

Process Team Configuration Management CMDB

How do you populate your CMDB - Process Design

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01. Agenda – How this Session will Work

- Sample CMDB Structure
- Sample Data Source Framework
- Sample Process Framework

•Brainstorm – Process Framework Gap Analysis

•Brainstorm – Manual Process Maturity

•Example of Process Engineering

•Brainstorm – What are my Key Inhibitors?

•Brainstorm – Action Plan - What will I do differently tomorrow?

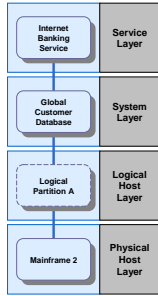
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02. A Sample CMDB Structure

Service Layer	Internet Banking Service	Mortgage Service	
System Layer	Internet Banking Website	Global Customer Database	Mortgage Administration System
Logical Host Layer		Logical Partition A	Virtual Server B
Physical Host Layer	Unix Server 1	Mainframe 2	Windows Server 3

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03. Identifying Your Definitive Data



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04. Identifying Your Definitive Data – Item Detail

Item Detail
SLA
Design
Inventory Scan Tool
Data Centre Inventory

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05. Identifying Your Definitive Data – Item Status

Item Detail	Item Status
SLA	Service Manager
Design	System Manager
Inventory Scan Tool	Infrastructure Manager
Data Centre Inventory	Data Centre Manager

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06. Identifying Your Definitive Data – Relationships

Item Detail	Item Status	Relationships		
SLA	Service Manager		Internet Banking Service	Service Layer
Design	System Manager		Global Customer Database	System Layer
Inventory Scan Tool	Infrastructure Manager		Logical Partition A	Logical Host Layer
Data Centre Inventory	Data Centre Manager		Mainframe 2	Physical Host Layer

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07. Process Framework – Design the Best Way from A to B

Item Detail	Item Status	Relationships		
Service Manager	Service Manager		Internet Banking Service	Service Layer
Service Manager	System Manager		Global Customer Database	System Layer
Systems Mgr Scan	System Manager		Logical Partition A	Logical Host Layer
Hardware Release Inventory	Data Centre Manager		Mainframe 2	Physical Host Layer

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08. Process Framework Maturity – My Gap Analysis

Item Detail	Item Status	Relationships		
Service Manager	Service Manager		Internet Banking Service	Service Layer
Service Manager	System Manager		Global Customer Database	System Layer
Systems Mgr Scan	System Manager		Logical Partition A	Logical Host Layer
Hardware Release Inventory	Data Centre Manager		Mainframe 2	Physical Host Layer

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09. Process Framework Maturity – Your Feedback



Where are the gaps or weaknesses in your process or data / information?

Identify

Data Type e.g:

- Service
- System
- Logical
- Hardware / physical

Categorise

- Detail
- Status
- Relationship

Prioritise

- 1.High
- 2.Medium
- 3.Low

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10. Manual Process Maturity – My Current Status

Identify

Objective	Is your objective clear? i.e. Have you designed your data model and specified your data sources?
Data Ownership	Do you have clear accountability for data ownership?
Documentation	Do you have maps & text for all elements of your process framework?
Training & Support	Have you trained all key stakeholders & supported them with job aids, storyboards etc?
Measures & Metrics	Do you have metrics and KPI's in place that define how your process is performing?
Adherence & Control	Does someone police adherence to the process?
Continuous Improvement	Do you capture process risks & issues? Do you continuously drive improvement in the process?

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11. Manual Process Maturity – Your Feedback



Identify & prioritise any significant weaknesses in your manual processes

Identify

Objective	Is your objective clear? i.e. Have you designed your data model and specified your data sources?
Data Ownership	Do you have clear accountability for data ownership?
Documentation	Do you have maps & text for all elements of your process framework?
Training & Support	Have you trained all key stakeholders & supported them with job aids, storyboards etc?
Measures & Metrics	Do you have metrics and KPI's in place that define how your process is performing?
Adherence & Control	Does someone police adherence to the process?
Continuous Improvement	Do you capture process risks & issues? Do you continuously drive improvement in the process?
Other	Anything else? (Specify)

Prioritise

- 1.High
- 2.Medium
- 3.Low

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15. Key Inhibitors – Your Feedback



Identify & prioritise your key inhibitors to establishing effective process

Identify	Skill - Process Engineering	i.e. Formal Training in the general principles of what makes a good process, and the methodology of process development.
	Skill - Process Notation	i.e. Experience of different process notations, for varying levels of detail, and various audiences.
	Skill - Measures & Metrics	i.e. Formal Training on identifying and implementing meaningful metrics & Measures.
	Transient User Base	i.e. Change Owners were a constantly changing population, which makes them partially anonymous and low-skilled in terms of CMDS.
	Training Facilities	i.e. Rooms & Equipment to perform user training are hard to come by.
	Other	Anything else...(Specify)

Prioritise	+1.High +2.Medium +3.Low
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16. Action Plan – My Current Status

Identify	Learn Process Engineering	i.e. Formal Training in the general principles of what makes a good process, and the methodology of process development.
	Research Process Notation	Gather existing process Docs. Try searching Google Images for Process Maps and select the link you like from all the differing formats available.
	Experiment Process Notation	Try applying different notations to your own process, and find which one works best. Which one does the end user prefer?
	Learn Metrics & KPIs	i.e. Formal Training in the general principles of what makes a good process, and how to establish meaningful measures.
	Develop Storyboards	Try developing Storyboards and job aids, to step users through tricky aspects of the process. Use Screen grabs to make it visual.
	Other	Anything else...(Specify)
	Other	Anything else...(Specify)

17. Action Plan – What will I do differently tomorrow?



Identify & prioritise key actions you feel would overcome these inhibitors

Identify	Training	(Specify)
	Research	(Specify)
	Experiment	(Specify)
	Other	(Specify)
	Other	(Specify)
	Other	(Specify)
	Other	(Specify)

Prioritise	+1.High +2.Medium +3.Low
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