


**Bringing the CMS to Fruition**

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**Bringing the CMS to Fruition**  
**Scope - What is the CMS?**

- A set of tools and databases that are used to manage an IT Service Provider's Configuration data.
- The CMS also includes
  - Information about Incidents, Problems, Known Errors, Changes and Releases; and may contain data about employees, Suppliers, locations, Business Units, Customers and Users.
  - Tools for collecting, storing, managing, updating, and presenting data about all Configuration Items and their Relationships.
- The CMS is maintained by Configuration Management and is used by all IT Service Management Processes.”

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**Bringing the CMS to Fruition**  
**Scope**

- Obviously there is too much to cover in one session.
- So we will limit ourselves to a strategic view of:
  - Architecture
  - Design & Build

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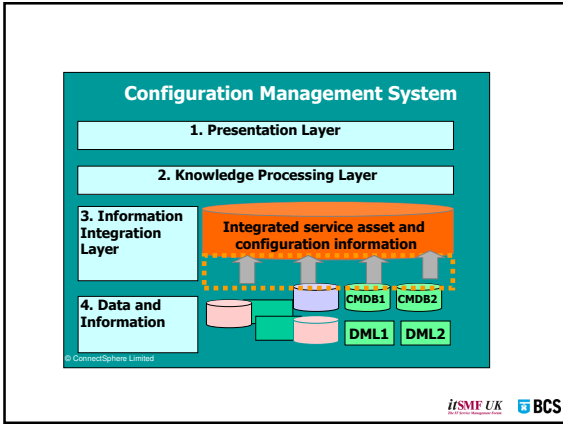
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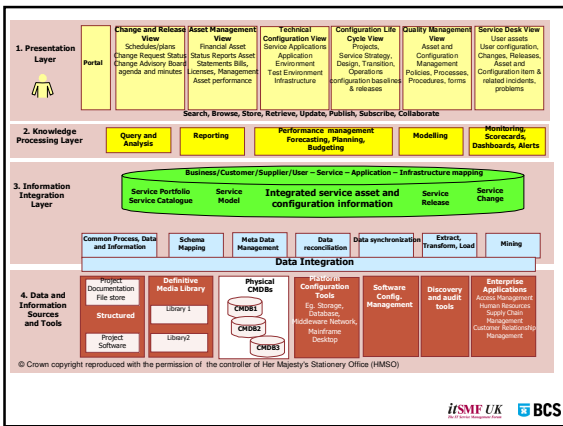
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## Bringing the CMS to Fruition Architecture

- Which approach do you take?
  - In-house integration?
  - In-house development?
  - System Integrator?
  - Best of breed?
  - Outsource?
- Where do you start
  - Stakeholders
  - What do you already have?
    - Data
    - Processes
    - Tools

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## Bringing the CMS to Fruition Design & Build

- What happens when things change?
  - Is your data readily recoverable?
  - Can the system be in/outsourced easily?
  - Are you tied to specific technology?




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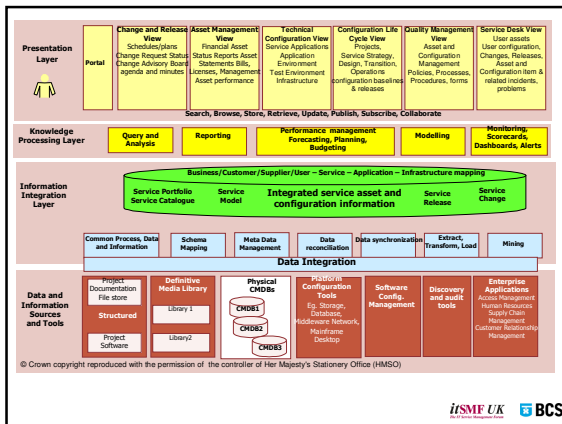
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