CMDBuild ready2use

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

Tecnoteca Srl

tecnoteca@tecnoteca.com
www.tecnoteca.com

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 more than one hundred installations realized internationally

- it follows the **ITIL** best practices and implements its most widespread workflows

- it manages **services** and dependences, software and hardware **configuration items**, client and infrastructural items, physical and virtual ones

- it includes connectors with **discovery** systems to point out misalignments in data

- it includes a **self-service** interface to interact with CMDBuild

- it allows to reuse CMDBuild mechanisms to **customise** the suggested standard configurations

TECNOTECA   CMDBuild

CMDBuild ready2use

A configuration born as a result of the experience of more than 100 CMDBuild installation

Configuration Items

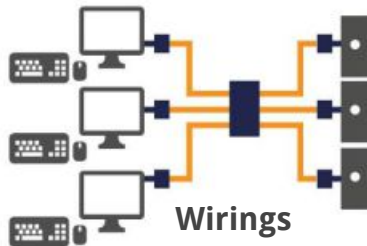ITIL Workflows

Assets Lifecycle
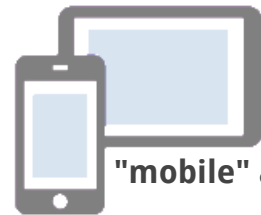
Reports & Dashboards

Service Catalogue

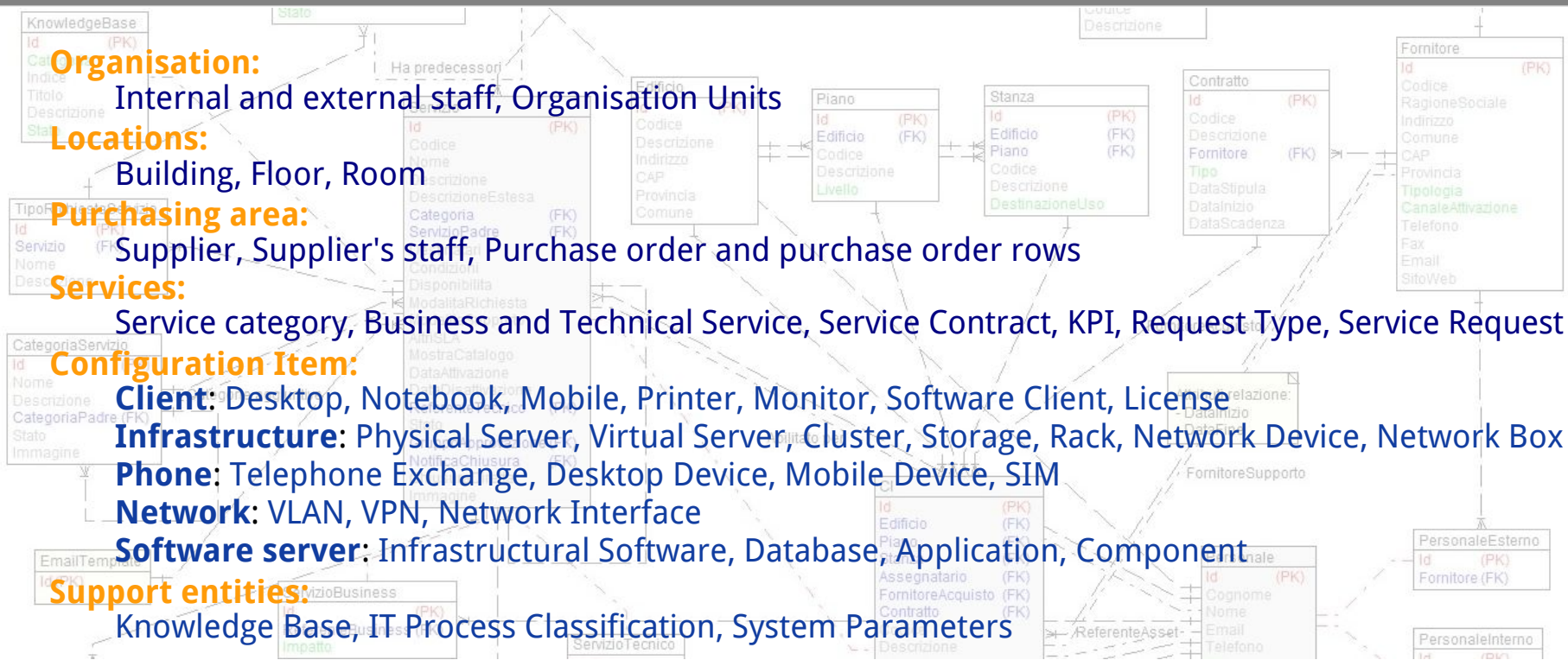Data Collection / Inventory

Wirings

Self-service portal

"mobile" app
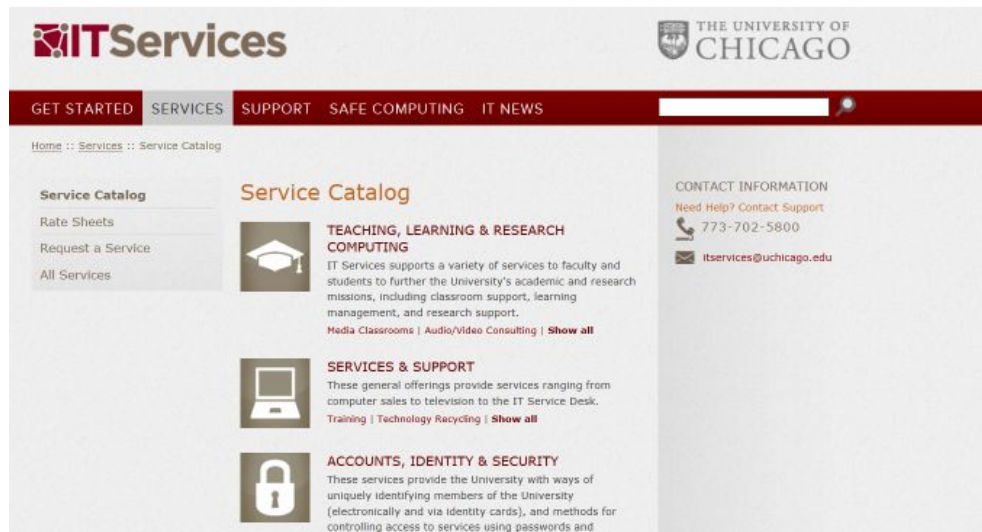
Configuration Items and other managed entities

Organisation:
Internal and external staff, Organisation Units

Locations:
Building, Floor, Room

Purchasing area:
Supplier, Supplier's staff, Purchase order and purchase order rows

Services:
Service category, Business and Technical Service, Service Contract, KPI, Request Type, Service Request

Configuration Item:
Client: Desktop, Notebook, Mobile, Printer, Monitor, Software Client, License
Infrastructure: Physical Server, 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

Services and related entities:

- Service Catalogue organized in multilevel categories

- Business Service

- Technical Service

- Service contracts with SLA and KPI

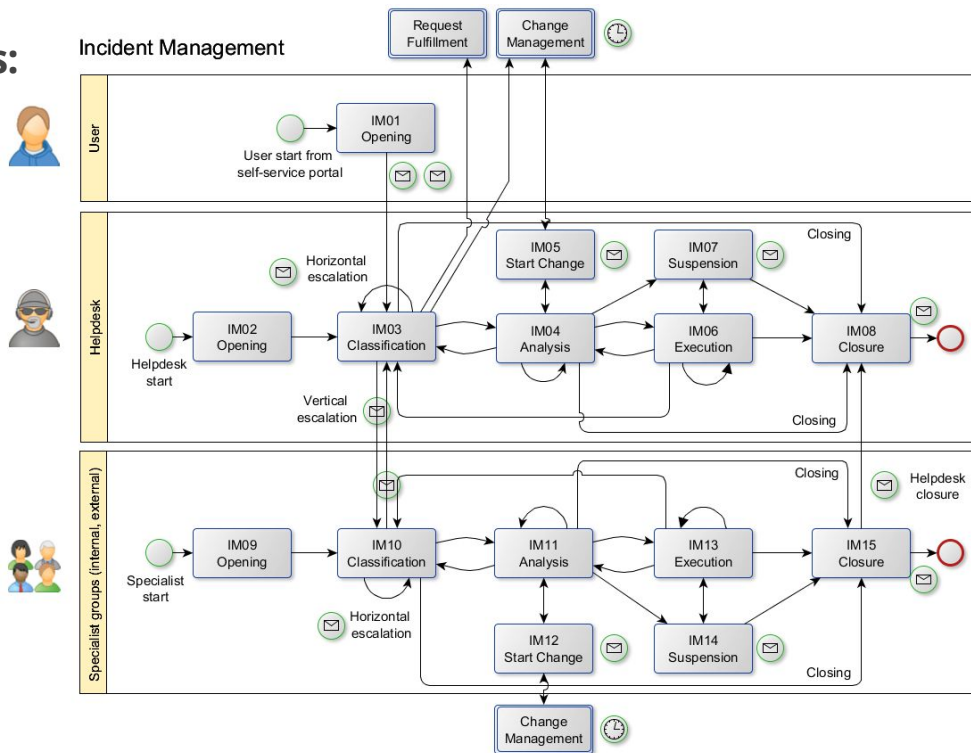- Service Requests

- Work orders templates

Incident Management
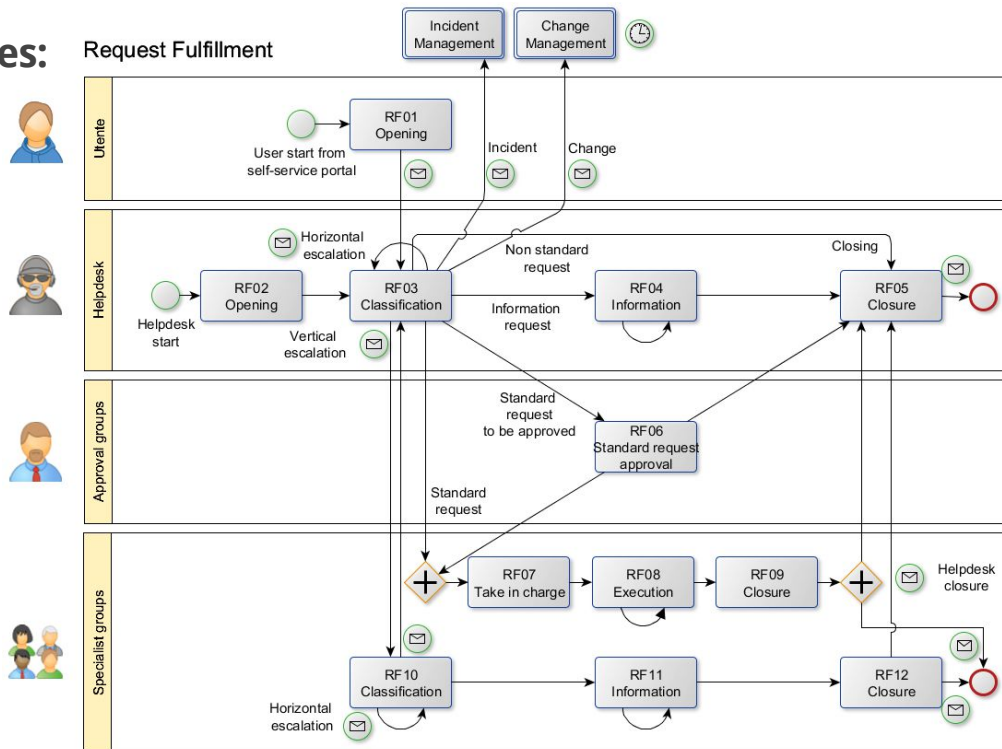
The Process includes the following features:

- 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 Fulfilment

- 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
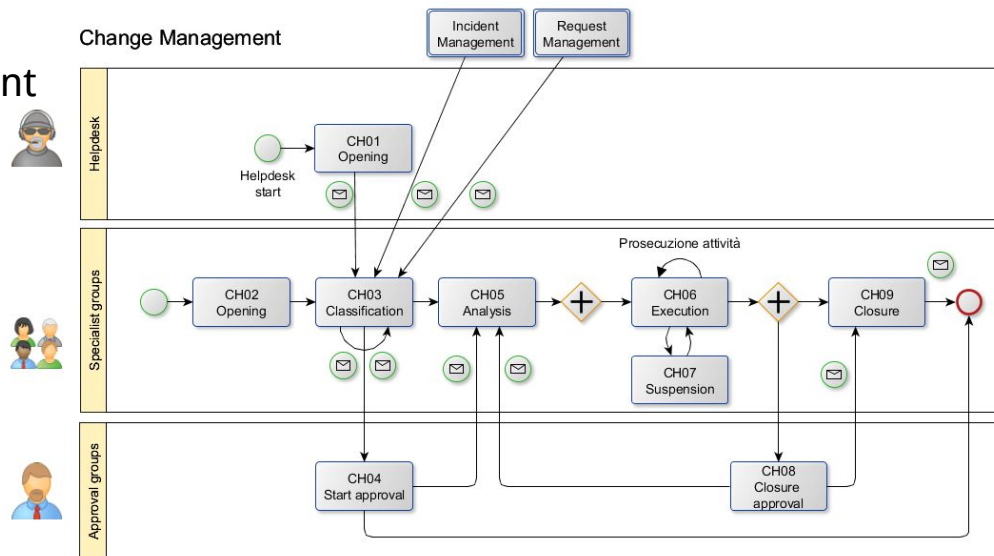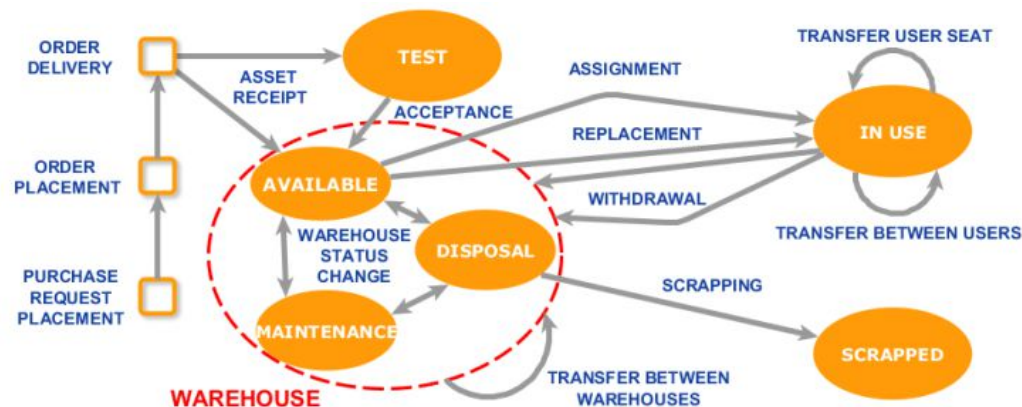
Asset Management

**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 status change in the warehouse

- 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
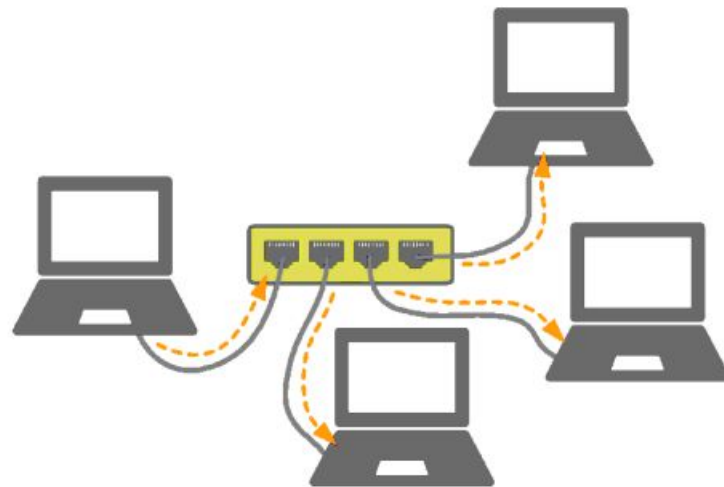
Reports and Dashboards

Reports and Dashboards:

- Item configuration management:
  inventory report, asset composition / rotation
  / age dashboards, order and movements
  reports, asset assignment reports,
  Barcode labels, rack layout

- services: catalogue report, subscribed services
  report

- service desk: report of open requests, SLA control
  dashboards, open change reports

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 standard services (Request Fulfillment)

- demand for non-standard services (Change Management)

- 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

- workflow for the approval of critical changes

- 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 reached through "agent" by PCs linked through the network (hostname, serialnumber, CPU, RAM, HD, operating system, network data)
- identification of new or modified PCs data
- controlled software management (white list)
- workflow for the approval of critical changes
- CMDB update (data and relations)
- night batch execution
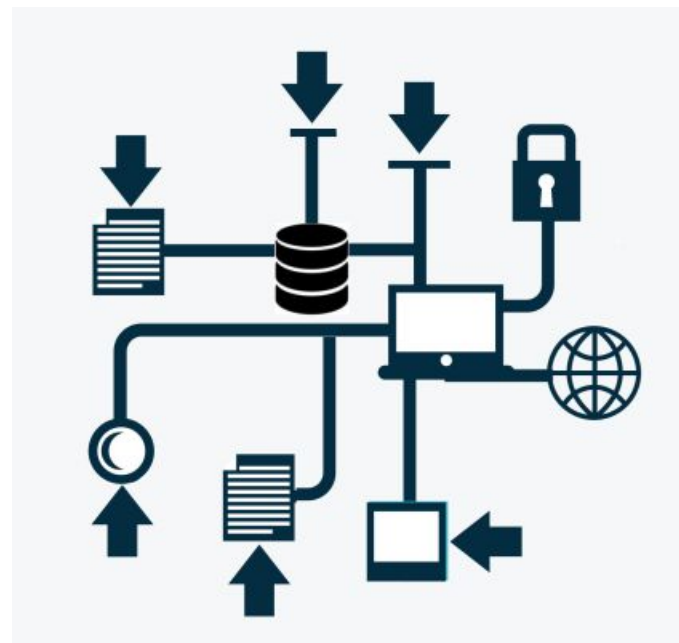
VMware VCenter Connector

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

- workflow for the approval of critical changes

- 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, report print

- 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 >= 4.0.3 and iOS devices >= 6

- realized with the Sencha Touch framework, it accesses CMDBuild through the REST webservice

Thank you for you attention

Tecnoteca Srl

tecnoteca@tecnoteca.com
www.tecnoteca.com