

:: Software Environment

Software components required by **CMDBuild ready2use** are as follows:

- Linux operating system (recommended) or Windows Server
- PostgreSQL 9.0 or later (9.3 is suggested)
- PostGIS 2.0 (optional, for georeferences)
- Apache Tomcat 6.0 or later (7.0 is suggested)
- JDK 1.6
- Alfresco 3.4 to manage attachments
- Liferay Portal 6.0 (optional, for self-service portal)
- OCS Inventory (optional, for computers discovery)

:: Hardware and system requirements

The required resources to set up each instance of **CMDBuild ready2use** are:

- server-class computer 4-core and of recent generation (or equal virtual infrastructure)
- at least 4 GB RAM (6 or 8 suggested)
- at least 100 GB of disk space (beyond additional space depending on the number of uploaded documents)

We suggest you to activate two **CMDBuild ready2use** instances related to the use within the production environment and the test environment, respectively.

Services		Self-Service	Maintenance Fee
Licence	Open Source AGPL (excluding advanced features)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Download	Code from SourceForge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Help desk	Support by CMDBuild technicians	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manuals	Base manual	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Extended manual	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Advanced features	Configured self-service portal	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Connector with Active Directory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Connector with OCS Inventory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Connector with VMware VCenter	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	App for smartphones and tablets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Certified appliance (OVF)	Update at every major release	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance with granted SLA	Bug fix	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Version updated by us	<input type="checkbox"/>	<input checked="" type="checkbox"/>

:: Maintenance and Cloud Service

The **maintenance service** allows you to benefit from the open source software advantages, having available at the same time a **professional assistance** with granted SLA.

The service includes the support when using the application, the notification and the remote installation of updates, the resolution of any bugs under warranty.

The cost is determined according to the complexity of the instance and of the required SLA's.

You can use the service in "cloud" mode.

:: Start-Up Service

Through the **Start-Up** package a remote support will be supplied for deploying the software into production:

- support to the **user** and **permission** configuration
 - support to the **connectors** activation with Active Directory, OCS Inventory and VMware VCenter
 - activation of e-mail notification services
 - brief system overview through a remote call
- You have the possibility to ask for a certified appliance (OVF format), completely configured in Linux Ubuntu 64 bit environment.

:: Advice and customization service

This service can be supplied **remotely** (by purchasing **Pay-Per-Use** packages) or **on-site** on client premises.

For example, the service can be used for:

- analysis of extensions to the standard configuration
- one-time data import
- configuration of new workflows or new reports
- implementation of functional extensions to the "core" system

:: Training Service

Several training courses are at your disposal, both related to the **standard use** of **CMDBuild ready2use** and related to the different ways to configure the system in **advanced way** (data model, report, dashboard, workflow, interoperability with other systems, GIS / BIM). Training courses can be supplied remotely or on-site on client premises. They can be held either in English or in Italian.



▶ **CMDBuild** is an open source solution, designed and developed by Tecnoteca in order to support the IT Governance management

▶ it allows you to implement ITIL compliant solutions, customized for each organization

▶ it provides mechanisms to freely model your CMDB, to graphically design workflows and reports, to implement connectors with external systems, to georeference items on 2D maps and 3D models

▶ it is a web enterprise system developed in Java by reusing the best open source technologies and following sector standards

▶ it arranges an app for smartphones and tablets

▶ it is localized in 14 languages

▶ every month it is downloaded 2,000 times from the specialized repository Source Forge

▶ Tecnoteca supports more than one hundred customers from twenty different countries in using CMDBuild

▶ in August 2014 it was chosen as "Product of the Month" from the staff of Source Forge

▶ **CMDBuild ready2use** is a CMDBuild configuration that can be immediately used within the production environment

▶ it originates from more than one hundred installations realized internationally by Tecnoteca

▶ it follows the ITIL best practice

▶ it manages hardware and software configuration items, client and infrastructural ones, and both physical and virtual ones

▶ it manages services and dependences

▶ it includes a self-service interface through which users can access the service catalogue, report incidents and start new requests

▶ it implements Incident Management, Request Fulfillment, Change Management and Asset Management workflows

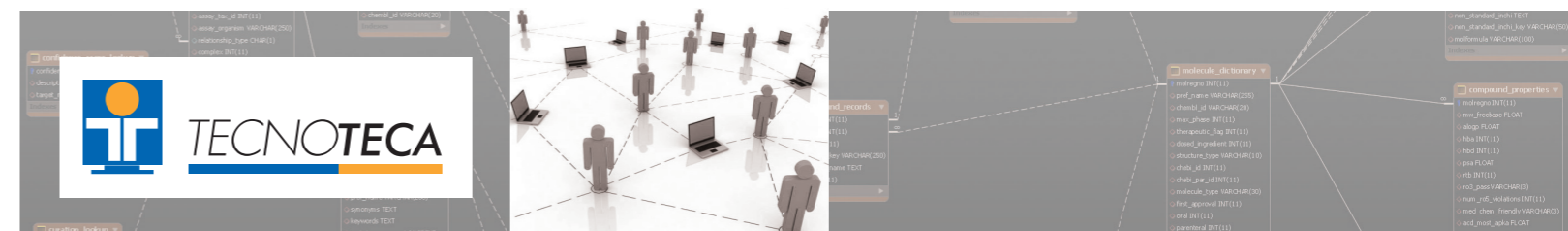
▶ it includes sync connectors with Active Directory (staff repository), OCS Inventory (automatic discovery) and VMware VCenter (virtualization console)

▶ it allows you to reuse CMDBuild mechanisms to customize the standard configuration provided



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CMDBuild Official Maintainer

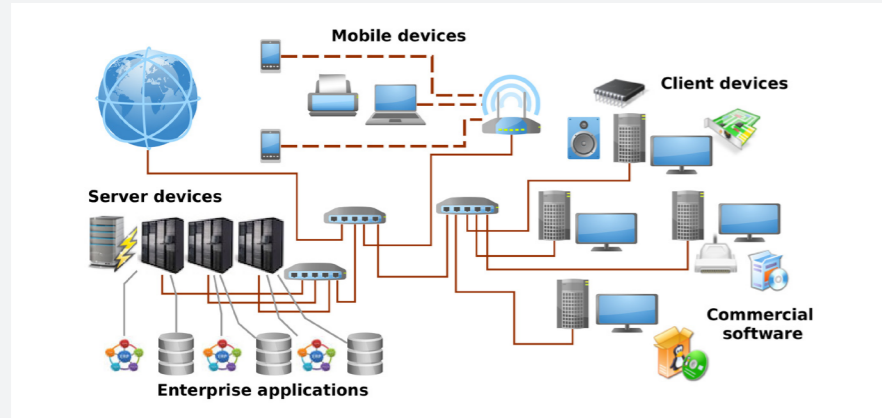


:: Configuration Items Management

CMDBuild ready2use has already set up the required entities for the IT management within a medium-to-large organization.

Configuration Items are arranged in superclasses and subclasses, they include all necessary attributes and are linked through various **relation** typologies.

The system allows you to edit the data cards for each element, link them, attach documents, start simple or complex searches, save them, consult the history, georeference them on 2D maps or on 3D models.



Organization:

Internal and external staff, Organization units

Locations:

Building, Floor, Room

Purchasing Area:

Supplier, Supplier's staff, Purchase order and Purchase order rows

Services:

Service category, Business Service, Technical Service, Service Contract, KPI, Request type, Service Request

Configuration Item:

Client: Desktop, Notebook, Mobile, Printer, Monitor, Software Client, License

Infrastructure: Physical Service, Virtual Server, Cluster, Storage, Rack, Network Device, Network Box

Phone: Telephone Exchange, Desktop device, Mobile device, SIM

Network: VLAN, VPN, Network Interface

Software Server: Infrastructural Software, Database, Application, Component

Support Entities:

Knowledge Base, IT Process Classification, System Parameters

:: Service Catalogue

CMDBuild ready2use includes the **Service Catalogue** management where you can define the IT services made available to users, with request and support modalities, their availability, **SLA** and **KPI**, technical and business contacts.

The dependences among services, and between services and configuration items, allow you to analyse the effects if any fault occurs.

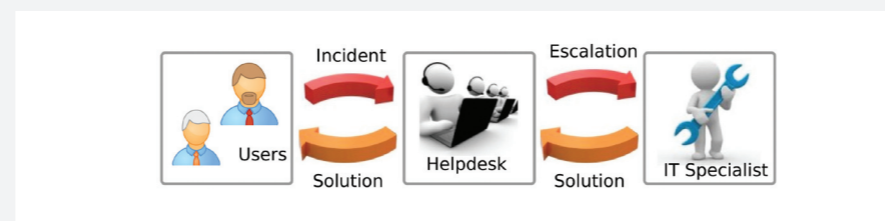
One or more kinds of request types are associated to each service. They are started from the self-service Portal and are then managed through the Request Fulfillment workflow.



:: The Incident Management Process

The **Incident Management** workflow manages the support request forwarded by users when IT services **faults** occur.

Users send requests through the self-service portal. The helpdesk takes charge of such requests and if necessary it can forward them to internal or external specialists (horizontal and vertical **escalation**). Among several available mechanisms we mention e-mail **notifications**, **SLA** control, **Knowledge Base** use, attachment upload, priority calculation, management of reply e-mails, start of secondary flows.



:: The Request Fulfillment Process

The **Request Fulfillment** workflow manages the requests forwarded by those users who require **standard services** (from the Catalogue), **non-standard services**, **information**.

The requests are sent by users through the self-service portal. The helpdesk takes charge of them and may require the approval by a supervisor.

The standard services are then solved by one or more **work orders**, which can be configured and differentiated according to the kind of service.

The requests for non-standard services cause Change Management processes.

:: The Change Management process

The **Change Management** workflow manages the requests for change of IT configuration which can't be solved through standard procedures.

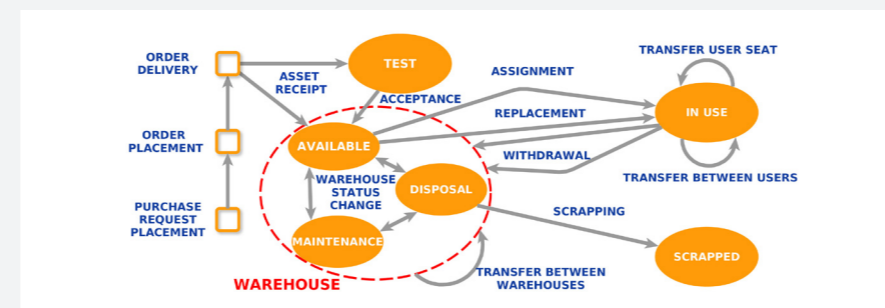
The workflow can be started by IT technicians or produced by Incident Management and Request Fulfillment processes.

Each request is approved by the **Change Manager** and then solved by specialists with one or more **analysis**, **implementation** and **test** activities, carried out and described through **work orders**.

:: The Asset Management process

The **Asset Management** workflow helps operators to manage the Configuration Items movements during their **life cycle**.

It manages the requests for materials and order issues, the CI delivery and acceptance, the CI assignment and loan to users, the CI transfer among users or seats or warehouses, the CI disposal and scrapping.



:: Reports and dashboards

In **CMDBuild ready2use** the main useful **reports** are already configured for the operative management of Configuration Items (inventory also at previous dates, Barcode labels, racks layout) and of the related processes (order and movement list, SLA control, service catalogue print).

Also **dashboards** are available for SLA analysis and for the analysis of asset composition, rotation and age.



:: Self-service Portal

[subscription version]

CMDBuild ready2use provides a **self-service portal** that allows non computer technicians to interact with the IT infrastructure management system.

In particular the portal allows to:

- report failures (**Incident Management**) and check the resolution iter
- consult the service catalogue and ask for a **standard service** (Request Fulfillment)
- ask for a **non-standard service**
- consult the list of **assigned equipments** and subscribed **services**
- consult **FAQ** and **IT news**



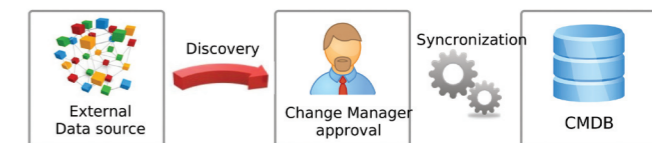
:: Discovery of personnel, physical and virtual servers

[subscription version]

The manual management of information in a CMDB can cause delays or inaccuracies when updating data.

In order to overcome this issue the best thing would be – if possible – to activate automatic **connectors** that contact external systems to sync, find any misalignments between the data sources, notify operators such situations and update the approved changes.

CMDBuild ready2use includes three connectors that interact with Active Directory (**personnel**), OCS Inventory (**physical computers**), VMware VCenter (**virtual servers**).



:: Mobile Interface

[subscription version]

CMDBuild "mobile" is an app for **smartphones** and **tablets** that implements the main functionalities of the desktop interface: navigation menu, management of data cards with relations and attachment, searches and filters, workflow management with the main widgets, report print.

The app allows you to take **pictures** and store them into the CMDB as attachments, and to read a **QR code** and view the related data card.

