

>> KEY FACTS

The Valuation CMDB Manager is a module in the USU Valuation Suite.

With the Valuation CMDB Manager, you can do the following:

- > Manage all IT components relevant to providing IT services (configuration items/CIs) in a central database
- > Enable fast and easy access to consolidated, reliable data
- > Securely save all CI-related information and changes over the entire lifecycle
- > Link data on your inventory of technical devices to pertinent organizational and business information.

Other relevant Valuation modules:

- > Contract Manager
- > SAM/License Manager
- > Procurement Manager
- > Service Request Manager
- > Inventory
- > Dependency Mapping

CMDB Manager

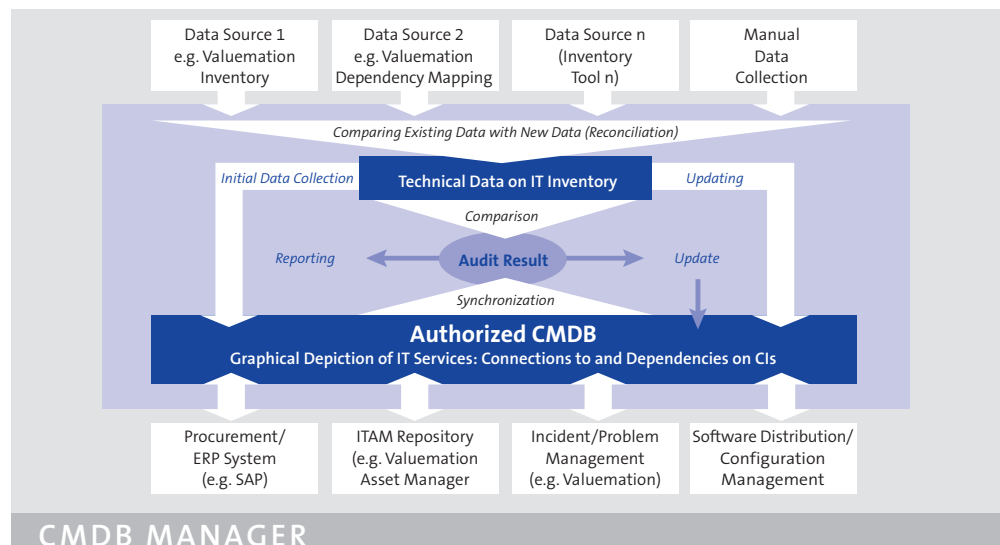
With the Valuation CMDB Manager, you'll benefit from great transparency made possible by consolidated, up-to-date and quality-checked data. The Configuration Management Database (CMDB) provides you with a comprehensive overview of your IT infrastructure. This central repository includes information on all IT components relevant to providing IT services (also known as "configuration items" or CIs) and their relationships to and dependencies on each other. The CMDB is your firm foundation for safeguarding business processes dependent on IT-supported business services.

> The Challenges of a Centralized IT Database

Do you really know how your business processes depend on IT services or even on individual com-

ponents? In the event of a fault or malfunction, how fast can you troubleshoot and identify the cause? How can you make sure that you have ready access to the complete, up-to-date, quality-checked information that you need to quickly correct faults and malfunctions?

It's often the case that data concerning problems, changes, assets and processes is stored in different places and information on CIs is often distributed. Thus it is hard to properly document dependencies as well as difficult and time-consuming to apply changes. With Valuation CMDB Manager, you'll be able to consolidate distributed databases, giving you faster and easier access to the information that you need.



>> BENEFITS

To be able to recognize risks in your business processes due to dependencies on IT services, you need to have detailed information on your IT infrastructure.

The Valuation CMDB Manager allows you to:

- > *Graphically display the relationships between IT components, IT/business services and your business processes*
- > *Minimize risks to your IT operations because you are well aware of dependencies*
- > *Support the implementation of efficient, ITIL®-compliant IT processes*
- > *Reduce service time and expense by having quick access to reliable, updated and secure data*
- > *Ensure optimum data quality through automatic target/actual reconciliation*
- > *Achieve legal certainty and document compliance with legal regulations and contractual terms and conditions.*

> **Mission-Critical Features of a CMDB**

The Valuation CMDB Manager meets all the criteria that leading analysts consider indispensable for constructing a CMDB: federation, reconciliation, mapping and visualization, as well as synchronization

Merging of Distributed Data Sources (Federation)

To obtain a holistic view, the information in diverse source systems must be collected in and/or linked to the CMDB. Instead of managing all CI data physically in one large database, the CMDB Manager gives you the option of merging diverse data sources and to show overall relationships.

Comparing Existing Data with New Data (Reconciliation)

During the initial inventorying of your IT resources, the CMDB is filled by means of an inventory tool or by simply acquiring already collected data. CIs are uniquely identified, verified and correctly correlated to other CIs. This reconciliation process ensures that no double entries or obsolete data are uploaded into the CMDB and that it only gets data from reliable sources. By strictly ensuring the high quality of the data added to it, you establish the CMDB as the one and only truly reliable data source ("Single Source of Trust").

Making Dependencies Visible (Mapping & Visualization)

By integrating the Valuation Dependency Mapping module, an OEM technology based on

Tideway Foundation™, you can automatically record the logical and physical relationships among CIs and graphically depict them with the CMDB Manager in a comprehensive manner. The Valuation Visualizer helps you in creating dynamic mappings of the relationships between IT components and IT services, both in peer-to-peer networks as well as in hierarchical contexts. With some mouse clicks you can expand or collapse the displayed mappings from the highest level down to individual configuration items.

What's more, standard interfaces to process modeling tools allow you to add previously documented business processes to the CMDB Manager, link them to IT services and graphically display them. Along with the usual reporting tools, you also have enhanced analysis functions available, such as for anticipating and modeling the impact of planned changes.

Synchronizing Changes (Synchronization)

An automatic synchronization function lets you identify discrepancies between your recorded CMDB inventory and the actual stock of technical items. This allows you to detect unapproved or improperly made changes. You can define rules to determine whether changes are automatically included in the CMDB or first must be presented to management for authorization. This ensures that you only add information on approved changes to your CMDB, thus minimizing the risks that could have a negative impact on mission-critical business processes.