

CMDBuild is a web-driven **configuration and management database**. The user can autonomously choose which objects, attributes and relations to consider.

The program aims to provide the necessary support to keep track of every **computer asset** by storing its composition, location, functional relations, upgrade cycles and by supporting their management processes.

The system manages **hardware** resources (computers, peripherals, network devices, telephony appliances), **software** resources (operating systems, applications), **services**, **documents** (contracts, manuals) and other valuable objects.

A powerful reporting engine that defines and prints reusable report templates is integrated as well as a flexible workflow engine that controls the management processes of computer services

CMDBuild features interfaces with other systems that provide:

- **Help Desk** that manages tickets and work orders
- **Automatic Inventory** that collects updates of managed hardware and software assets.



CMDBuild allows to:

- reduce issues in you computer infratructure
- solve remaining issues faster
- optimize work flux e manages more efficiently your staff

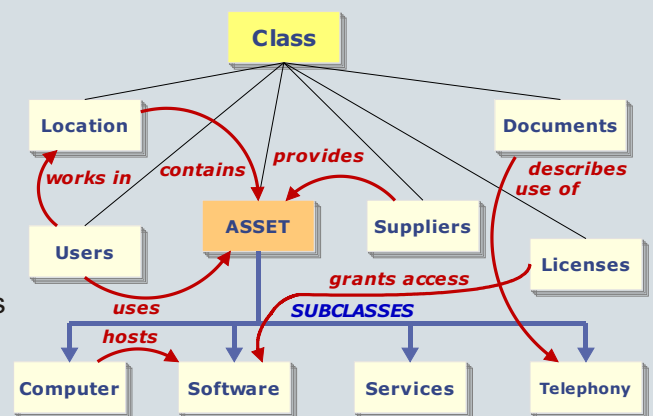
This means: **lower costs** and **higher quality services**.

CMDBuild is

- flexible and granular
- completely customizable
- object oriented
- web-driven
- **open source** (GPL license)

CMDBuild answers to the following questions:

- how many computer resources does my organization own
- where are they located
- who and how is using them
- do I own the necessary software licenses
- which warranties or contracts are they about to expire
- what happened in every resource's lifetime
- what would happen if I modify my configuration
- what Service Level Agreements are bound to one of my services
- which activities are waiting for an intervention
- who used a resource and who authorized it
- how is support managed



Every program integrated in **CMDBuild** is distributed through an **open source** license.

For information, documentation, online demo, and downloads please visit the website www.cmdbuild.org

CMDBuild is inspired by the best practice **ITIL**, the *de facto* standard for computer systems management

CMDBuild features are divided between the **Schema Module**, which defines the data structure, and the **Management Module**, that stores the information in the system.



SCHEMA MODULE

- Classes and superclasses creation
- Class attributes creation (basic and extended datatypes)
- Domain creation (relations between classes)
- Categories and supercategories creation
- Tabbed items creation (lookup)
- Uploading of report templates drawn with an external editor
- Uploading of workflow templates drawn with an external editor
- Preferences and settings
- Roles and permissions definition

MANAGEMENT MODULE

- Data and relations advanced searches
- Object card creation and editing
- Object relations creation and editing
- Automatic history of data modifications
- Complete browsing of related objects
- Wizard for advanced features
- Definition, storing and printing of reports (PDF/CSV)
- Processes' progress management
- Planner



Operates with DCL (Double Choco Latte) Help Desk system by sharing assets, users and IT services.

Works seamlessly with OCS Inventory through XML file mapping and upgrade transfers.



To support **CMDBuild** various **services** are available:

Consulting and development

Organization consulting for Best Practice ITIL
 Class modeling consulting
 Design and development consulting
 Learning courses for administrators and users
 Automatic loading of initial data from other systems
 Integration with other applications/databases

System administration and maintenance services

Installation and activation of CMDBuild
 Installation and activation of DCL and OCS Inventory
 Update notification installation support
 Server remote management
 ASP mode execution of CMDBuild
 Telephone and e-mail support

ITIL (Information Technology Infrastructure Library) provides guidelines and "best practice" for computer services management. After spreading all around the world it quickly became a non-proprietary de facto standard for computer services management, inspiring the recent Bs15000.



For every process, it considers the description, base components, criteria and suggested tools for the evaluation of service quality, roles, and responsibilities. In order to eliminate duplications and inefficiencies, processes are entwined.

ITIL covers a lot of basic processes, in particular Service Management:

- **Service Support:** Incident Management, Problem Management, Change Management, Configuration Management, Release Management
- **Service Delivery:** Service Level Management, Availability Management, Capacity Management, Continuity Management, Financial Management.

CMDBuild intends to implement ITIL "Best Practice" by providing a powerful data management and a flexible workflow engine.

ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office

CMDBuild consists of various **components** and adopts several standards:

Software Components

Java/JSP language (Eclipse integrated development environments)
 Apache and Tomcat webservers
 JasperReports report engine and IReport visual editor
 Workflow engine and JPEd visual editor
 PostgreSQL database with Object Oriented extensions

Standards

XML for reports and communications with OCSInventory
 Workflow WfMCcompliant
 XPDL language for processes' descriptions
 SOAP protocol for cross application communication
 Announced LDAP authentication integration