



Building an Application CMDB


July 8th, 2008



ITSMF UK  BCS **MKS**


Agenda

- The Service Management Backdrop
- The Role of a CMDB
- Configuration Management and Applications
- Composing an Application CMDB
 - Benefits
 - Key **considerations**.
 - Building an Application CMDB

ITSMF UK  BCS **MKS**

Key Service Management Priorities

- ✓ Align to business
- ✓ Manage for growth
 - ✓ Control costs
- ✓ Maintain Service Levels
- ✓ Comply to regulations

ITSMF UK  BCS **MKS**

Managing Applications & Infrastructure

- IT Services are made up of:
 - Infrastructure
 - Applications

ITSMF UK BCS
MKS

The Role of a CMDB

ITSMF UK BCS
MKS

The Role of a CMDB

- A configuration management database (CMDB) is a repository of information related to **all the components of an information system**.

Cost

Quality

Impact

Governance

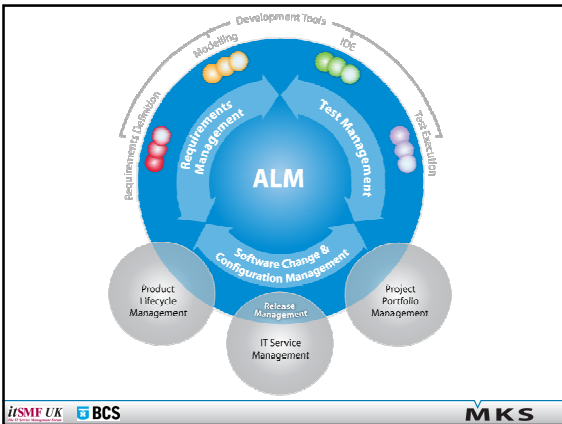
ITSMF UK BCS
MKS

What's missing from your CMDB?

- Can you identify the software bill of materials?
 - Requirements Specifications
 - Design & Technical Specifications
 - Test Artefacts including Results
 - Source Code baseline
 - Binary or Production baseline
 - Development Defects

Configuration Management and Applications

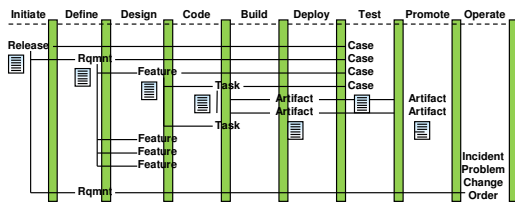




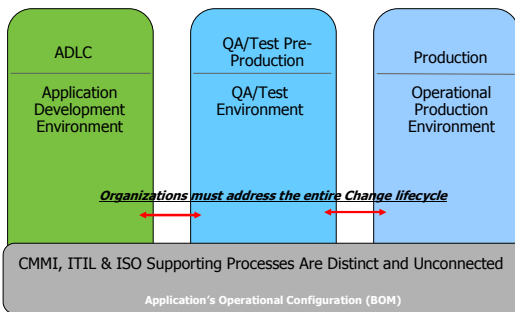
Activities vs. Artefacts

- Activities
 - History
 - Context
 - Process Enforcement
- Artefacts
 - Persistent objects
 - Provide value and reuse
 - Significant source of information


Understanding the Relationships of Artefacts






Audience






Composing an Application CMDB






Benefits of an Application CMDB

- Alignment of Service Delivery & Application Development policies/procedures
 - Understand the true impact of change
 - Translation of SLA's into system requirements (reliability and quality attributes)
 - Facilitate escalation of problems and incidents to most effective resources
 - Appropriately identify & manage 3rd party software dependencies

Considerations

- Extensible data model, Open and Integrated
 - Open and integrated development tooling
 - Possibility to federate information into other CMDBs
- Extensible Workflow
 - Enforcement of process
 - History and immutable baselines
- Enterprise Worthy
 - Robust and comprehensive databases
 - Secure backing repositories
 - Ability to support federation or reconciliation across remote sites

Building an Application CMDB

	Checklist
Identify application assets and responsible teams	★
Create inventory of existing repositories	★
Converge, migrate and secure as appropriate	★
Establish policies and procedures	★
Streamline, automate and integrate	★

References

- The Official OGC ITIL Site
<http://www.itil.co.uk/>
- The Changing Face of Application Lifecycle Management
[Carey Schwaber, Forrester Research, Inc. August 2006](#)

Questions?

www.mks.com
