

ObjectGears IT Configuration database



IT Configuration database (Configuration management database, CMDB) is a central repository of information about IT **Configuration items (CI)**. These can be both tangible objects (data centers, various hardware devices...), intangible items (applications, virtual servers, databases, certificates...) and logical concepts (processes, services...). Configuration items and relations between them describe how the systems are assembled, how they work, on which resources particular systems depend and which services they provide to other systems. Configuration management database then enables an effective incident resolution (processes Incident and Problem management), impact analysis of planned changes (process Change management) and enables also to describe and reconstruct systems later on.

Are you not sure that you know about all configuration items and relations necessary for your critical applications operation? Do you have no idea about root cause of recurring incidents or risks associated with dependencies, that you are not aware of? Do you miss certainty in what your systems actually consist of?

ObjectGears will help you to change that!

ObjectGears provides **IT Configuration database**, that is an ideal tool for capturing various types of configuration items and their dependencies. Dependencies of configuration items can be drawn in well arranged schemes representing significant relations according to particular need. Connection of IT Configuration database with Incident and Problem management or Change management processes enables to link an incident with particular failing components or say what a planned change actually applies to, just as determine for a project which configurations items will be added by the project (e.g. newly introduced application), which will be modified (e.g. interface for data transfer) and which will be removed (e.g. replaced application, shut down server, cancelled process etc.)

What is the situation in most companies?

- Companies today often record operational incidents that occurred or changes that are planned. However, connection is missing to particular configuration items that would enable to identify sources of frequent incidents or collisions at items that one project wants to change and another one to remove.
- Knowledge and documentation are not connected with items. Therefore, a full overview of documentation and knowledge for particular items are not available.
- Above stated issues show in case of an incident with serious business impact when employees are searching files in shared folders or try to recall what caused similar incident in the past and how it was solved. Same root cause can be found for repeated meetings where particular projects try to find out how a system works, what it consists of and how it communicates.

What will ObjectGears IT Configuration database bring and change?

- ✔ A single repository of information about configuration items and their relations.
- ✔ Effective inquiry of dependencies.
- ✔ Clear overview of configurations that we have and how they are connected. E.g.: What buildings or branches do we have? What networks are available in them? Where is the hardware located?

What applications run on particular hardware? What hardware is used for particular applications? What service contracts do we have and which configuration items are supported by them? What business processes are supported by particular applications? What certificates are necessary for what systems? What security do these certificates provide and when do they expire?

- ✓ There is clear responsibility of particular employees for particular items (maintaining up-to-dateness, contract securing, change approval...).
- ✓ Particular data can be linked together in views and schemes that can be made accessible to relevant employees (roles) no matter if they are IT, business staff or management.

Connection to Knowledge base by means of links to configuration items brings the possibility to display articles in which particular configuration item is mentioned. When there is an incident or configuration item shall be modified within a project, then it is possible to see not only dependencies on other configuration items (e.g. interfaces, application components etc.), previous incidents or changes to the item but also knowledge base articles, that deal with the item (e.g. user manuals, installation guides, emergency plans...).

Appl. components (3) Supported processes (*) Databases Interfaces (*) Projects Incidents and Problems (*) Changes KB (2)					
Id	Topic	Category	Name	Rating	Update date
3	Business applications	Web applications	Workflow in ObjectGears Knowledge base		03.06.2014 12:01:02
1	Business applications	Web applications	ObjectGears KnowledgeBase	5	30.05.2014 17:43:05

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Scheme enables to visualize relations to configuration items and it can be adapted for emphasizing particular relations.

