

# Liguria Digitale and CMDBuild R2U

Our experience



# Who we are

## LIGURIA DIGITALE

**DEVELOPS THE DIGITAL STRATEGY OF THE REGION OF LIGURIA AND THE ASSOCIATED INSTITUTIONS FOR CITIZENS, BUSINESSES, TOURISTS AND THE PUBLIC ADMINISTRATION LIGURE.**

- MANAGES GREAT PART OF THE DIGITAL INFRASTRUCTURE OF P.A. ON THE TERRITORY.
- IMPLEMENTS INNOVATIVE AND TECHNOLOGICALLY ADVANCED PROJECTS TO PROVIDE DIGITAL SERVICES AND EASILY ACCESSIBLE INFORMATION.
- IS AT THE SERVICE OF LIGURIA REGION, PROMOTING INNOVATION 4.0 AND SYSTEM ACTIONS BETWEEN COMPANIES, RESEARCH AND STUDY BODIES, FOR THE DEVELOPMENT OF THE TERRITORY AND THE SUPPORT OF THE COMMUNITY.



# Who we are

## **DIGITAL INFRASTRUCTURES, CYBERSECURITY, BIG DATA AND INTERNET ARE AT THE CENTER OF THE DIGITAL STRATEGY FOR THE DEVELOPMENT 4.0 OF LIGURIA**

- DATA SECURITY IS THE PRIMARY OBJECTIVE OF OUR CONTROL ROOM:
  - SECURITY OPERATION CENTER
  - NETWORK OPERATION CENTER
- ENHANCEMENT OF THE INFORMATION CAPACITY IS AT THE CENTER OF THE EXPERIMENTATION OF NEW TOOLS AND TECHNOLOGIES FOR THE ANALYSIS, INTEGRATION AND AGGREGATION OF DATA MANAGED BY LIGURIA DIGITAL:
  - BIG DATA MONITORING CENTER
- REDUCING INTERCONNECTION AND PEERING COSTS ALLOWS THE GENERATION OF NEW BUSINESS MODELS FOR ECONOMIC DEVELOPMENT IN THE HIGH TECH AREA:
  - LIGX: THE INTERNET EXCHANGE POINT OF LIGURIA
- THE RATIONALIZATION OF DATA CENTERS IN A SECURE AND PROTECTED AGGREGATOR SYSTEM:
  - NATIONAL STRATEGIC POLE: CANDIDACY OF THE LIGURIA REGION FOR A NATIONAL POSITIONING OF LIGURIAN DIGITAL INFRASTRUCTURES



**ANOTHER OBJECTIVE IS TO ENHANCE ICT TRAINING FOR THE DIFFUSION OF DIGITAL SKILLS AND SUPPORT FOR INNOVATION IN LIGURIA:**

- **DIGITAL ACADEMY:** THE HIGH-TECH DIGITAL LIGURIA TRAINING SCHOOL HAS CLASSROOMS DEDICATED TO PUBLIC AND PRIVATE SUBJECTS INTERESTED IN DEVELOPING ICT, INDUSTRY 4.0 AND NEW TECHNOLOGIES. THE TECHNOLOGICAL SPACES AND THE SKILLS OF OUR TECHNICIANS ARE AT THE SERVICE OF THE COMMUNITY AND OF THE DIGITIZATION OF THE TERRITORY.
- **PARTNERSHIPS AND COLLABORATIONS WITH START-UPS, UNIVERSITIES, RESEARCH BODIES AND COMPANIES TO ENHANCE ICT TRAINING AND TECHNOLOGICAL INFRASTRUCTURES.**
- **INTERNSHIPS, DIGITAL SCHOOL, WORK SCHOOL ALTERNATION. DIGITAL LIGURIA IT IS AT THE SERVICE OF THE GEEK GENERATION TO SUPPORT CHANGE AND SUPPORT YOUNG PEOPLE IN ACQUIRING THE MOST SPECIALIZED DIGITAL SKILLS REQUIRED ON THE LABOR MARKET.**



# The CMDBuild development

At the end of 2013 we examined the product as an evolution of a legacy system in which we were already managing a lot of information.

What amazed us most was the ease of use of the system usable even by people with different skills from those typical of software developers.

The user-friendliness and compliance with ITIL impressed us favorably so much that the IT manager decided to use it for managing the configuration of the managed resources (both the internal ones on which we provide services and those of the customers).

During 2014, CMDBuild was activated according to the path proposed by Tecnoteca.

It has been customized, for use in the IT area, with specific data analysis and with previous data loading.



# The CMDBuild development

In particular, the tool was used to trace:

- the servers (physical and virtual updated via connector),
- basic and environmental software
- applications with components
- the relationships that bind these objects.

During 2016 (when the development team was also modified) we have evolved our system from CMDBuild to CMDBuildReady2Use, which already implements a set of predefined workflows (asset management, incident, request and change) thinking we can solve the difficulty encountered from the team using the Together Workflow Editor.

Since last year the use has been extended to the management of maintenance and cost drivers becoming the tool of the Server Farm management structure.



# Foreseen evolutions

- Activation of the Change Management Workflow to support ISO 27001 certification.
- Activation of Incident loading mechanisms from other systems.
- Activating the OCR Inventory Connector (without automatic update) to verify data quality (software instances that contain information on basic and environment software are gathered by system administrators during server preparation or maintenance).
- Evolutionary maintenance of the system so that it can incorporate and maintain links with the list of treatments provided by GDPR and with the asset inventory of ISO 27001 certification



# Our Data Center

The Data Center of Liguria Digitale is the technological infrastructure that offers a series of complete, integrated and flexible solutions to adapt to the needs of each type of customer. 1,500 square meters divided into 10 CED rooms where today there are over 1,500 physical servers / devices and over 1,000 virtual machines.

We guarantee:

- Cloud Computing
  - Housing
  - Hosting
- Outsourcing



# Our Data Center

- Data Restore: Back Up and Disaster Recovery services
- Physical and / or virtual security: access monitoring and Intrusion, Prevention, perimeter security systems (IPS Firewall, Anti Malware and Web Filtering)
- Interoperableness: access to the Internet on the Autonomous System, both on direct access and through ISP

A single solution that allows:

- to reduce fixed infrastructure costs
- to reduce maintenance and update costs
- to decrease the costs for resources used and skills
- to minimize Responsibility and Risks related to data loss
- to increase data security thanks to a monitored and monitored 24/7 structure
- to guarantee access to data and programs remotely at any time



# The development of CMDBuild Ready2Use

CMDBuildReady2Use is our tool for managing the Server Farm structure

Server Farm uses cmdbuild to manage processes related to daily management

After an initial phase in which we populated the database finding the maximum possible information until then unordered and poorly related to each other (local databases, excel documents, word etc etc), we moved on to an analysis phase whose goal was to make sure that it was not the daily and established working procedures to have to adapt to the platform, but the other way around.

Another objective that we set ourselves was to automate the flow of data as much as possible using connectors, triggers, tasks and anything else that could eliminate manual skills and the possibility of human error.



# The development of CMDBuild Ready2Use

Today we manage physical servers, virtual machines, storage, IP configurations, switches, etc. in a global way: both in terms of logistics (location in the various rooms / racks), and as regards the "maintenance" of contracts (licenses, orders, guarantees, etc.) up to the tracking of backups of data stored on these item.