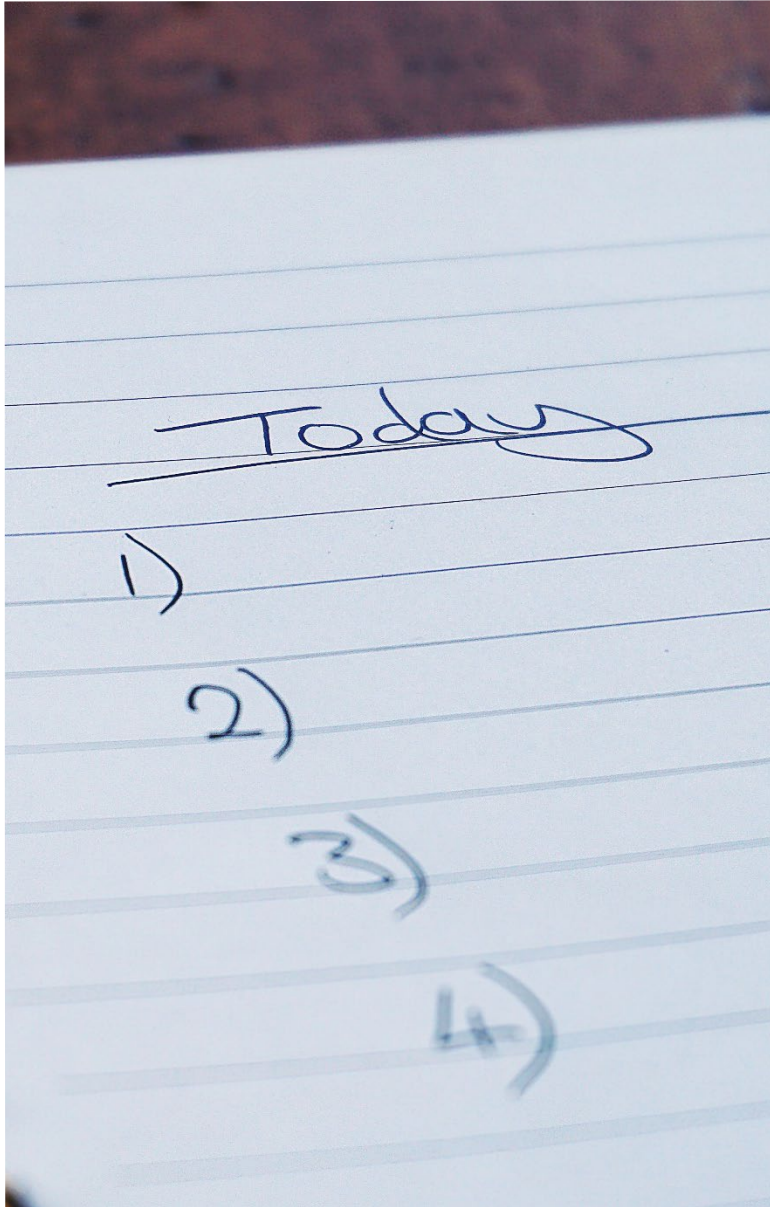




HOW TO AUTOMATICALLY POPULATE THE CMDB

Martijn Braamskamp // Head of Presales

»Achieving **Compliance, Control
& Cost savings** for your IT.«



AGENDA

//1

Softline Solutions

//2

IT Asset Management

//3

From ITAM to ITSM

//4

Populate the CMDB

//5

Service mapping

//6

Asset Enrichment

//7

Take aways



- Hol: ITAM Strategy
- Hol: ITAM Assessment
- Hol: ITAM Business case
- ITAM Processes
- Define ITAM team
- SAM communication plan
- Publisher onboarding
- SAM as a Service
- Application Portfolio Management



- Audit Defense
- Audit runbook
- Compliance reporting
- Renewal optimisation
- Cloud Incentives (O365)



- Licensing skills
- Temporary staff



- Flexera
- Octopus Cloud
- ServiceNow
- Snow Software



- HW Asset verification
- Asset Status



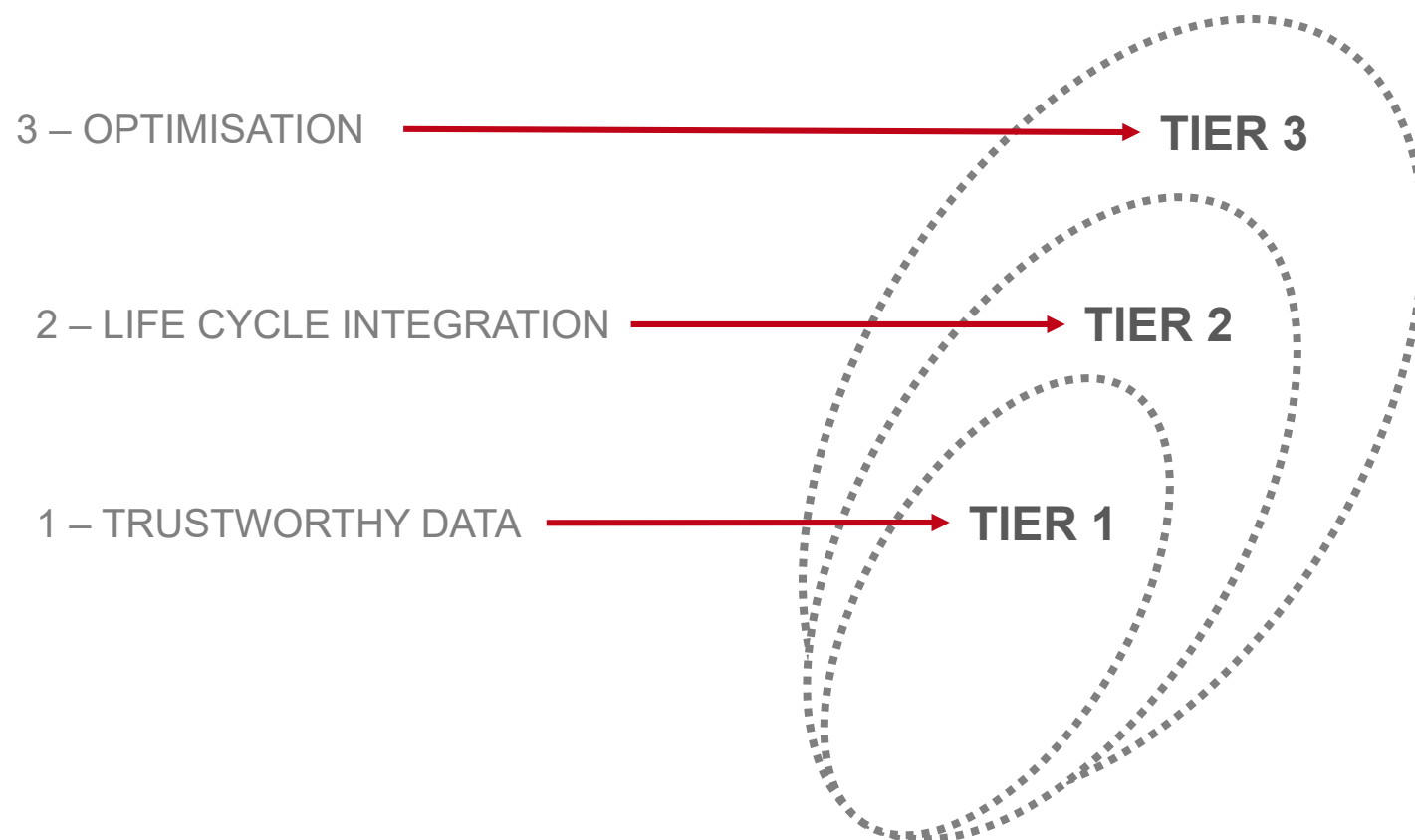
- Discover SaaS apps
- Manage SaaS Spend
- Secure SaaS access
- Cloud Management
- Cloud spend optimization



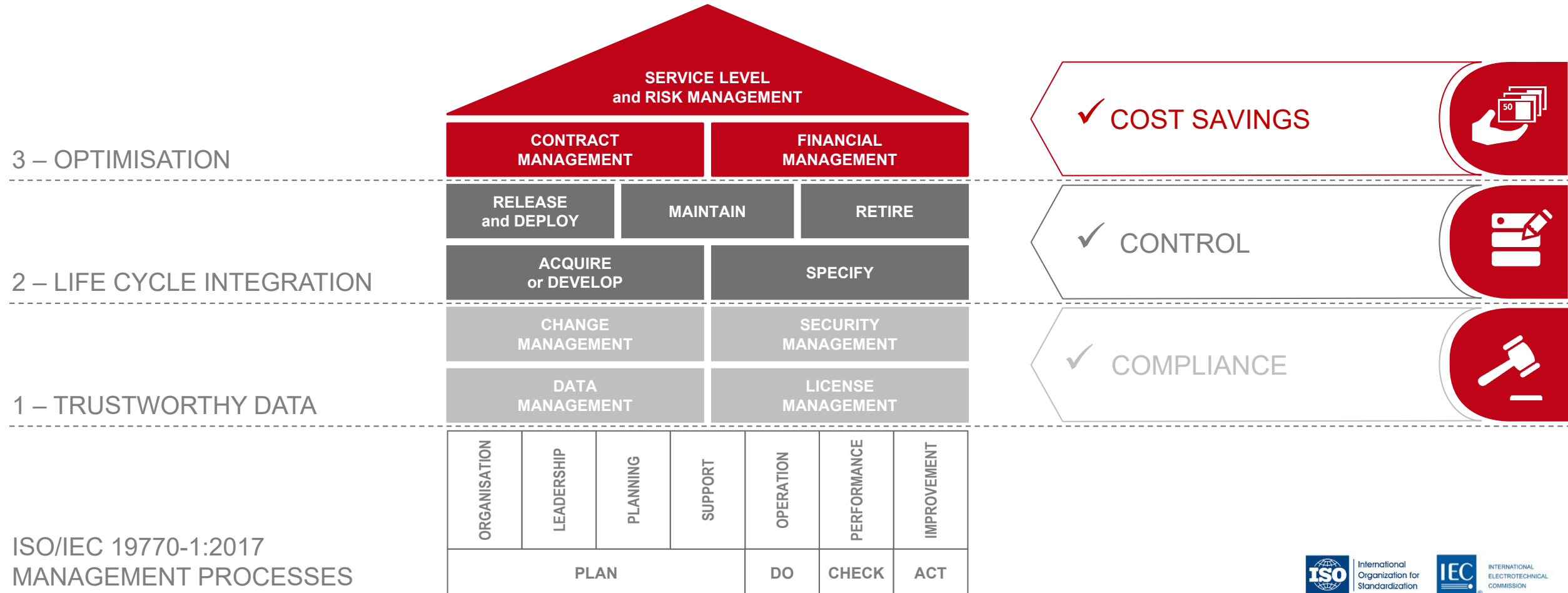
IT ASSET MANAGEMENT

HOUSE OF ITAM®

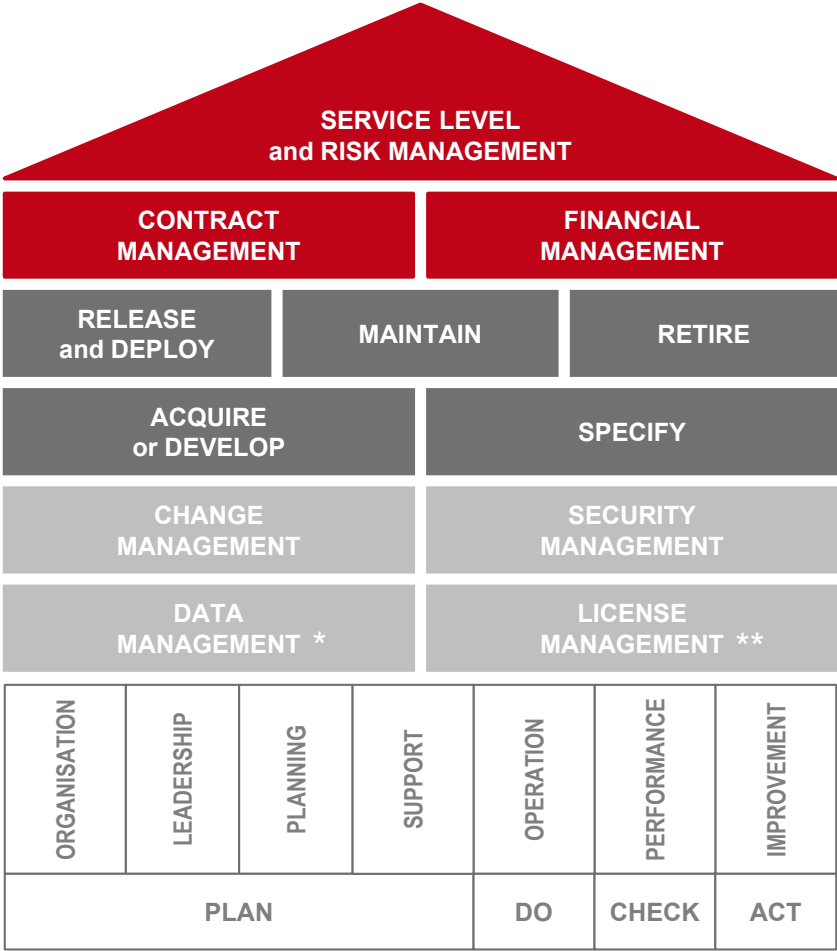
ITAM MATURITY (conform ISO/IEC 19770-1:2017)



HOUSE OF ITAM®



POP OUT – DATA & LICENSE MANAGEMENT



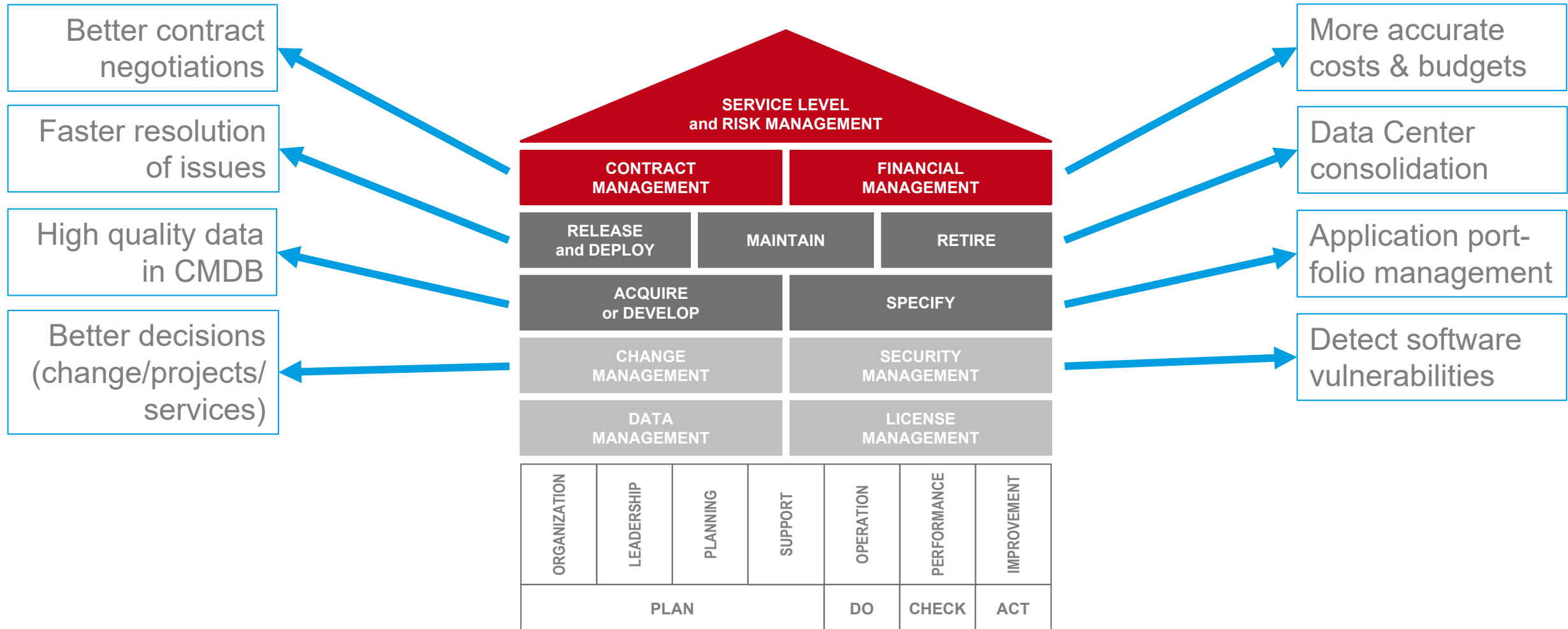
* DATA MANAGEMENT

ITAM INVENTORY VERIFICATION	
ORGANISATIONAL DATA	
INVENTORY MANAGEMENT DEPLOYMENTS	INVENTORY MANAGEMENT ENTITLEMENTS
IT ASSET IDENTIFICATION	

** LICENSE MANAGEMENT

DRIVING & MONITORING
RECONCILIATION & ADVICE
LICENSE CONFIGURATION

THE BENEFITS OF INTEGRATING ITAM AND OTHER IT DISCIPLINES SUCH AS ITSM

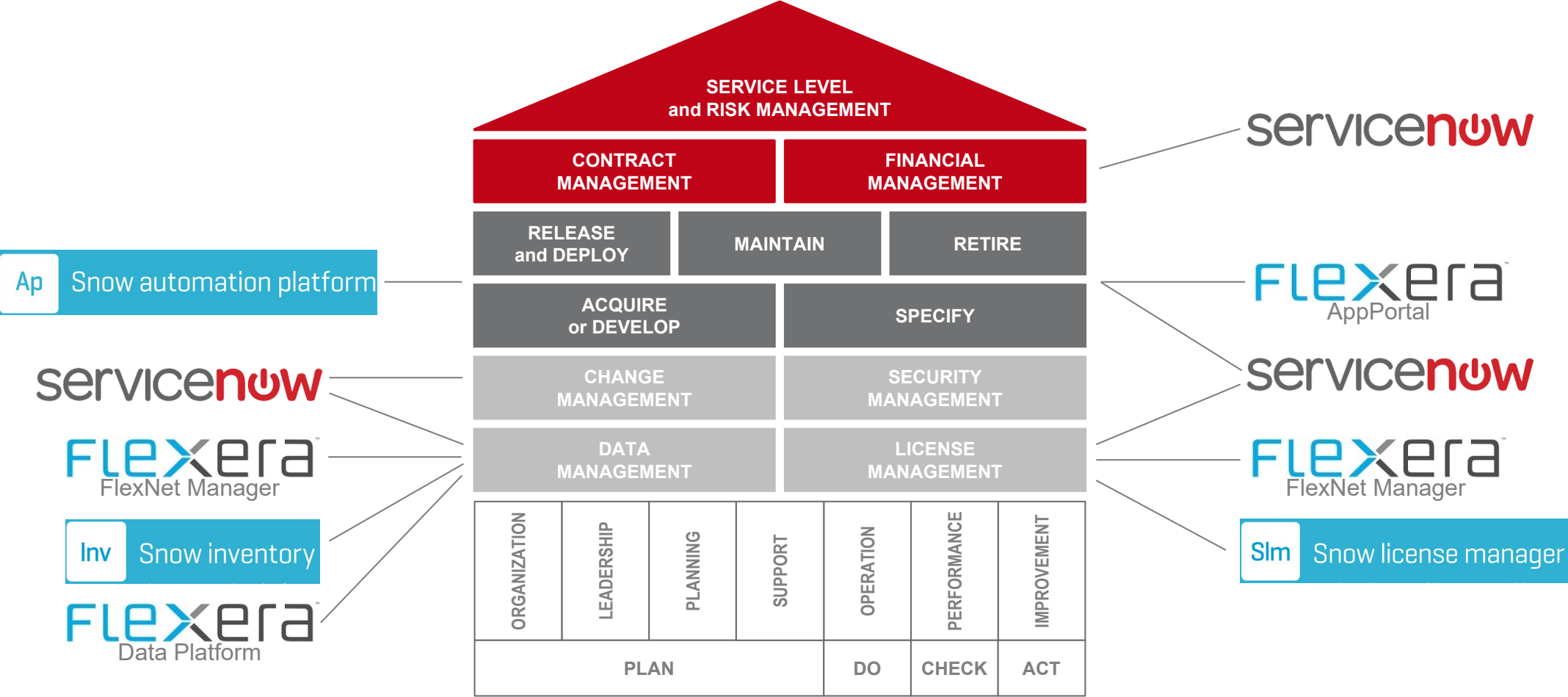




FROM ITAM TO ITSM



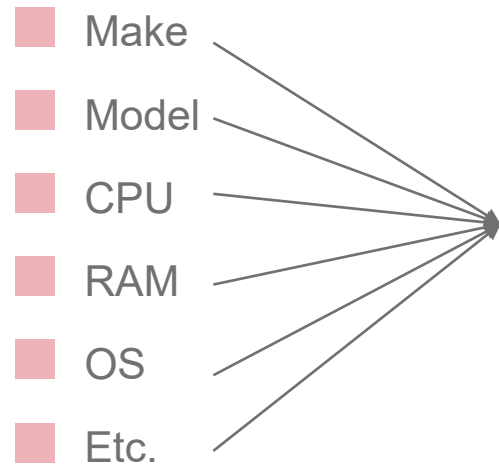
SUPPORTED BY OUR TECHNOLOGY PARTNERS



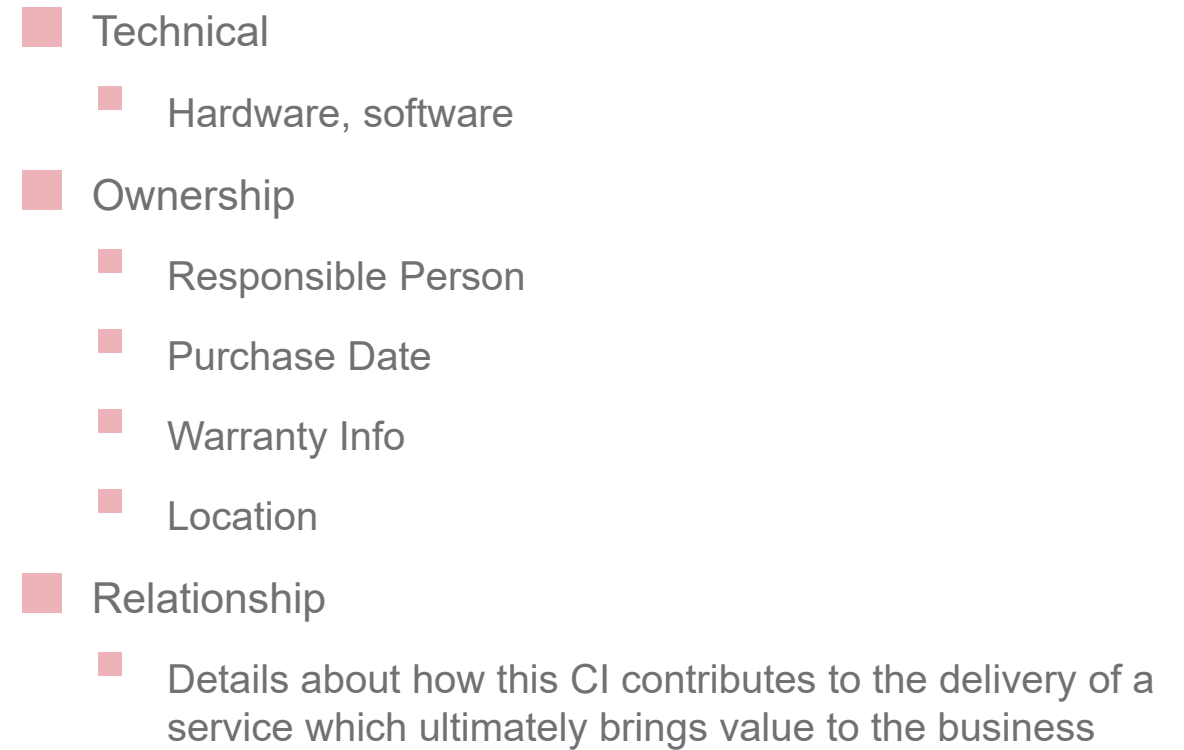


REFOCUSING ITAM THROUGH THE LENS OF ITSM

IT ASSET: SERVER



CI: SERVER

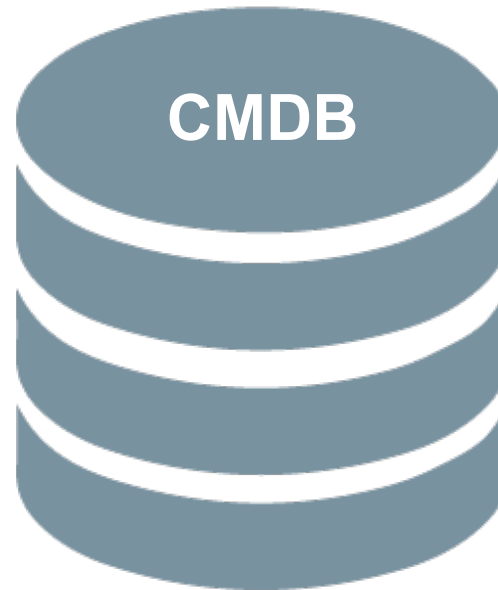




HOW TO POPULATE THE CMDB FROM AN ITAM PERSPECTIVE

HOW TO POPULATE THE CMDB WITH ASSET DATA

- Manually....
- Integrate with existing data sources
 - SCCM
 - Altiris
 - SAM tooling (Flexera or Snow Software)
- Using Automated Discovery
 - BMC ADDM
 - HP DDMI
 - ScienceLogic
 - ServiceNow Discovery





OPTION 1: MANUALLY

SIX CHIX

BY RINA PICCOLO

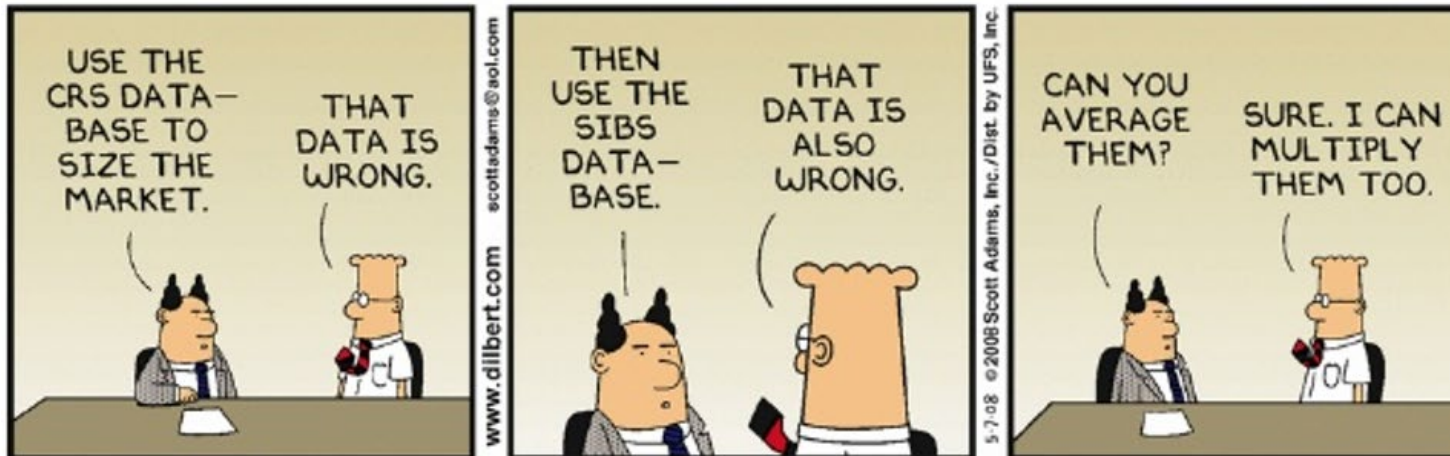




OPTION 1: LEVERAGE EXISTING DATA SOURCES

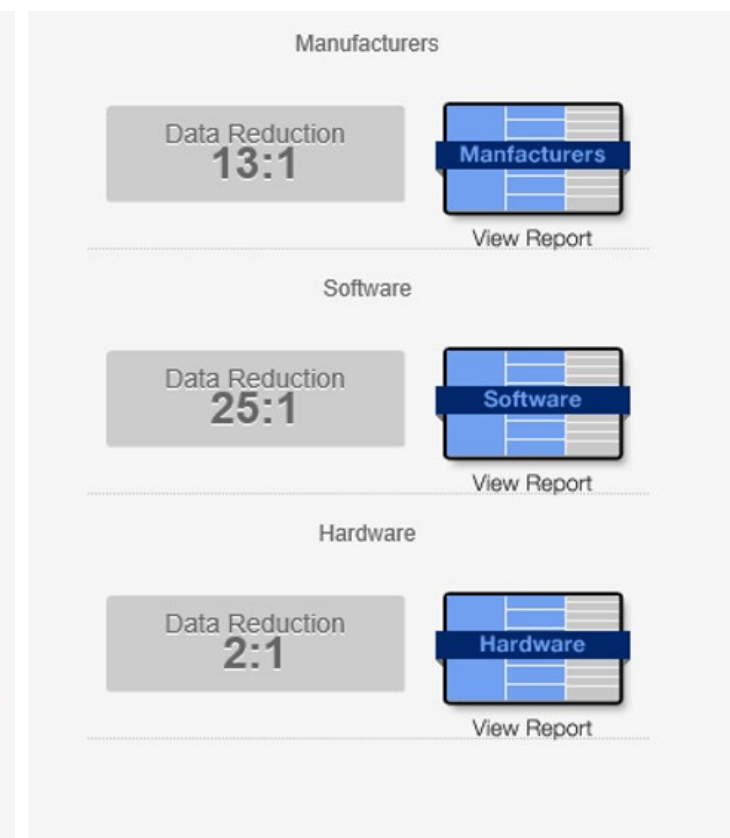
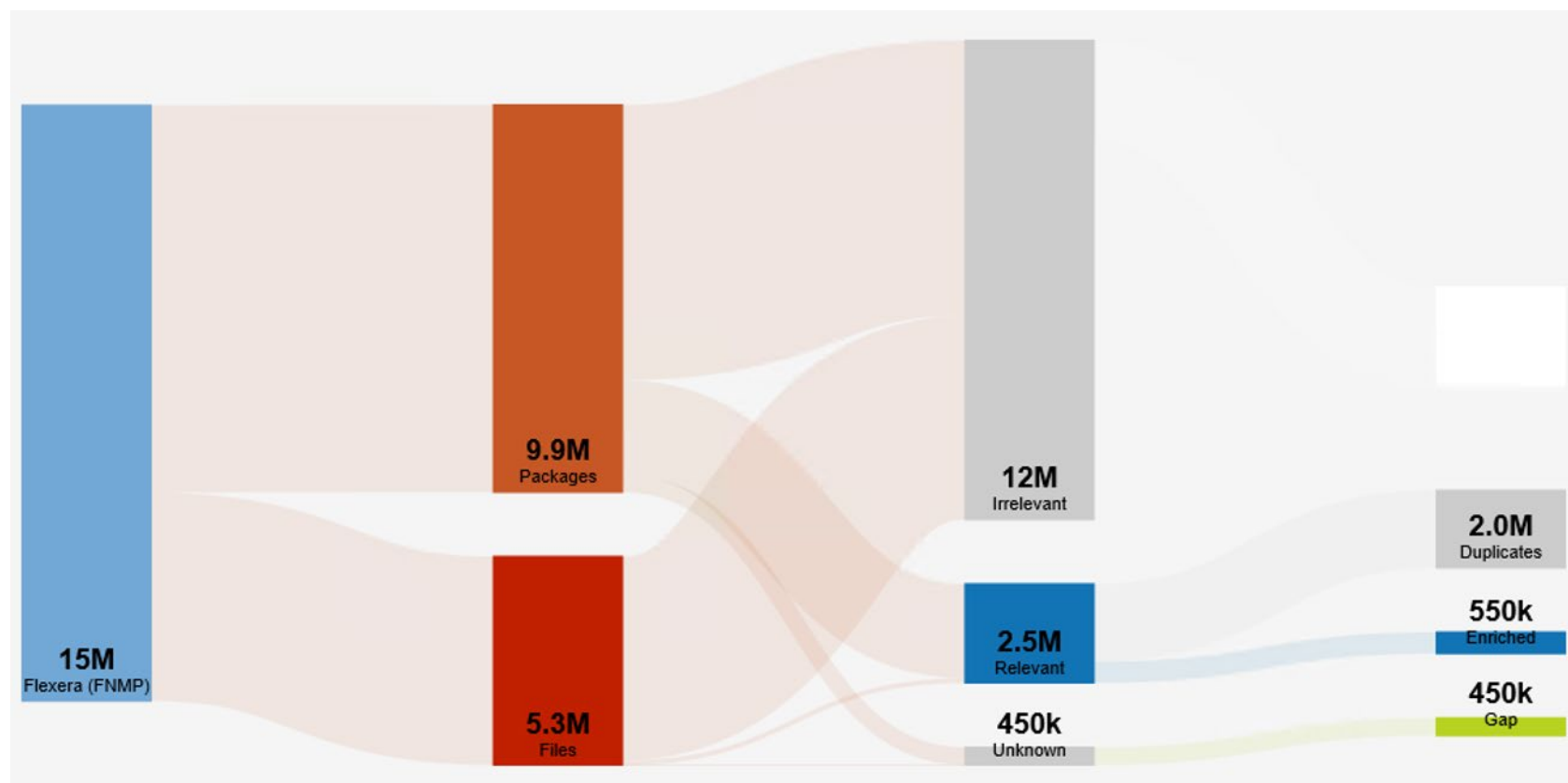
- Microsoft SCCM
- Altiris Client Management Suite
- IBM BigFix
- SolarWinds
- SAM tooling (Flexera or Snow Software)

LEVERAGE EXISTING DATA SOURCES – POSSIBLE DATA QUALITY ISSUES



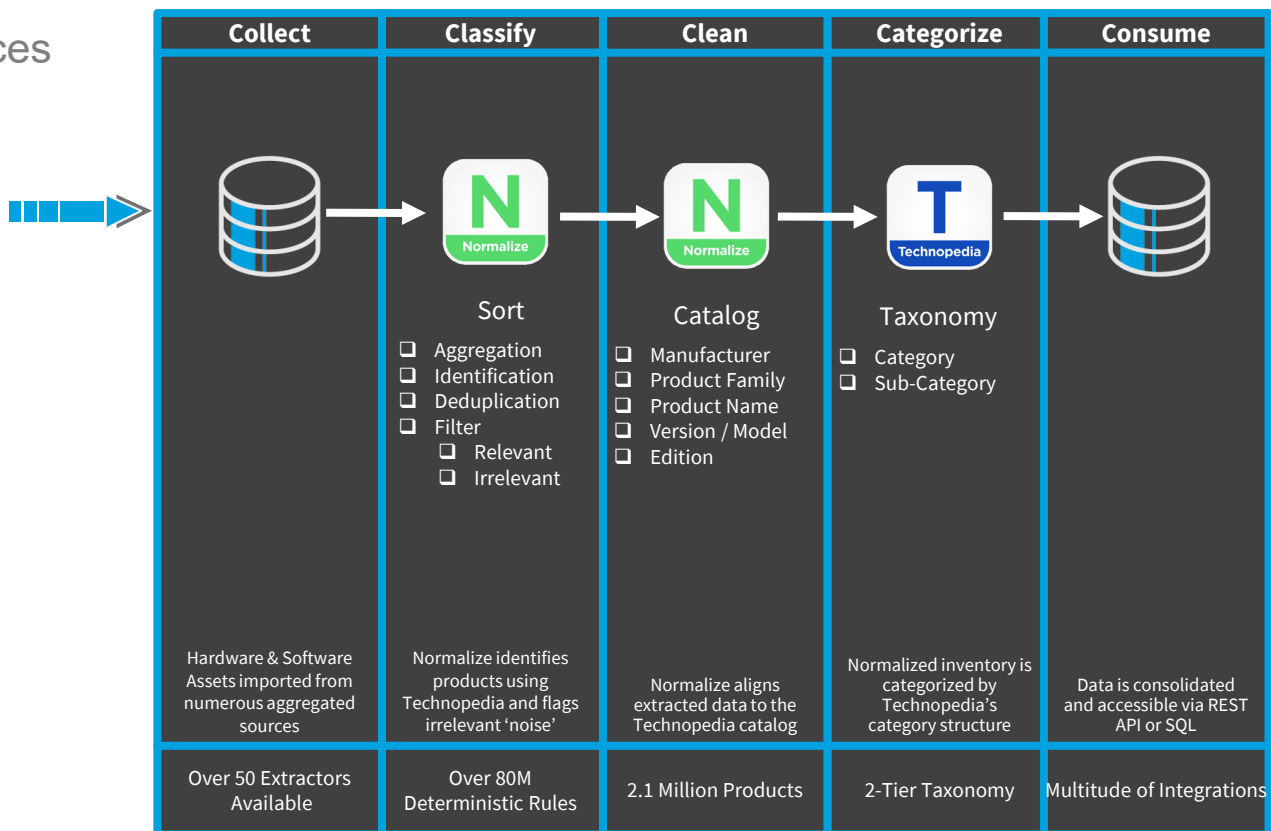
1. Inconsistent data
2. Duplicate data
3. Irrelevant data
4. Incomplete data
5. Out-of-date data

LEVERAGE EXISTING DATA SOURCES - DATA SOURCE NORMALIZATION



LEVERAGE EXISTING DATA SOURCES - DATA SOURCE NORMALIZATION

Example Data Sources



Example Consumers



LEVERAGE EXISTING DATA SOURCES

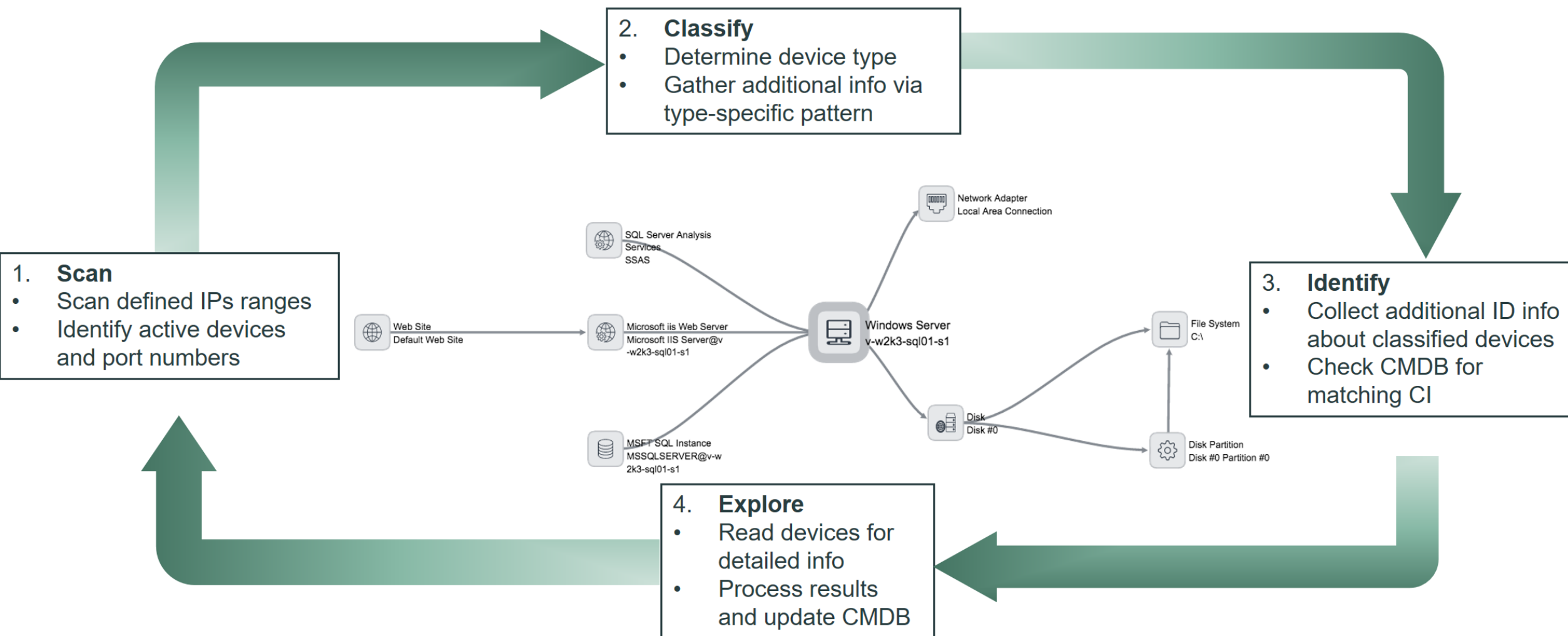
ADVANTAGES

- Use data that is already there
- Knowledge already in-house
- One source of normalised data for multiple tools
- Easy to implement

DISADVANTAGES

- Risk of poor data quality
- Possibly additional solution (Data Platform) to implement
- Still have to maintain data sources
- No integration with Cloud platforms such as AWS

OPTION 3: AUTOMATED DISCOVERY



OPTION 3: AUTOMATED DISCOVERY

ADVANTAGES

- No other data sources or discovery needed
- More real time
- More intelligent than importing plain data
- Horizontal discovery & optional “vertical” discovery
- In case of ServiceNow: Creates Software Discovery Models for SAM Pro

DISADVANTAGES

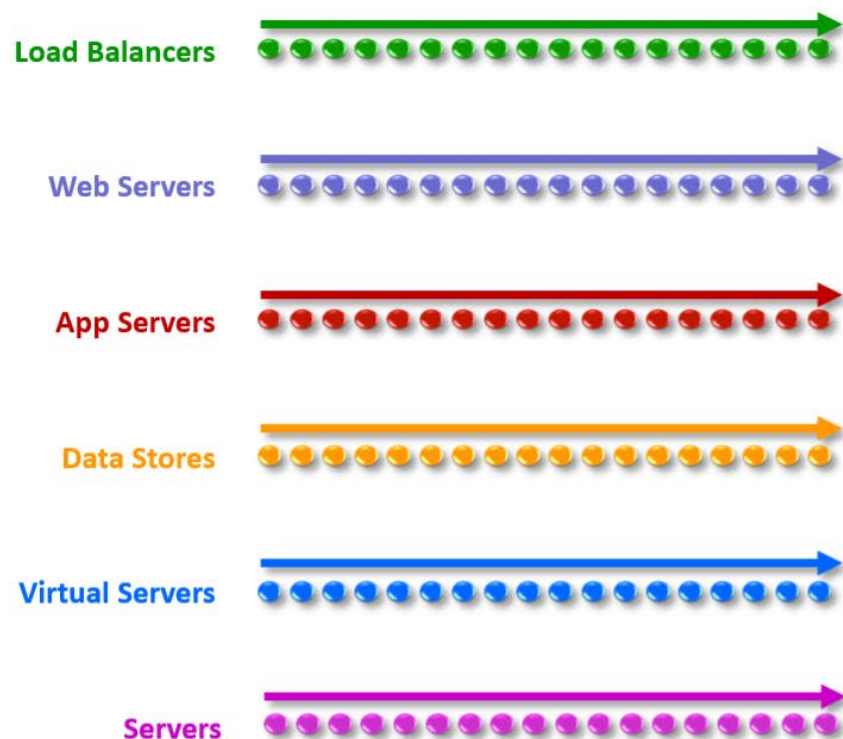
- Additional solution to implement
- \$\$\$



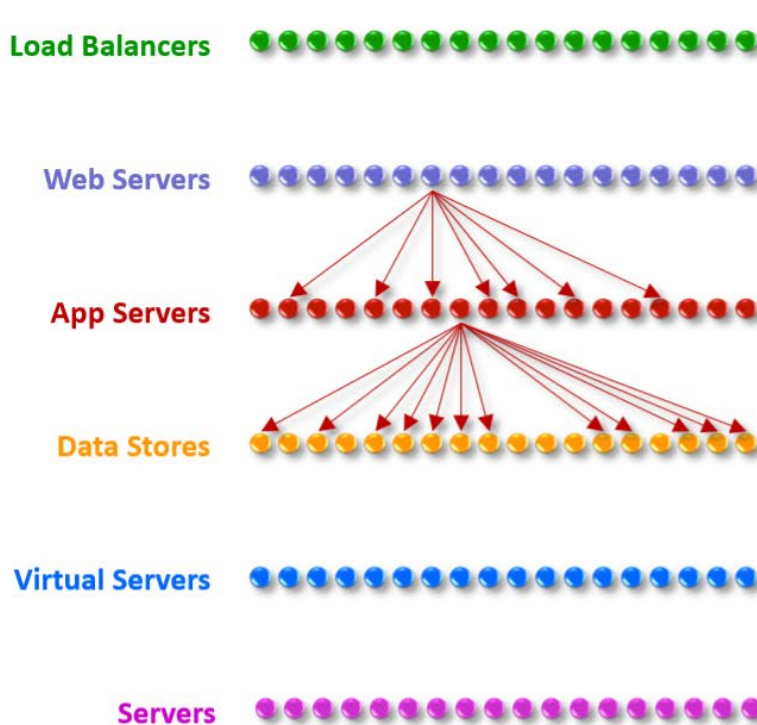
SERVICE MAPPING



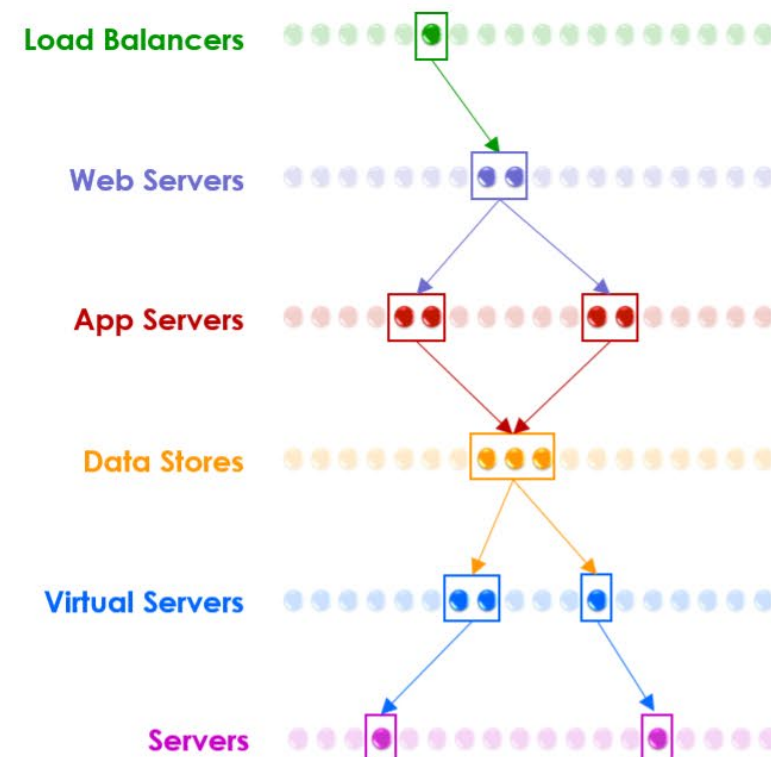
HORIZONTAL MAPPING VS. VERTICAL MAPPING



Infrastructure Discovery By Domain



Application Dependency Mapping

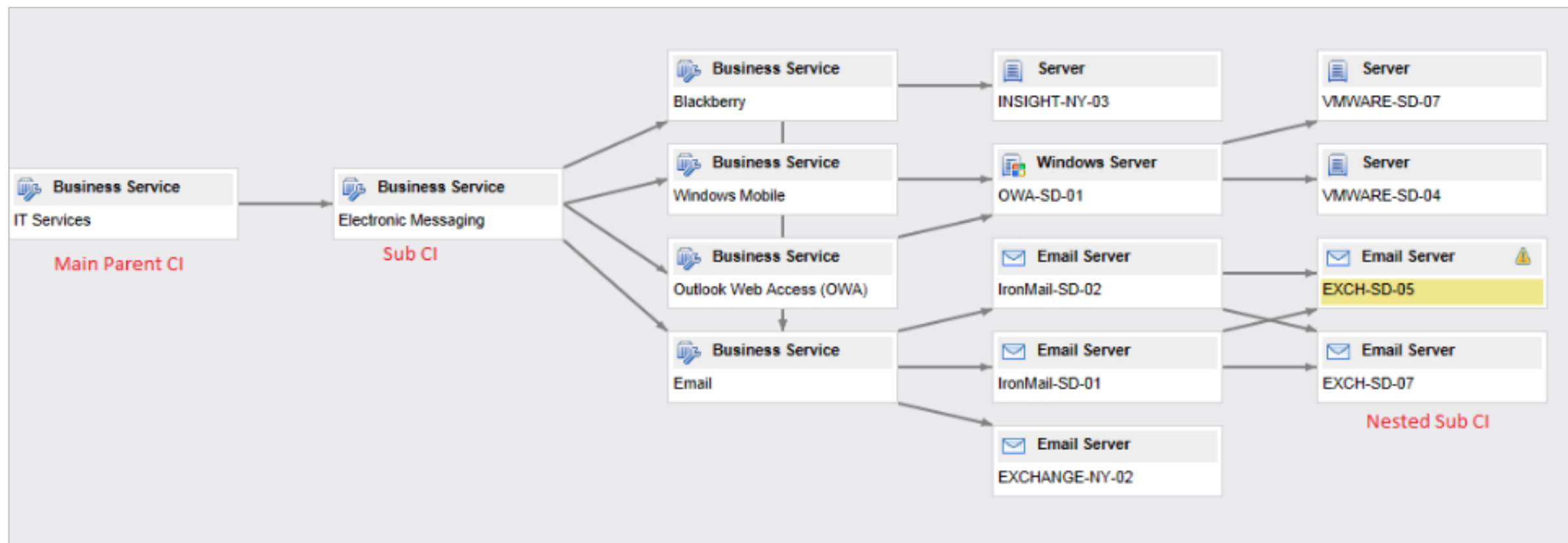


Service Dependency Mapping

WHY SERVICE MAPPING IS NEEDED



SERVICE MAPPING - MESSAGING



SERVICE MAPPING WHEN LEVERAGING DATA SOURCES

Advantages

- Not effected by success / speed of asset discovery

Disadvantages

- No automated vertical mapping possible
- Requires additional tools and scripts
- Two weeks needed to map one service
- Requires knowledge of SME's
- Difficult to maintain due to ongoing changes

SERVICE MAPPING USING DISCOVERY TOOL

Entry Point

URL, connection parameters, etc.

Host detection

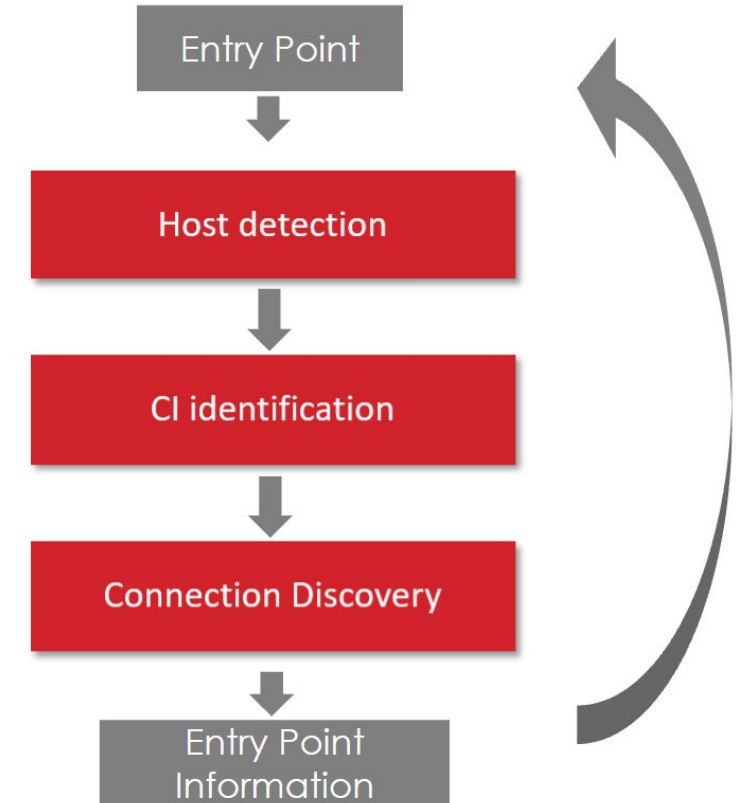
Connection to target machine, discovery CI information

CI Identification

Identify the application based on information from entry point

Connection Discovery

Discover configured connection to other applications



SERVICE MAPPING USING DISCOVER TOOL

Advantages

- Reduces effort to create service maps
- Reduces effort to maintain service maps
- Results = reduced downtime of services due to better root cause analysis

Disadvantages

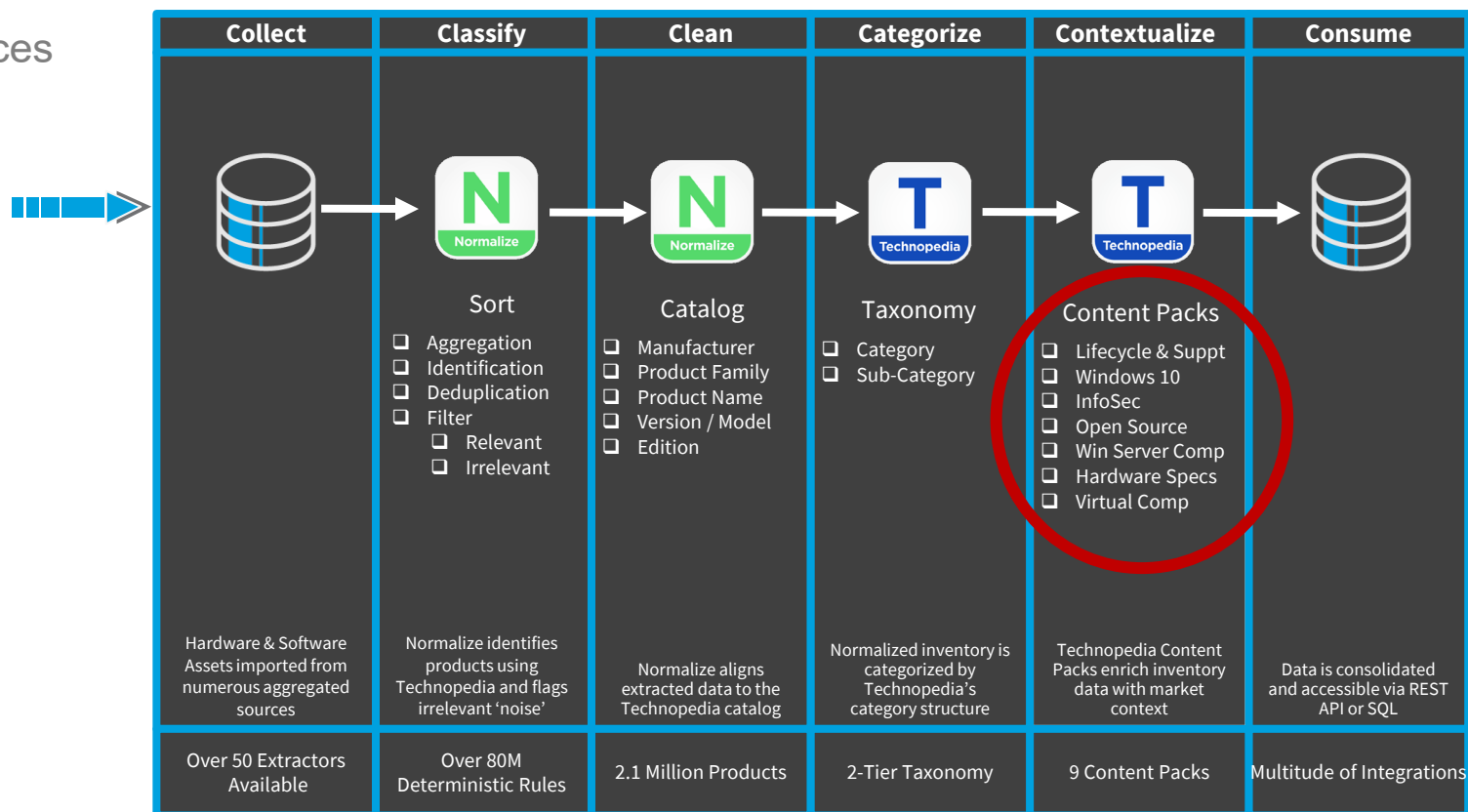
- Requires additional tooling \$\$\$



ASSET ENRICHMENT

ASSET ENRICHMENT – USING FLEXERA DATA PLATFORM

Example Data Sources



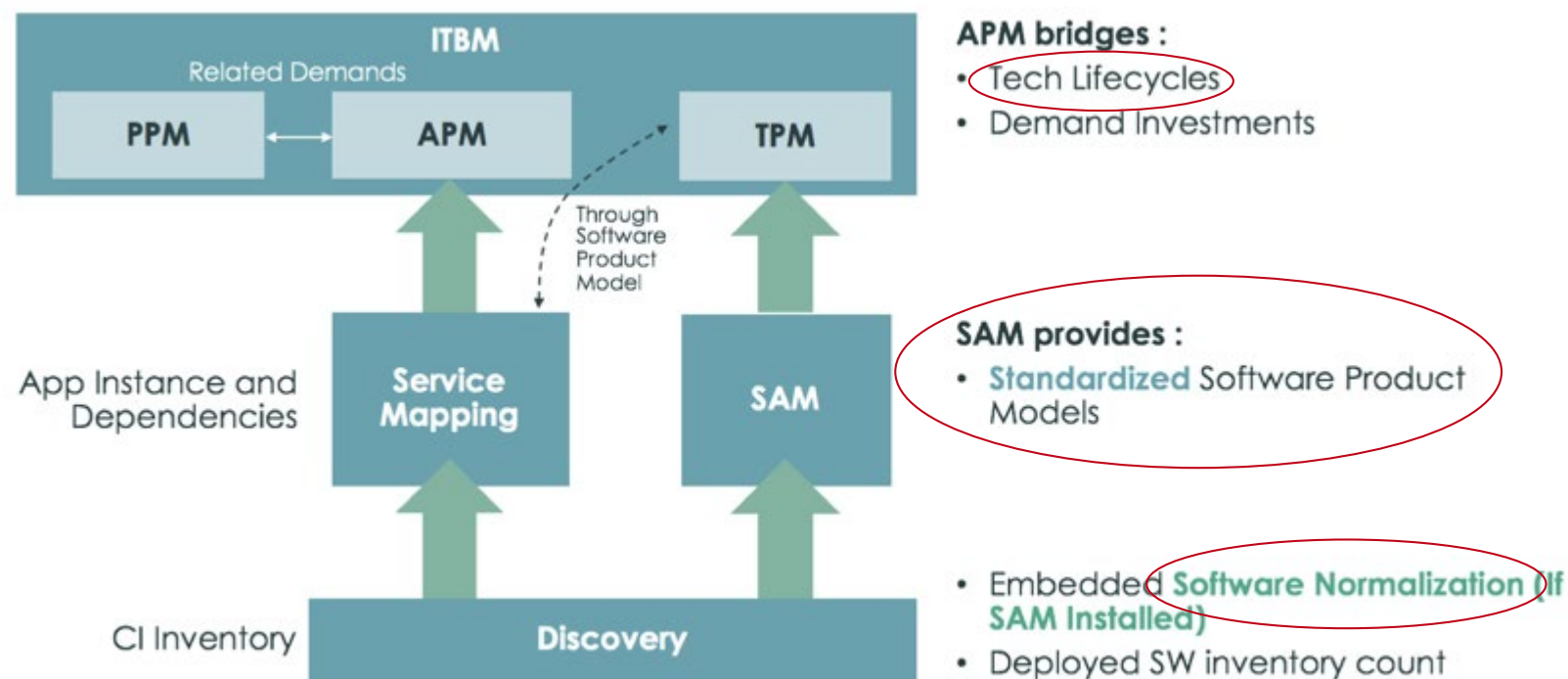
Example Consumers



ASSET ENRICHMENT – LIFE CYCLE INFORMATION

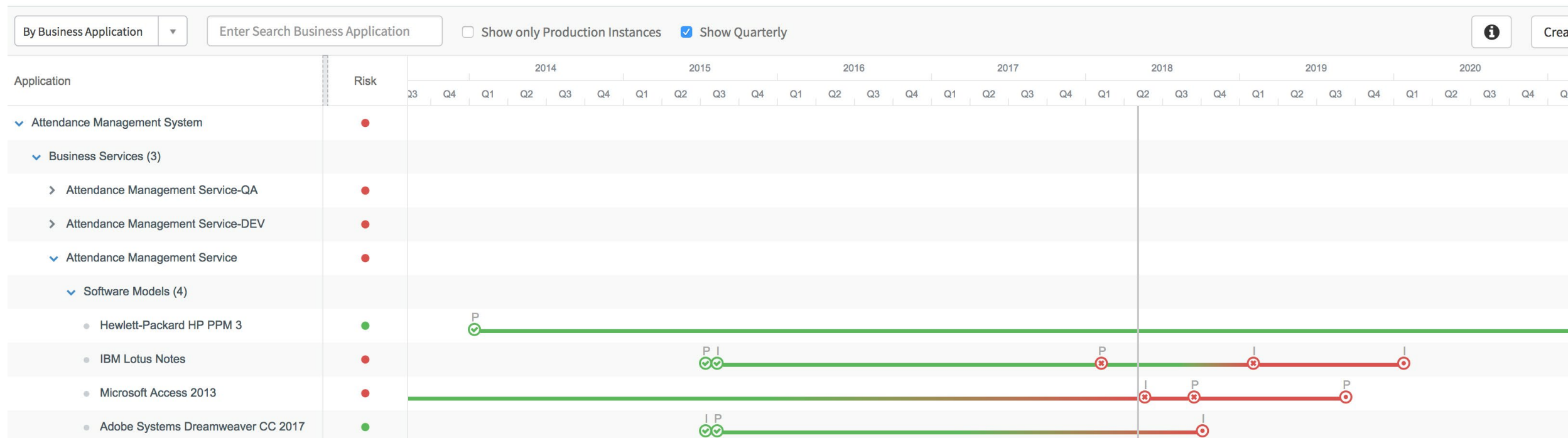
			HW Is Supported? (calc.)			
			-	NO	UNKNOWN	YES
HW Manufacturer	HW Subc...	HW Product	SYS Count	SYS Count	SYS Count	SYS Count
-	-	-	1,569	-	-	-
Apple	Notebooks	MacBook Pro	-	-	-	7
Dell	Servers	PowerEdge	-	40	-	15
Fujitsu	-	-	3	-	-	-
	Workstatio...	CELSIUS M Series	-	-	-	14
		CELSIUS R Series	-	-	-	1
	Desktops	ESPRIMO E Series	-	4	253	560
		ESPRIMO Q Series Mini PC	-	-	7,816	385
	Thin Clients	FUTRO S Series	-	-	-	12
	Notebooks	LifeBook E Series	-	1	33	3,042
		LifeBook P Series	-	-	-	26
		LifeBook S Series	-	-	-	835
		LifeBook T Series	-	-	-	160
	Servers	PRIMERGY	-	60	2	339
HP	Notebooks	Elite x2 Tablet	-	-	-	665
		EliteBook Notebook PC	-	-	-	1
		EliteBook x360 Notebook PC	-	-	-	2
Hewlett Packard Enterpri...	Servers	Apollo 4200 Gen9 Server	-	-	2	-
		ProLiant DL380 G5 Server	-	-	-	1
		ProLiant DL380 G6 Server	-	1	-	-
VMware	-	-	8,091	-	-	-

(SOFTWARE) ASSET ENRICHMENT – USING SERVICENOW SAM PRO



ASSET ENRICHMENT – USING SERVICENOW SAM PRO

Software Life Cycle information



» KEY TAKE AWAYS

KEY TAKE AWAYS

- Multiple ways to populate a CMDB
- IT Asset Management can be a great start!
- Best option depends on what information you already have and what kind of information you require
- Beware of poor data quality!
- Automated service mapping might have impact on your decision
- Regardless of your choice, data can always be enriched in a later stage
- Encourage communication between ITAM and ITSM