



The open source enterprise solution pre-configured for the IT Asset Management
www.cmdbuild.org

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CMDBuild READY2USE

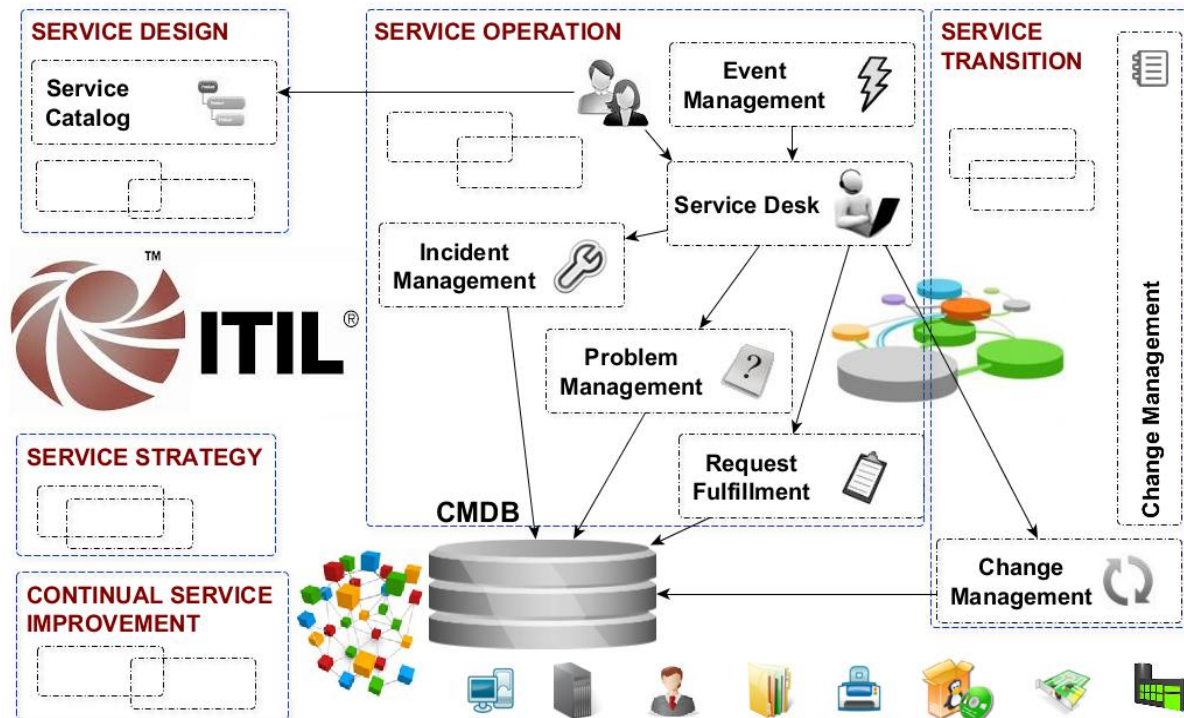
CMDBuild READY2USE is a CMDBuild configuration ready to be used in a production environment:

- it was born as a result of the **experience** of hundreds of installations realized internationally
- it manages **services** and dependences, software and hardware **configuration items**, of client and infrastructural area, both physical and virtual
- it includes connectors with **automatic discovery** systems to point out misalignments in data
- it includes a **self-service** interface to interact with CMDBuild
- it includes a **mobile interface** to operate on the field
- it allows to reuse CMDBuild mechanisms to **customise** the suggested standard configurations

CMDBuild READY2USE

CMDBuild READY2USE

implements the logic and the main workflows suggested by ITIL:



CMDBuild READY2USE

A configuration born as a result of the experience of hundreds CMDBuild installations

Configuration
Items



ITIL Workflows



Assets
Lifecycle



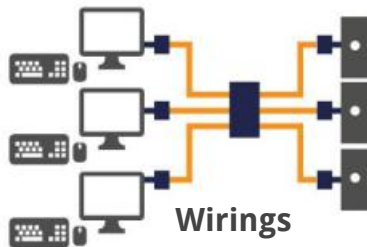
Reports &
Dashboards



Service Catalogue



Data Collection / Inventory



Wirings

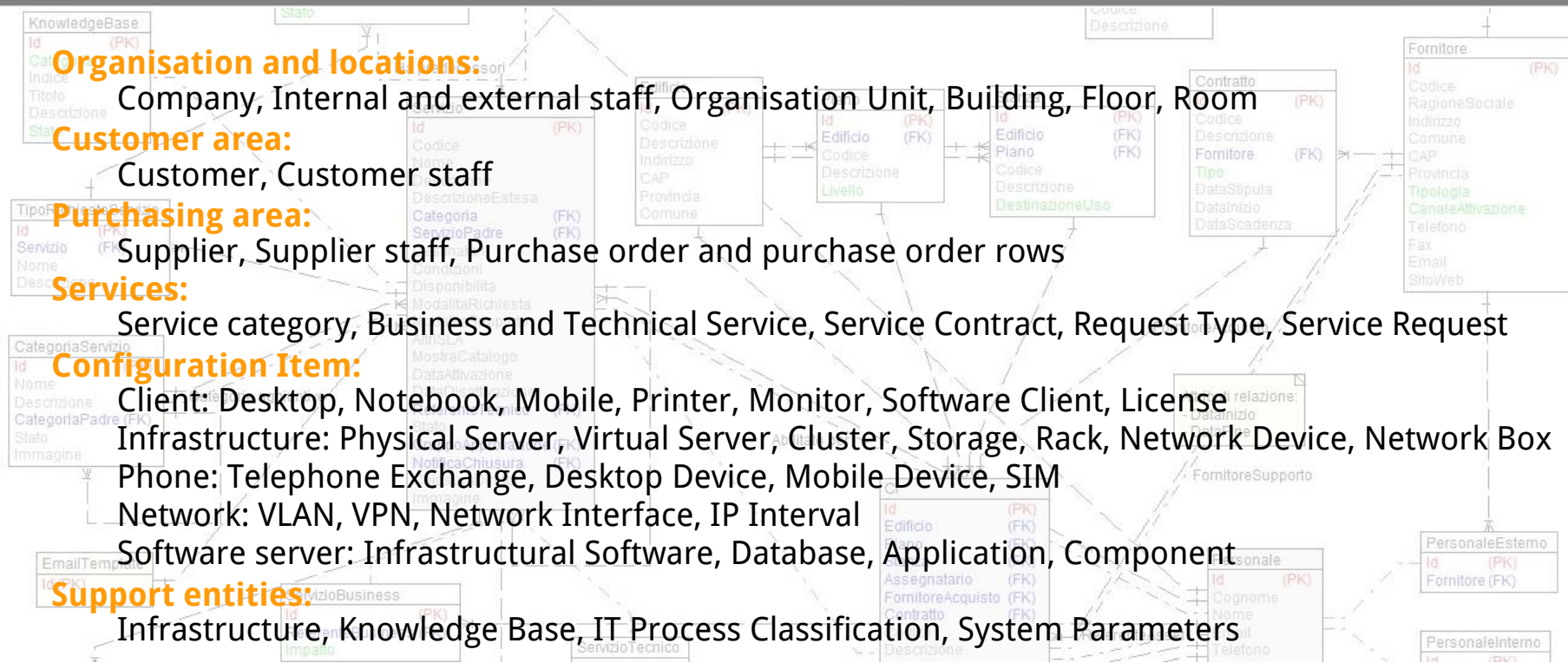


Self-Service Portal



"Mobile" app

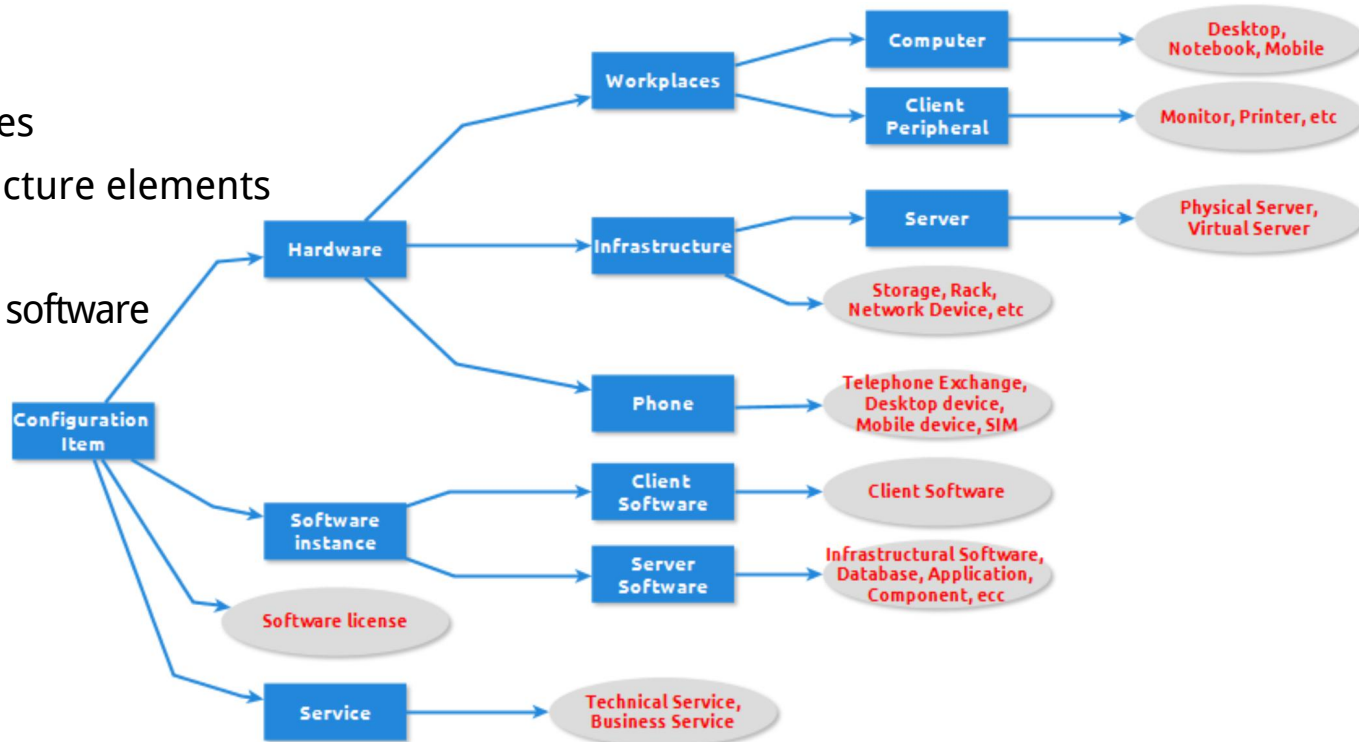
Configuration Items and other managed entities (1)



Configuration Items and other managed entities (2)

The CI hierarchy:

- client workplaces
- server infrastructure elements
- telephony
- client and server software
- licenses
- services



Service Catalogue

Services and related entities:

- Service Catalogue organized in multilevel categories
- Business Service
- Technical Service
- Service Requests
- Service contracts with SLA's
- Work orders templates

The screenshot displays the IT Self-Service Portal interface. At the top, there are logos for TECNOTECA, IT Self-Service Portal, and CMDBuild READY2USE. The main content area is divided into two columns.

Navigation Menu:

- Home
- IT News
- Ask a question
- Submit an incident
- Submit a service request** (highlighted)
- My requests
- Pending approvals
- Email notifications
- Knowledge Base
- My profile
- My items / services
- Useful links

Submit a service request section:

Browse the service catalog

Service Categories:

- Accounts and Access
- Client Services
- Network Services
 - Email** (highlighted)
 - Server Services

Services - Email:

- Email anti-spam** (highlighted)
- Voicemail to email

Details - Email anti-spam

Name: Email anti-spam

Extended description: Additional antispam filters to limit junk and fishing email reception.

Category: Email

Recipients:

Availability:

Additional SLA:

Request *

Submit the request

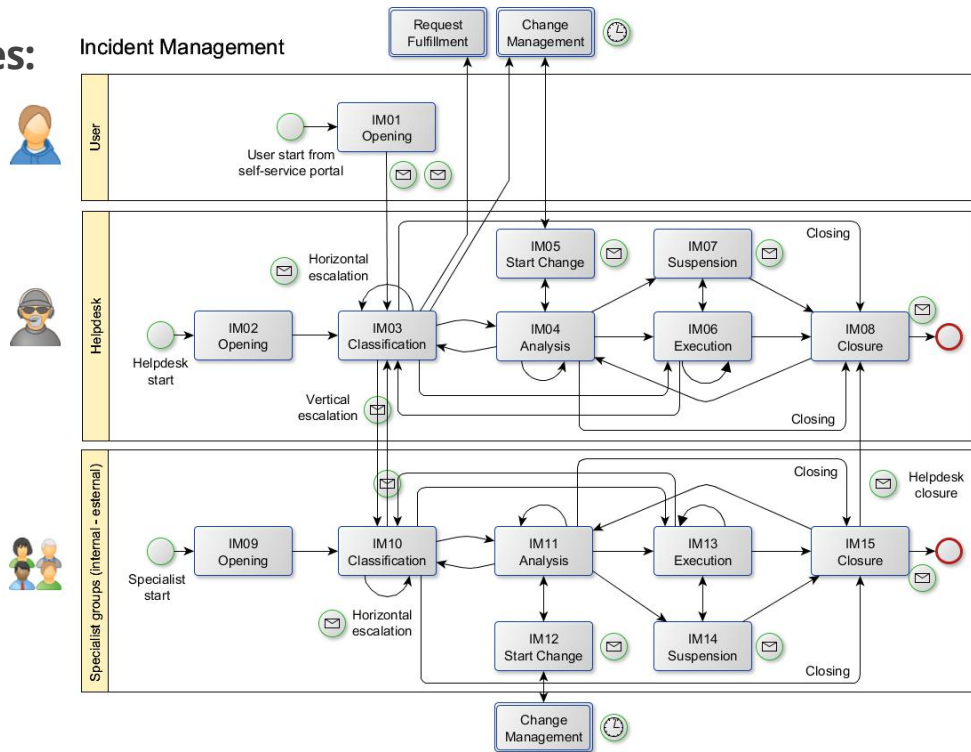
Footer:

You are now logged into the IT Self-Service Portal.
Please select an option from the menu.
If you have any problems using this support system, please email support@myfirm.com
The ICT Helpdesk is open from 8.30 am to 18.30 pm Monday to Friday.

Incident Management

The Process includes the following features:

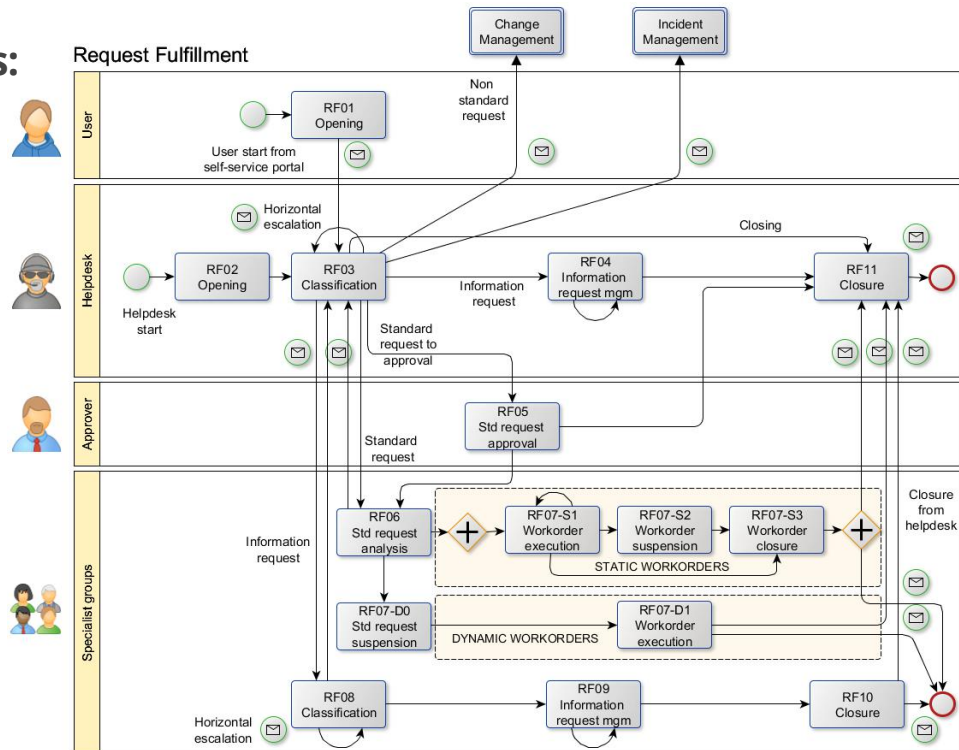
- start from self-service portal
- taking charge by helpdesk
- escalation to specialists groups
- notifications per e-mail and reply e-mail management
- priority calculation
- SLA control and solicits
- use of Knowledge Base
- attachments
- start of secondary flows



Request Fulfillment

The process includes the following features:

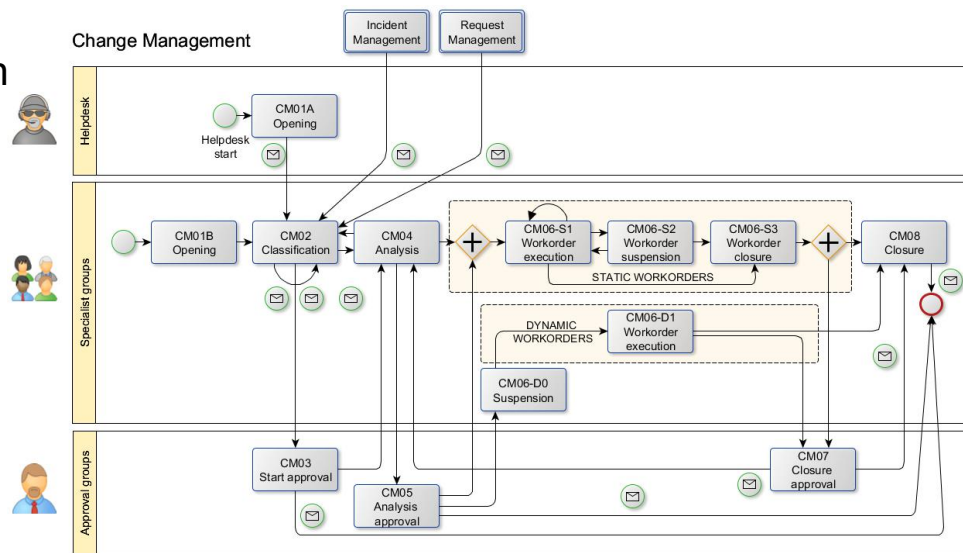
- start from self-service portal
- taking charge by helpdesk
- acceptance of the responsible group
- escalation to specialists groups
- notifications per e-mail and reply e-mail management
- start of work orders depending to the kind of service / request (template)
- SLA control and solicits
- attachments
- start of secondary flows



Change Management

The process includes the following features:

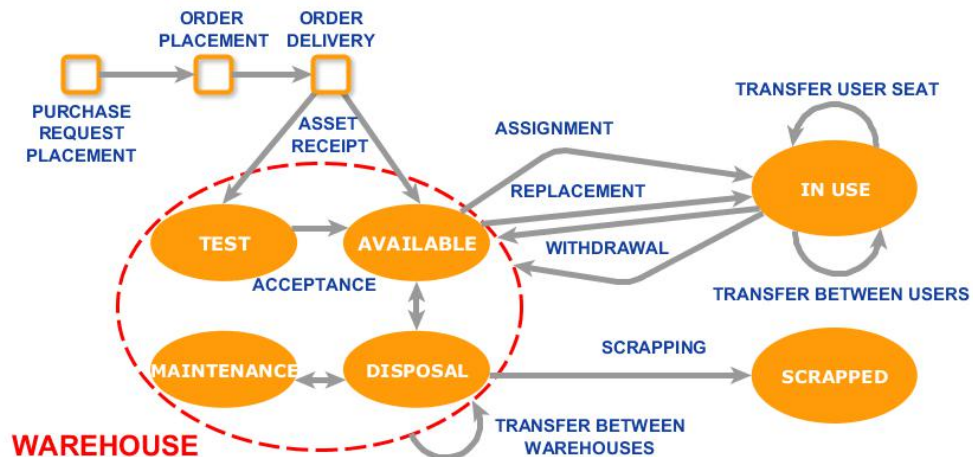
- direct start or start from Incident Management or from Request Fulfilmen
- taking charge by the competent specialist group
- start approval and closing from the responsible group
- notifications per e-mail and reply e-mail management
- definition of implementation and test plan and start of related work orders



Asset Management

Management of the IT assets life-cycle:

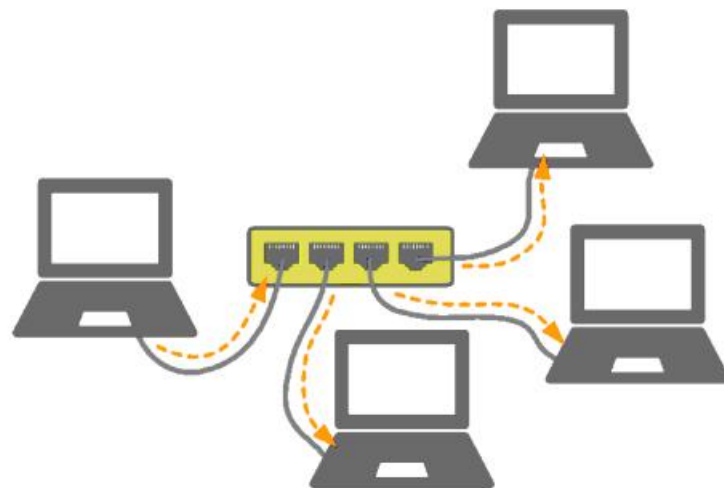
- RDA registration and order issue
- CI delivery and acceptance
- CI assignment / withdrawal / replacement to a user
- CI transfer among users
- CI transfer because of user seat change
- CI transfer among warehouses
- CI scrapping



Management of wiring and IP addresses

Guided operations on wiring and IP addresses:

- creation of new wiring chains working on every network interface of every device (client, server, router, firewall, switch, patch panel, wall sockets)
- interruption and change of wiring chains
- configuration of new IP addresses on physical and virtual interfaces



Reports and Dashboards

Reports and Dashboards:

- Item configuration management: inventory report, locations with assets report, MTBF report, dashboard of assets by status / category / availability / age, barcode labels
- racks: layout report
- service desk: reports of open incidents / requests / changes, average closing time report, dashboards of incidents and requests by status / category, year and month, incidents and requests average closing time



Self-service Portal

Self-service Portal for an easier access to:

- report failures (Incident Management) and check the resolution iter
- consult the service catalogue and ask for services / informations (Request Fulfillment)
- demand for non-standard services (Change Management)
- reports
- check of the user profile and the list of assigned equipments and subscribed services
- FAQ and IT news consultation
- based on the new CMDBuild GUI Framework
- activated within the open source Liferay portal



Active Directory Connector

Staff data sync:

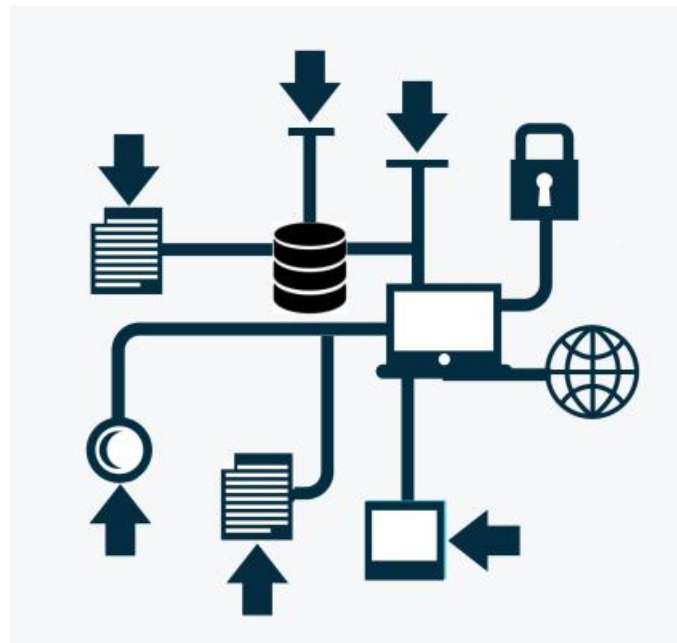
- access through the Advanced Connector at the LDAP repository of Active Directory
- analysis of available data (name and surname, serial number, e-mail, phone, status)
- identification of new or modified staff data
- report of the changes with links to the data cards for direct check
- CMDB update (data and relations)
- night batch execution



OCS Inventory Connector

Computer and Software Data Sync:

- access through the Advanced Connector at the OCS Inventory database (mySQL)
- analysis of data collected through “agents” from PCs on the network (hostname, serialnumber, CPU, RAM, HD, operating system, network data)
- identification of new or modified PCs data
- controlled software management (white list)
- report of the changes with links to the data cards for direct check
- CMDB update (data and relations)
- night batch execution



VMware VCenter Connector

Virtual Servers Data Sync:

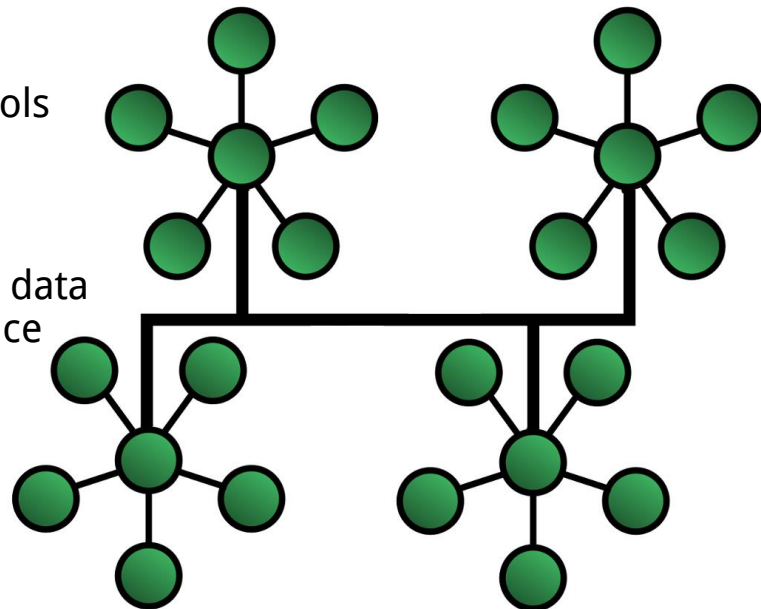
- access VCenter data through API VMware Infrastructure (VI) SK 2.5.0
- analysis of virtual servers data (VM name, RAM / HD / assigned CPU, operating system, IP address, status, execution cluster, notes)
- identification of new or modified virtual servers data
- report of the changes with links to the data cards for direct check
- CMDB update (data and relations)
- night batch execution



LLDP connector

Networking Data Sync:

- access to information of each network device (switch / router) using the LLDP and SNMP protocols
- analysis of switches and routers data (hostname, description and network information)
- identification of new or modified network devices data and relations with the CI's connected to each device
- report of the changes with links to the data cards for direct check
- CMDB update (data and relations)
- night batch execution



"Mobile" Interface

An app to work with smartphones and tablets:

- CMDBuild base features: navigation menu, management of data cards with relations and attachments, searches and filters, workflow management with the main widgets, reports
- possibility of taking pictures and store them in the CMDB as attachments
- possibility of reading a QR code and position oneself onto the related data card
- functioning with Android devices $\geq 4.0.3$ and iOS devices ≥ 6
- access to CMDBuild data through the REST webservice





Thank you for you attention

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