



connectSphere  
Global Access

What is the CMS/CMDB all for? **IBM**

**What are the common problems in implementing configuration management?**

- Brainstorm
  - Demonstrating value / benefit
  - Stakeholders
  - Requirements
  - Design
  - Realisation
  - Other

*itsMF UK*

**itsMF UK** | BCS | itsMF July 2008 | © Copyright ConnectSphere Limited and IBM Corporation 2008 **BCS**

---

---

---

---

---

---

---

---

---

---

---

---

connectSphere  
Global Access

What is the CMS/CMDB all for? **IBM**

**ITIL CMDB/CMS – the powerhouse of service management**

- PLUS - This is what I liked about what I heard
- MINUS - These are my issues and concerns
- INTERESTING - This is what I found interesting
- QUESTIONS - Questions for the speakers

*itsMF UK*

**itsMF UK** | BCS | itsMF July 2008 | © Copyright ConnectSphere Limited and IBM Corporation 2008 **BCS**

---

---

---

---

---

---

---

---

---

---

---

---

connectSphere  
Global Access

What is the CMS/CMDB all for? **IBM**

**ITIL CMDB/CMS and SKMS**

The diagram illustrates a hierarchical flow of information. At the bottom is a box labeled 'Configuration Management Databases'. An upward arrow points to a larger box labeled 'Configuration Management System'. Another upward arrow points from the 'Configuration Management System' to a box labeled 'Service Knowledge Management System'. A horizontal arrow points from the 'Service Knowledge Management System' to a cloud labeled 'Decisions'.

© Crown copyright reproduced with the permission of the controller of Her Majesty's Stationary Office (HMSO)

**itsMF UK** | BCS | itsMF July 2008 | © Copyright ConnectSphere Limited and IBM Corporation 2008 **BCS**

---

---

---

---

---

---

---

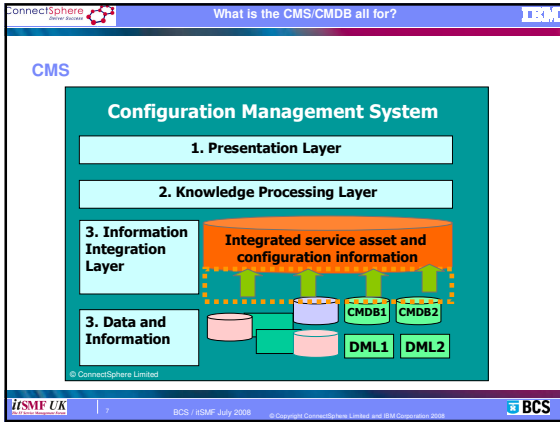
---

---

---

---

---




---

---

---

---

---

---

---

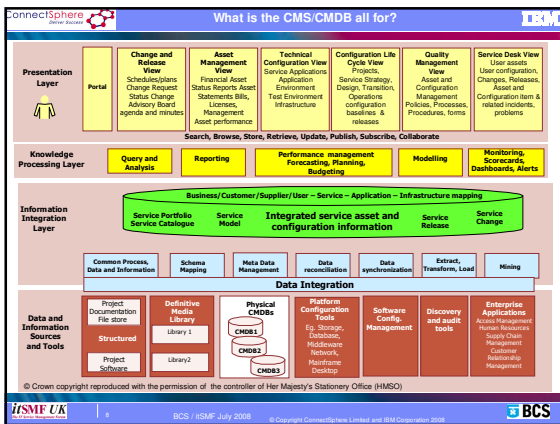
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---

connectSphere  
IBM

What is the CMS/CMDB all for?

ITIL CMDB/CMS – the powerhouse of service management

- PLUS - This is what I liked about what I heard
- MINUS - These are my issues and concerns
- INTERESTING - This is what I found interesting
- QUESTIONS - Questions for the speakers

iSMF UK

iSMF UK BCS

---

---

---

---

---

---

---

---

---

---

---

---

connectSphere  
What is the CMS/CMDB all for? IBM

Questions

*itsmf UK*

*itsmf UK* | 14 | BCS | itsmf July 2008 | © Copyright ConnectSphere Limited and IBM Corporation 2008 | BCS

---

---

---

---

---

---

---

---