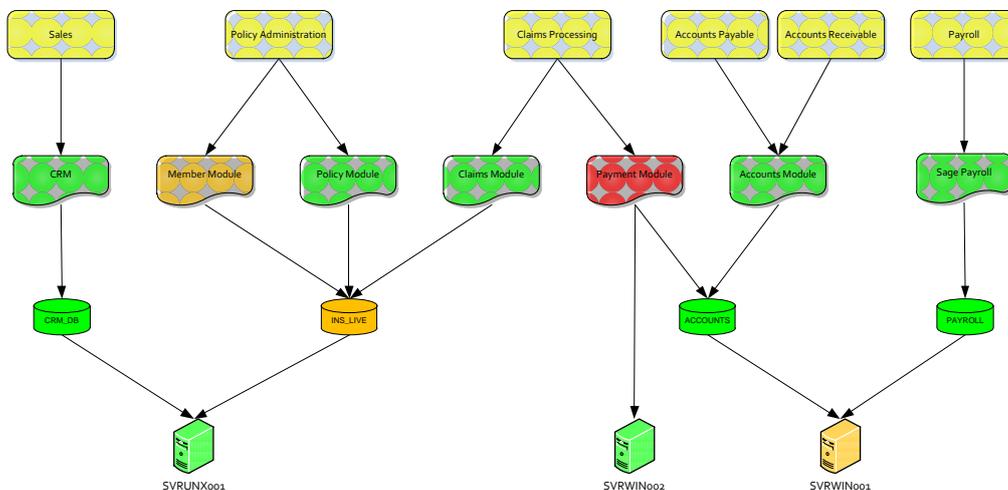|	Gran	Type	Title	Updated	User
▶	5	Upwards	service impact	08/10/2009	Admin

11/10/2010 09:24

Change impact and dependency analysis can be quickly performed by desktop and web users, starting at any level and between any Configuration Item (CI) grouping. Typical examples of using AssetGen SysMap are identifying the supporting hardware and software components for a critical business services, or understanding the potential risk of an upgrade.

Importing and Exporting System Mapping Data

We have made it easy to populate and update system mapping data within AssetGen SysMap. Data import can create CIs and relationships automatically and update CI attributes. All changes to CIs or their attributes have the date and user details updated automatically. Any changes in data are entered into audit logs for internal controls, as well as guarding against data errors.

System mapping data may come from multiple sources, including Visio diagrams. AssetGen SysMap collates the data and enables viewing in many output formats.

- CI listings by groups and type
- Multi-CI impact and dependency reports
- Full CI details with relationships and attributes
- Breakdowns of service support for billing and charging

Spreadsheets

Discovery & Audit

Monitoring Systems

Asset Systems

Service Desk

AssetGen SysMap

Typical Outputs

CI Listings

Multi-CI Impacts

CI Verification Listings

Service / Hardware Billing

Export settings can be saved for management reporting as templates – giving great flexibility in use. As an optional service we can overwrite the whole content for external CMDBs which need AssetGen SysMap reporting features.

AssetGen SysMap

Automated Visio Service Maps

Communicating a complex service often needs a picture. AssetGen SysMap will draw a Visio map of CIs and relationships automatically, in seconds. It is easy to produce standard service maps for inclusion in a service catalogue, or to show applications supported by shared server platforms. The screenshot below shows that you have many options for creating "bottom up"," top down" and CI centred diagrams.

In common with AssetGen Connect, the Visio shapes have shape data automatically added and web hyperlinks inserted to access the server directly. Visio data graphics can then be used to highlight unsupported software, or hardware not covered by DR plans.
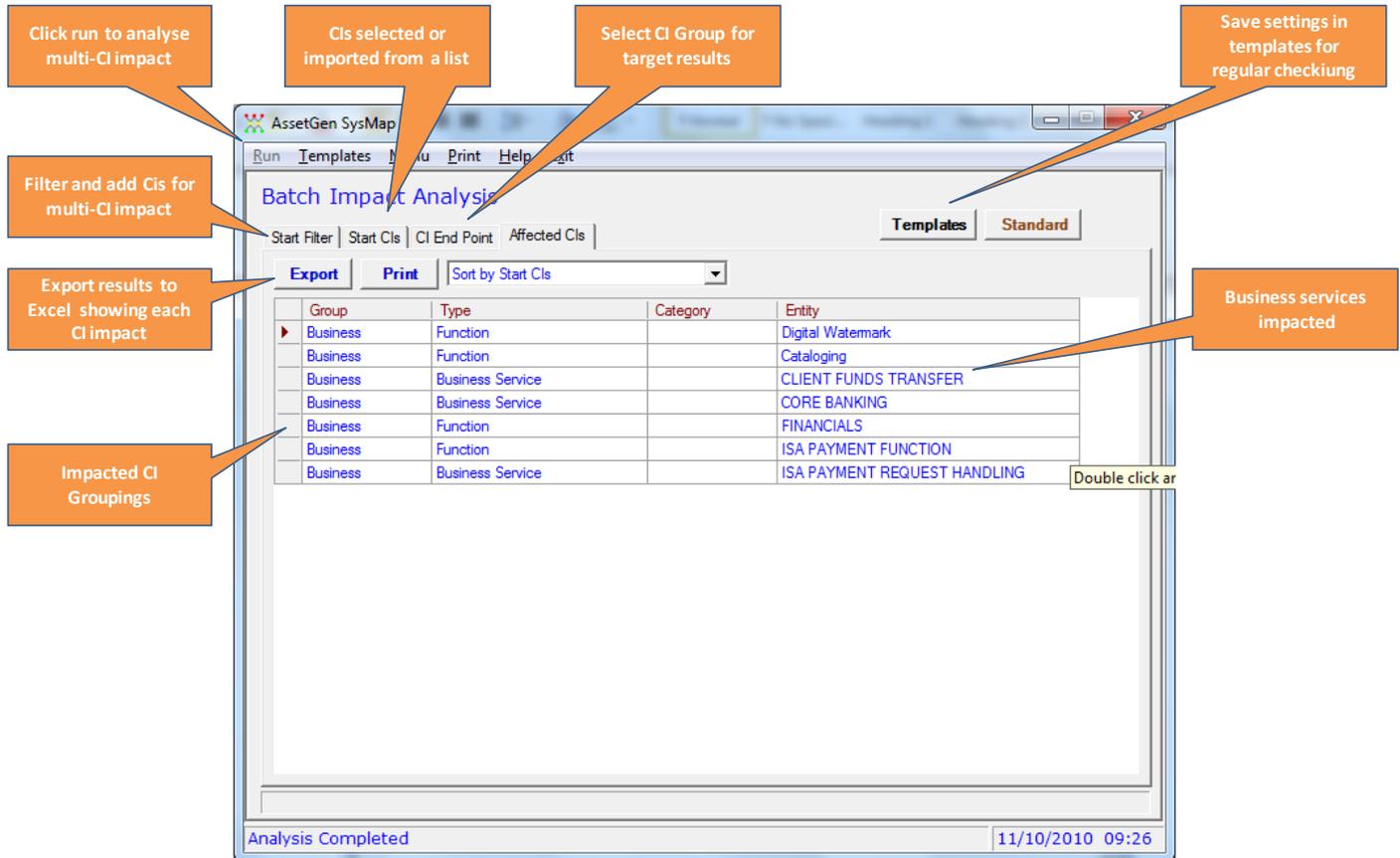.

In this example service diagram, we have used Visio data graphics to show unsupported (red) and end of life (orange) components so that risks to business services are immediately understood. These Visio diagrams can be saved onto an intranet portal with the shape data and web hyperlinks back to the server version preserved.

AssetGen SysMap

Multi-CI Impact and Dependency Analysis

When we have multiple changes such as a virtualisation project, release of a new software version or we are trying to establish supporting DR platforms for our top 20 services, batch impact analysis will save huge amounts of time.

In the screenshot below we have identified the business service risks of virtualising 20 windows servers. AssetGen SysMap has checked all software, system and IT services to determine the business impacts.

This multi-CI impact and dependency feature is a fast way to check and verify the system mapping data, as well as highlighting shared infrastructure risks. If a project team has a spreadsheet of hardware and software components being changed – it can be used to determine affected services within seconds.

AssetGen SysMap Reporting

Reporting can be as simple or extensive as you wish. A runtime version of the industry standard reporting engine (Crystal Reports) is supplied with both desktop and server versions to help produce reports and save in different formats. Reports included with both desktop and server versions include:

1. Audit trails by CIs, groups and user access
2. CI reports – groups, attributes, full data
3. CIs without relationships (orphans)
4. CI relationships

In addition there is the Excel export and Visio outputs as options to extract and present system mapping data. Filtering can be applied using a variety of options on names, groups, status, attributes, etc.

Custom reports can be added if required and the export features covered earlier enable a wide variety of user reports.

AssetGen SysMap

AssetGen SysMap / Connect Integration

If AssetGen Connect is also installed on the same desktop or server platform as AssetGen SysMap, then users can quickly understand the system or service impact of physical infrastructure changes. Integration features include:

- Device impact analysis
- Multi-device (or batch) impact analysis
- AssetGen Connect attributes visible from within SysMap
- Visio diagrams can have both Connect and SysMap web hyperlinks automatically inserted (server only)

AssetGen Connect is licenced and installed separately.
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AssetGen SysMap Licencing and Options

AssetGen SysMap is available in desktop and server versions.

Desktop version

The desktop version licence is based on the number of CIs recorded in the AssetGen SysMap database. There is no limit on the numbers of relationships or attributes.

AssetGen SysMap 300	300 CIs
AssetGen SysMap 1000	1000 CIs
AssetGen SysMap 3000	3000 CIs
AssetGen SysMap Unlimited	Unlimited number of CIs

Server Version

The multi-user server version of AssetGen SysMap is based on the number of CIs recorded in the AssetGen SysMap database. There is no limit on the numbers of relationships or attributes.

AssetGen SysMap 1000	1000 CIs
AssetGen SysMap 3000	3000 CIs
AssetGen SysMap Unlimited	Unlimited number of CIs

There is no user restriction for web browser access. The server version comes with one AssetGen SysMap Professional client – additional clients need to be purchased for extra "power users" or administrators.

To understand more about AssetGen SysMap licencing and upgrades between versions, please contact your sales distributor listed below.

Desktop and Server Platform Requirements

AssetGen software is designed to work with standard Microsoft environments for both desktop and servers. For the Visio data graphics feature MS Visio 2007/10 Professional (not supplied) is recommended.

The desktop version is supported on Windows XP, Vista and Windows 7. The recommended server platform is Windows Server 2003/8 and SQL Server 2005/8. For browser access Internet Explorer V6 and above is recommended. Please refer to the technical FAQs on our web site for more details.

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