



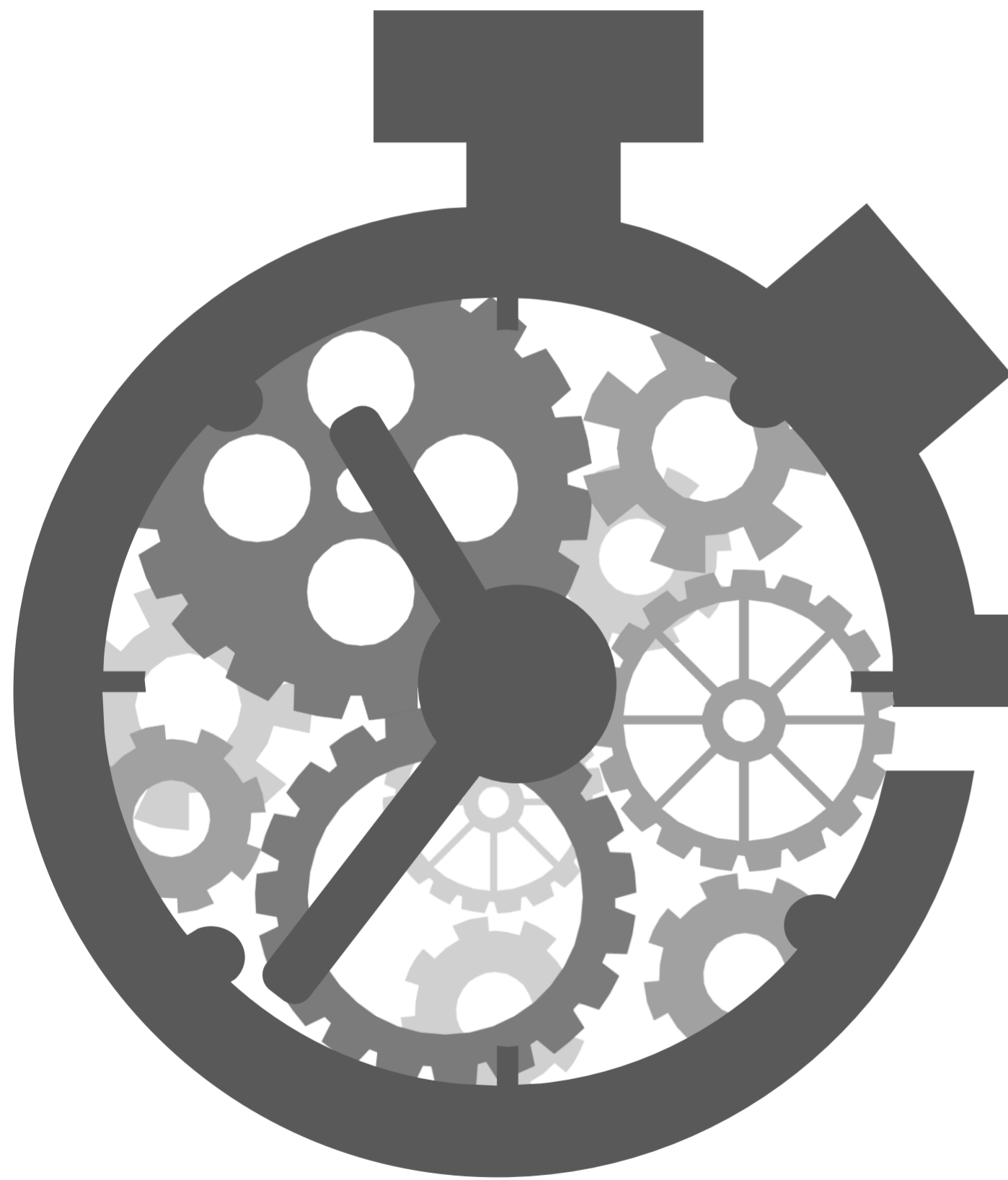
servicenow®

ITOM Value Drivers

How a Trusted CMDB & Service Mapping Enhance IT
Operations & Support of Your Business Outcomes

Andy Wilkes – Service Delivery Manager
Mark Harper – Solutions Engineer

OUR AGENDA



ITOM Value Journey

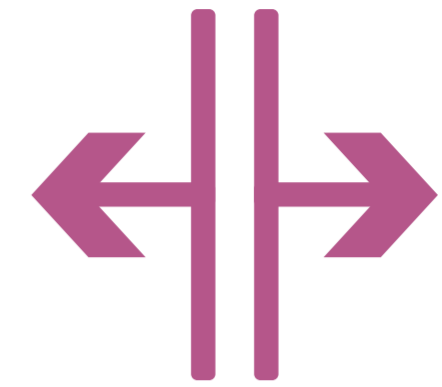
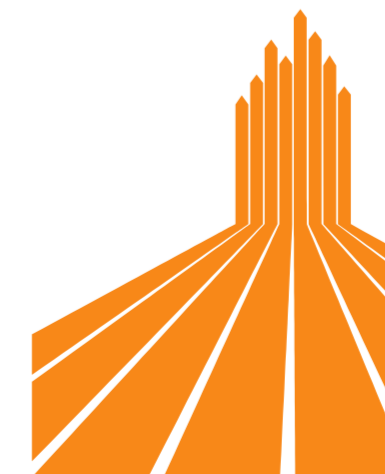
Overview of the how a trusted CMDB, service mapping, and the ITOM platform can solve Operational & Business issues.

Trusted
CMDB,
Service
Mapping, &
ITOM

Live
Demo!

Live Demonstration

Real-life scenarios of a trusted CMDB & service mapping supporting value based outcomes



Implementation

Methodologies for accelerating results, critical success factors and implementing a trusted CMDB, service mapping, and ITOM integration

Strategies
&
Outcomes

Why ConfigureTek?

ServiceNow Premiere ITOM Partner

ConfigureTek's industry-leading implementation strategies for trusted CMDB, service mapping, and ITOM integration are driving immediate results for organizations across the country!



Approach



CMDB Assessment
Service Mapping Factory
ITOM Foundation
Standardized approach to establishing a trusted CMDB, rapid service mapping, and ITOM integrations.



Recent Wins!



CMDB Assessments
Multiple accounts found their way to a trusted CMDB.



ITOM Foundation
Utilizing a trusted CMDB to support enhanced event management



Rapid Service Mapping
Service Mapping factory led to improved CMDB usage.



Technology & Process Leadership

CMDB & Service Mapping Experts

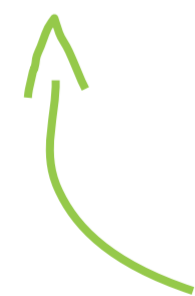
ITOM Service Delivery

Customer Enablement

Skills



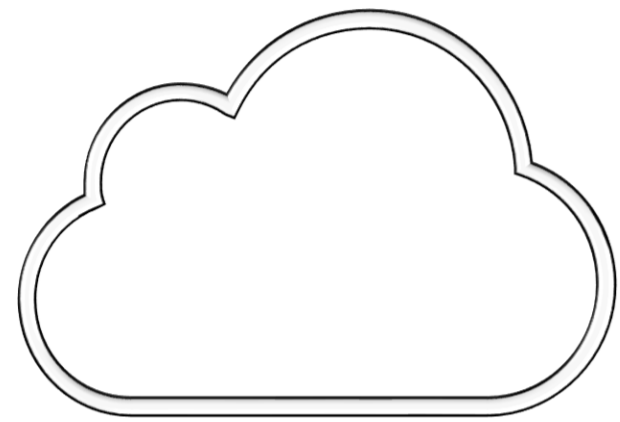
Customer Satisfaction!



**9.8
CSAT**

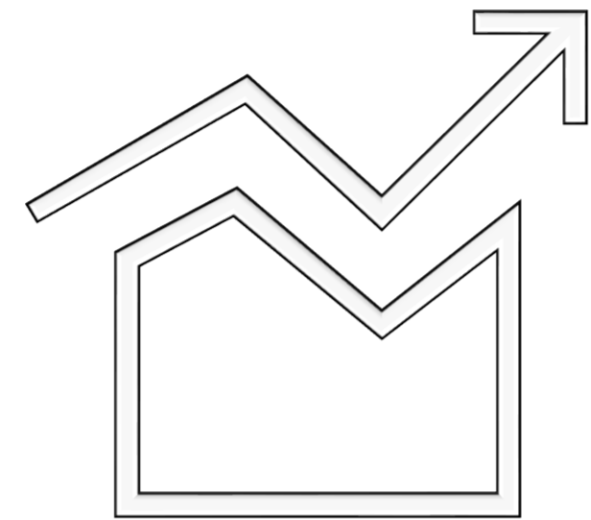


IT Operations face a radical transformation...



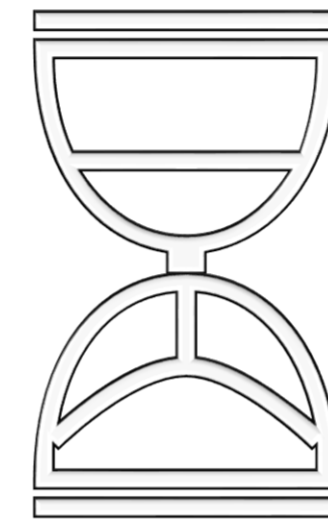
EXPLOSIVE CLOUD ADOPTION

Ensure operations meet
business requirements



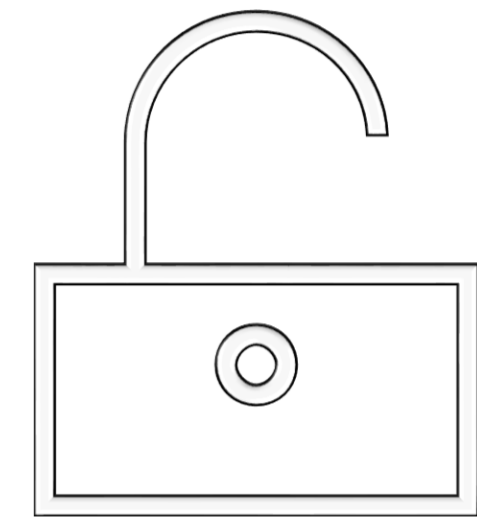
HYPER GROWTH OF DEVICES & DATA

Meaning more systems,
more information,
less visibility



BUSINESS RUN BY SOFTWARE

Absolute reliance on
business services



SECURITY CONCERNS

Increase as the perimeter
grow & bad actors abound

... this means IT should have Key Operational Requirements...



Real-Time
Service
Visibility



Always-on
Service
Availability



Accelerated
Service
Delivery

...unfortunately, IT Teams Face Many Challenges



LACK OF SERVICE VISIBILITY

I can't tell which systems are connected to each service.



UNRELIABLE SERVICE AVAILABILITY

If a service component goes down, we don't know about it until it's too late.



SLOW SERVICE DELIVERY

We need to accelerate service delivery, while maintaining quality.

Table Breakout – Pain Points

At your tables, please discuss the following question and come up with 4-5 answers to the question. Then, rank the answers as to the criticality or impact.

What Pain Points does your IT organization regularly face?

Discuss those pertinent to your job or those that you are aware.



Pain Point #1
Short description



Pain Point #2
Short description



Pain Point #3
Short description



Pain Point #4
Short description



Pain Points in IT Operations Management (ITOM)

“I am not really certain how many devices are on our network”

Mike L.
IT Manager



“I would LOVE to know what servers my applications are hosted on”

Joe Z.
Business Service Manager



“Seems like every time we have a service go down, we end up in a “War Room””

Linda J.



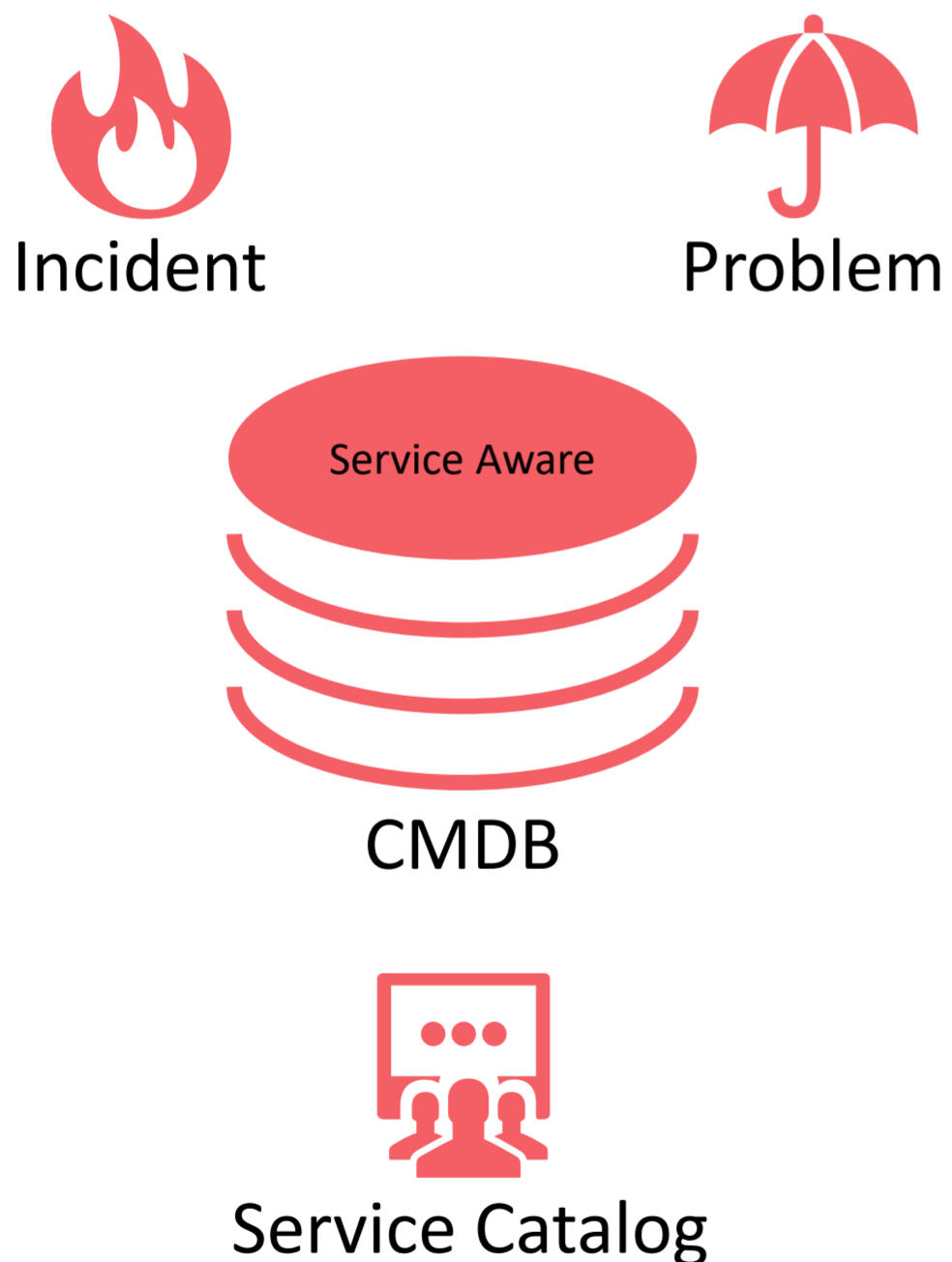
“It would be nice to know when something changed in our environment”



How a Service Oriented CMDB Supports IT & Your Business

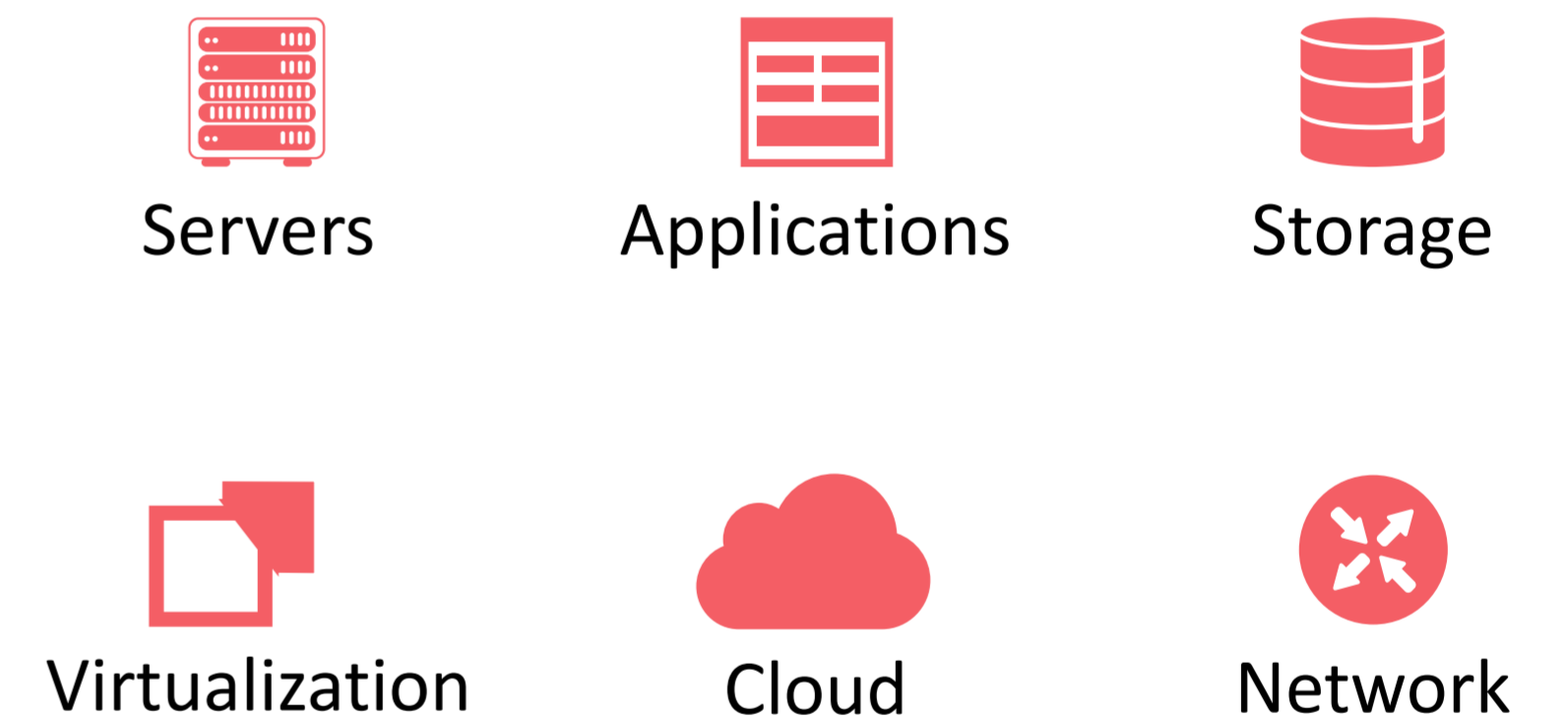
Service Management

Service-Oriented



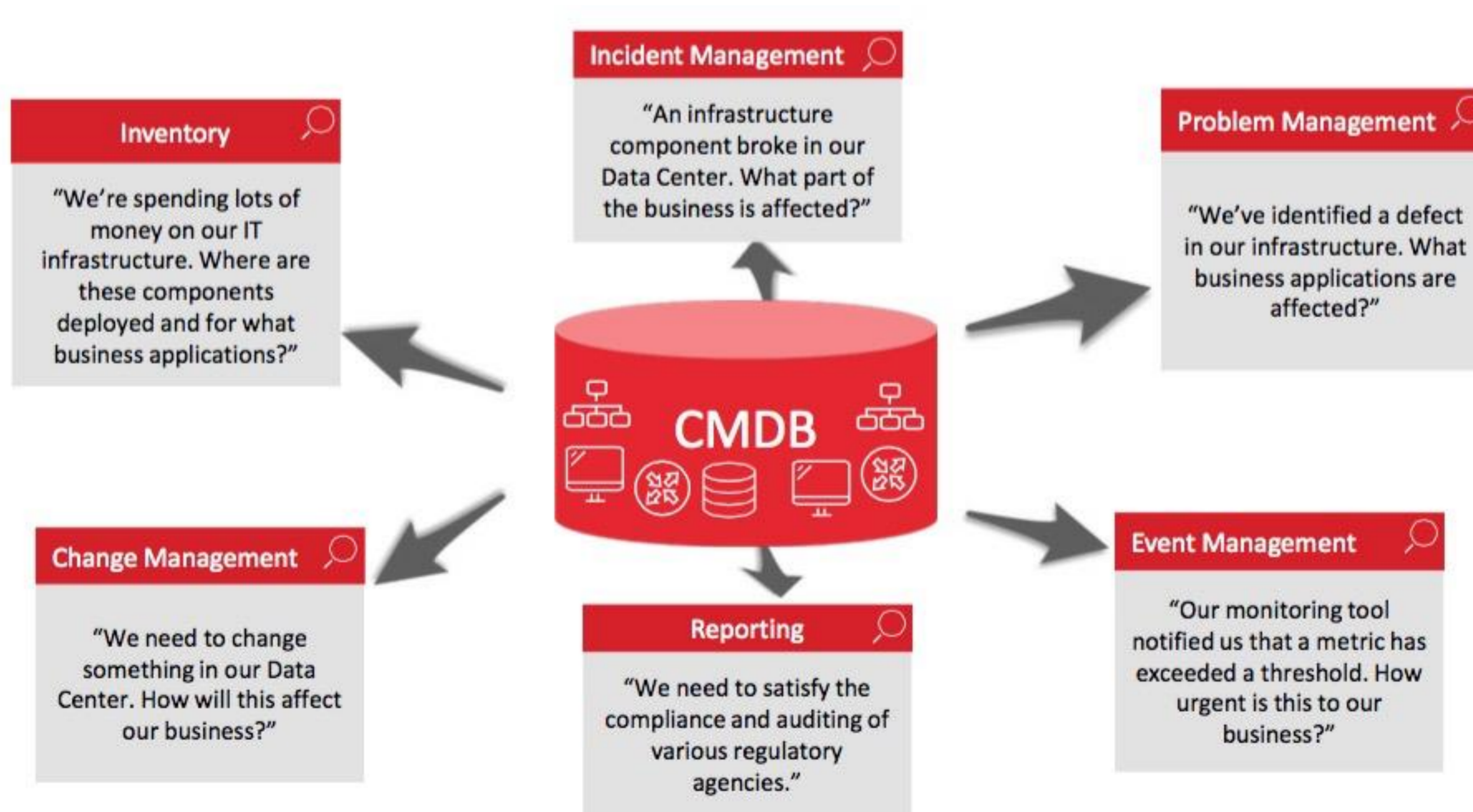
Operations Management

Infrastructure-Oriented



Configuration Management System – “Platform Application”

Support of other IT & business processes



Informed Event Management

Here's how ITOM helps you **REACT** more effectively

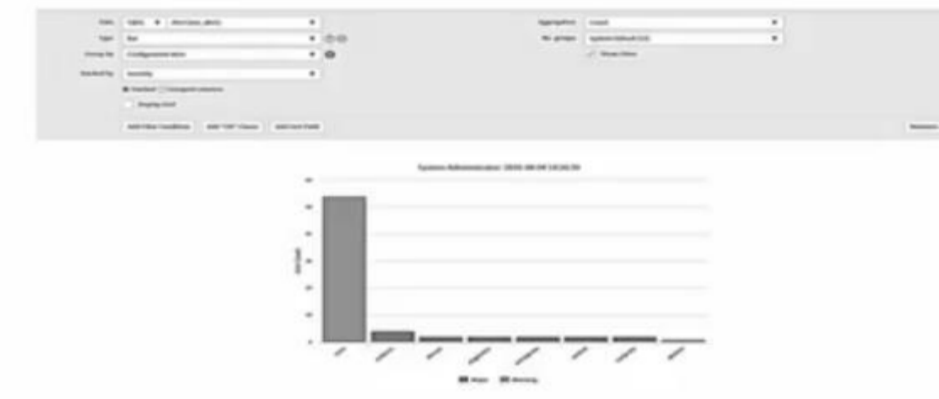
- Consolidate event sources
- Align events to a service-aware foundation
- Enhance impact, dependency, and root cause analysis
- Provide reliable notification and enhance triage process & reporting
- Automate remediation



IMPACT CALCULATION



ROOT CAUSE ANALYSIS



REPORTS



PRIORITIZATION



AUTO REMEDIATION CAPABILITIES



BUSINESS SERVICE AWARE EVENT CORRELATION



VISUALIZATION OF EVENT STATUS ON BUSINESS SERVICES

Top Reasons for CMDB Trust Issues

Configuration Management Approach

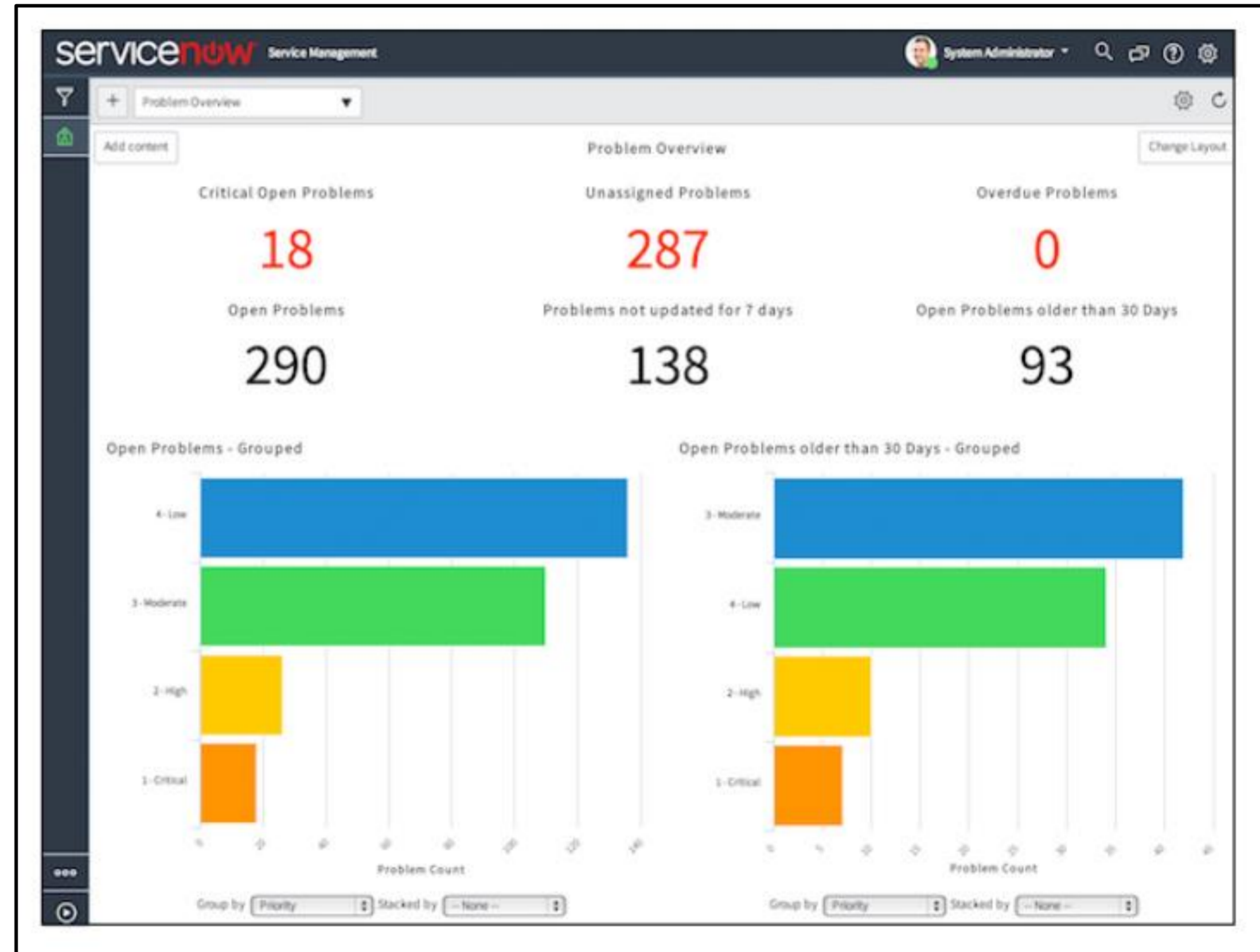
- “Discover everything that is out there”
- Technology focus instead of business impact
- Integrations are too complex
- Resources applied with little value gained
- “Waiting for perfection”

Inaccurate / Unnecessary Data in the CMDB

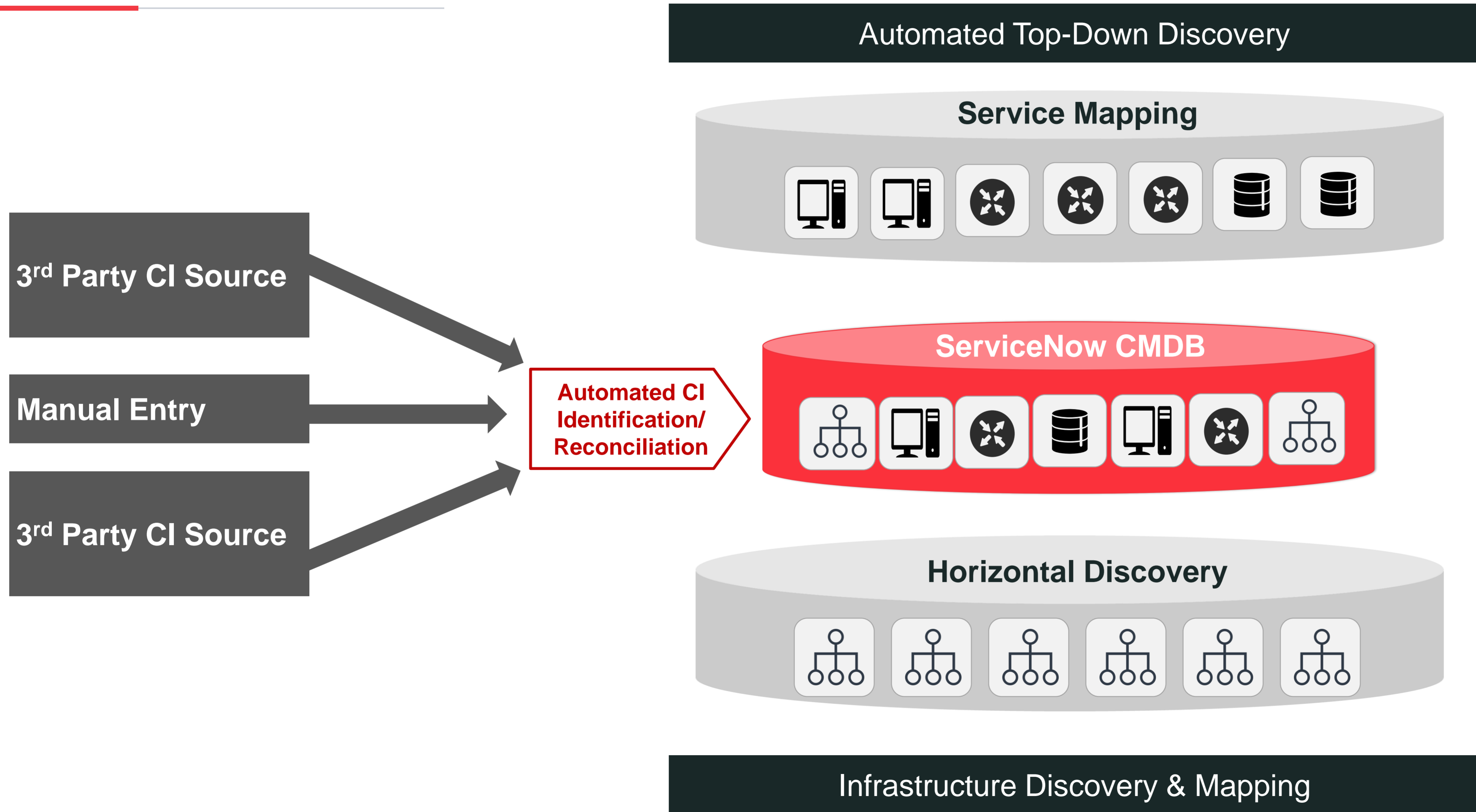
- Duplicate Configuration Items
- Stale Configuration Items
- Orphaned Configuration Items

Lack of Business Focus

- Lack of clear configuration management plan
- CMDB not aligned with business outcomes
- Ineffective staffing strategy
- Insufficient Management Commitment

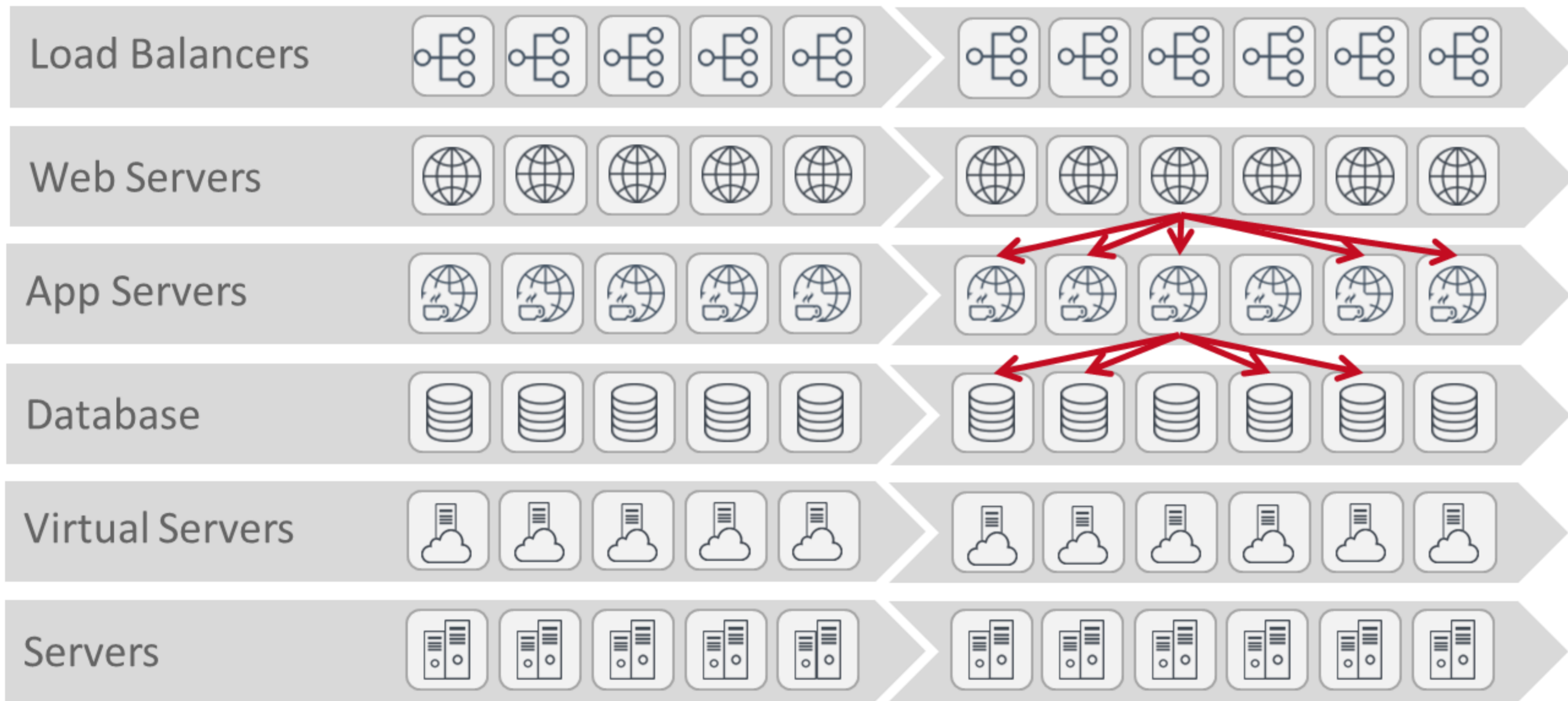


CMDB Population Must be Planned



Building a Service Aware CMDB

“Bottom-Up” Discovery



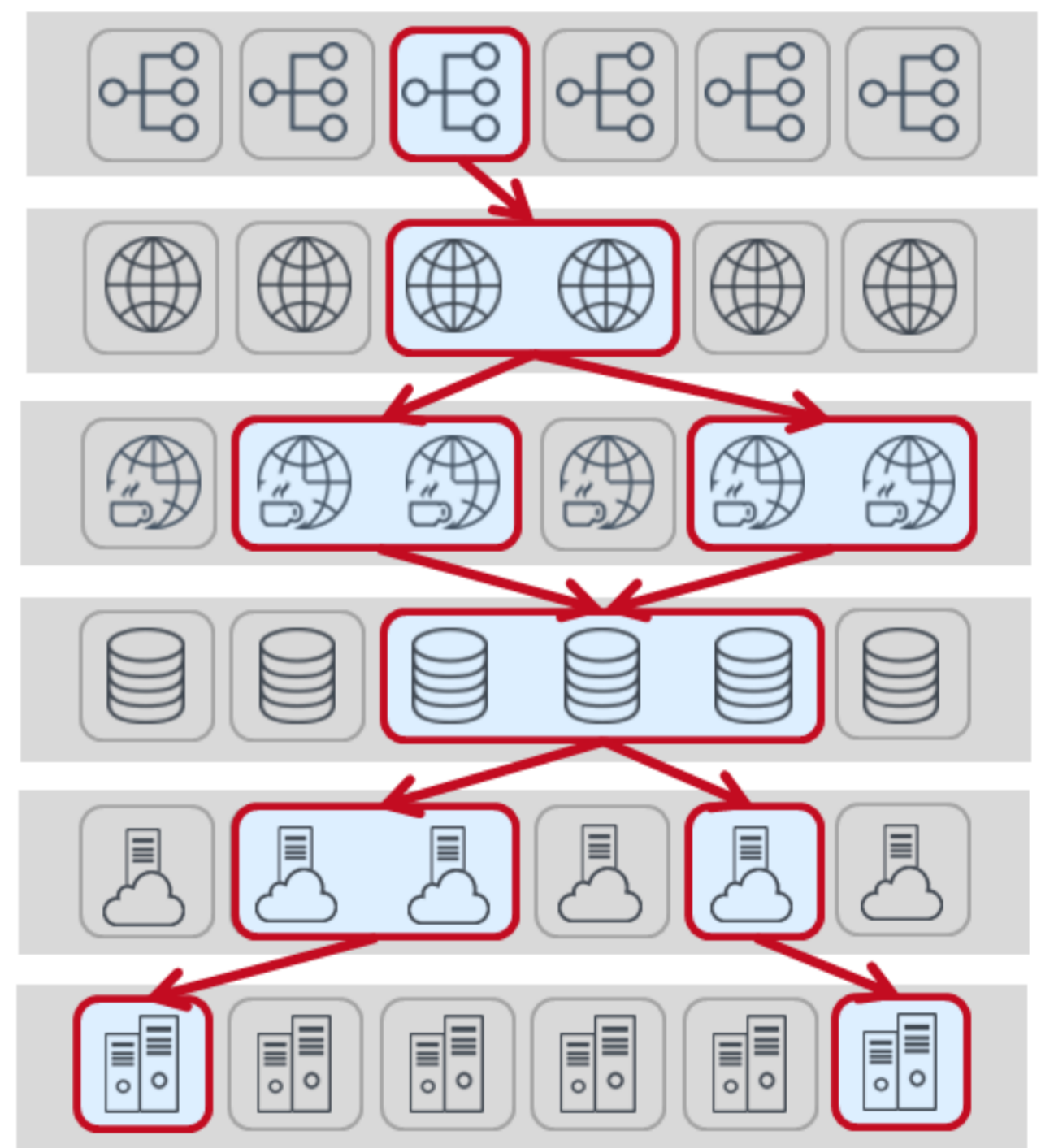
Infrastructure Discovery By Domain

Application Discovery and Dependency Mapping

Horizontal discovery tools

+

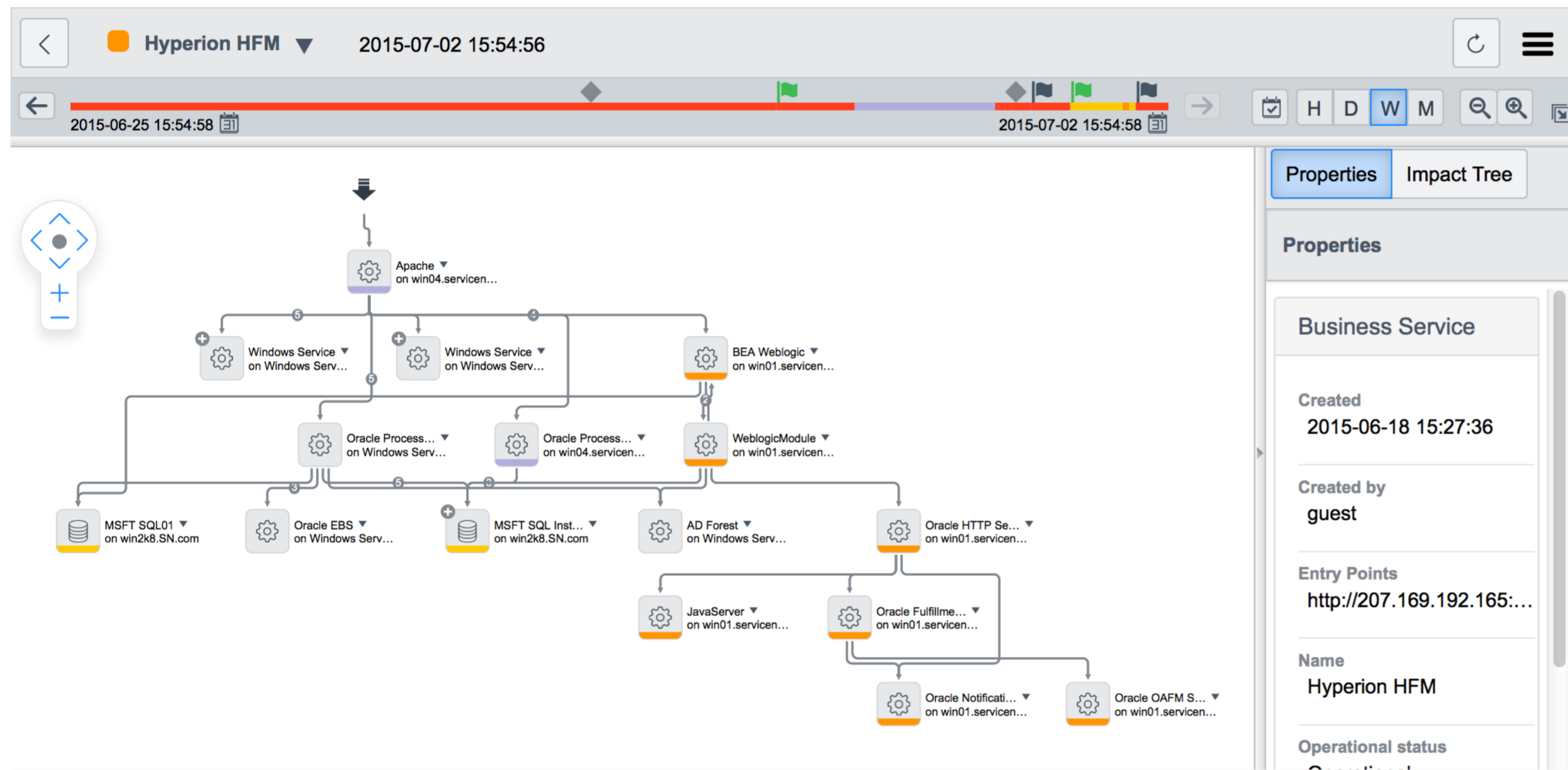
“Top-Down” Discovery



Service Dependency Mapping

Top Down mapping tools

Building a Service-Aware Foundation



What is a business service?

- A system supporting a type of customer interaction
- Examples: point-of-sale system, internal website, HR portal, reservations system

What is service mapping?

- Means of identifying the applications, infrastructure, service components, and their inter-relationships critical to supporting the business service

Table Breakout – Value Based Outcomes

At your tables, please discuss the following question and come up with 4-5 answers to the question. Then, rank the answers as to the criticality or impact.

What outcomes does your upper management expect IT to deliver to support the business?

Value based outcomes typically relate to cost, compliance, & customer satisfaction.



Outcome #1
Short description



Outcome #2
Short description



Outcome #3
Short description



Outcome #4
Short description



Configuration Management Plan

Ongoing parallel discussions on governance, organization, roles and responsibilities, policies, CM team procedures, process integrations, etc.

CM Plan

CI Class Hierarchy

CI Class Definitions

CMS Data Dictionary

Example Service Asset and Configuration Management Plan

1 Purpose

1.1 Purpose of this Plan

The purpose of this Plan is to define operational governance of all United Service Asset and Configuration Management activities.

1.2 Background and Context

Effective, reliable and flexible IT services are critical to the overall success of United as a business. The transition to being service-focused as opposed to technology-focused requires a new approach to service management and a new approach to the management of enterprise IT assets and services.

The value proposition for SACM is based on improving IT service delivery. Expected benefits include:

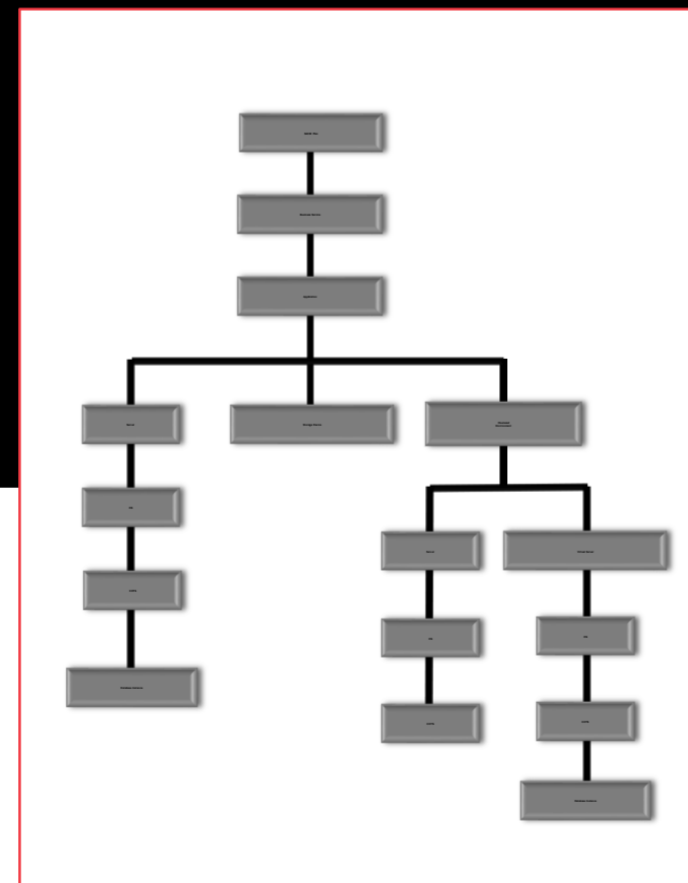
- Greater success rates for change management and release management
- Improved and more accurate regulatory compliance
- Enhanced system reliability
- Reduced system outages and reduced time to recover from an outage
- Lower repeat incident rates
- Improved control of license costs
- Improved proactive planning and budgeting
- Enhanced disaster recovery planning

In addition, another goal of these efforts was to eliminate the numerous "informal" sources of data that IT teams use in their day-to-day efforts by incorporating this information into a formal system of record. This is expected to simplify day-to-day efforts, improve quality of the data, and generally improve the visibility of the data.

To this end, the CMS will incorporate additional data that is not completely managed by this Plan and activities. The various IT support teams will be enabled to collect and maintain additional data and relationships between IT infrastructure components registered in the CMS, but are not formally defined as Configuration Items (CIs). Future plans include efforts to formalize and normalize this additional data.

1.3 Scope of this Plan

This Plan applies to all United Information Technology divisions and subsidiaries. This Plan will be used in the performance of configuration management for all IT components: hardware, software (commercial and internally developed), and logical entities – anything defined as a Configuration Item (CI) by this Plan in Section 4.1.



| Class Name | Virtual Machine | Field Selection | Data Inheritance | Source for Data / Verifiable? |
|---|--|--|------------------|-------------------------------|
| CI Instance Nomenclature | <Host Name> Example PEPT10 | | | |
| Description of Usage | Logical name given to the virtual server. | | | |
| Valid CI Class Relationships | Parent CI Class(es). There must be one and only one parent CI of CI class Clustered Environment Child CI Class(es). There must be one and only one child CI of CI class OS | | | |
| Data Inheritance | VirtualSystem | | | |
| Maintenance Owner | <Department Name> | | | |
| Attributes (formally managed by Configuration Management via Change Management) | | | | |
| Attribute Name | Usage | Field Requirements | Data Inheritance | Source for Data / Verifiable? |
| VirtualServerType | This will be used to indicate the type of virtual server. | <ul style="list-style-type: none"> Field Selection Values: One and only one o Other (default) o Unknown o LPAR o VM o VMware | VirtualSystem | Manual / No |
| PrimaryFunction | Architectural function this server is performing for the delivery of the parent business services). | <ul style="list-style-type: none"> Field Selection Values: One or more o Other (default) o Unknown o Application o Database o Fax o Name o Print o Web | BaseElement | Manual / No |

| CI Instance Name | CI Class | Parent CI Class | Field Selection | Data Inheritance | Source for Data / Verifiable? |
|------------------|----------------|----------------------|-----------------|------------------|-------------------------------|
| PEPT10 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT11 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT12 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT13 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT14 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT15 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT16 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT17 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT18 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT19 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |
| PEPT20 | VirtualMachine | ClusteredEnvironment | Other | VirtualSystem | Manual / No |

Configuration Management Plan

A successful configuration management capability will depend upon the ability to continually evaluate and adjust configuration management's value proposition over time.

A Configuration Management Plan includes:

- Goals and objectives
- Roadmap
- Scope
- Data dictionary
- Authority, organization and governance
- Roles and responsibilities
- Policies
- Processes (Configuration Management team and integrations with other processes)
- Training plan
- Communication plan



Configuration Management Plan

Each CI must include the following minimum registration information:

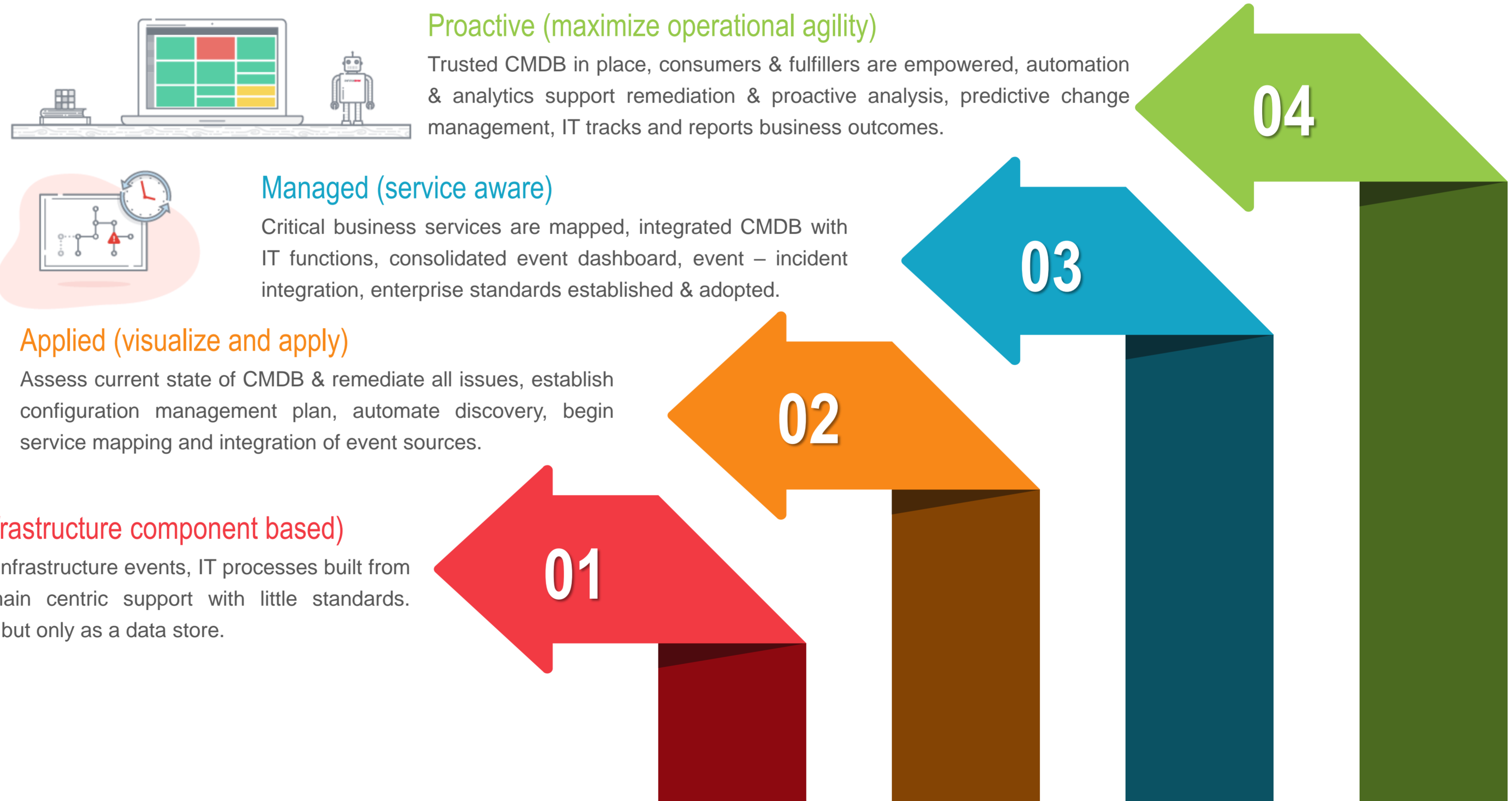
- Unique identification attributes which never changes (class / instance)
- Description of fit and function
- Attributes:
 - Those under configuration control
 - Those allowed to be changed at will
 - Those for reference (read-only)
- Relationships / dependencies
- (Optional) Associations to people / groups
 - Business owner
 - IT Support owner

Critical Few
Versus
Trivial Many

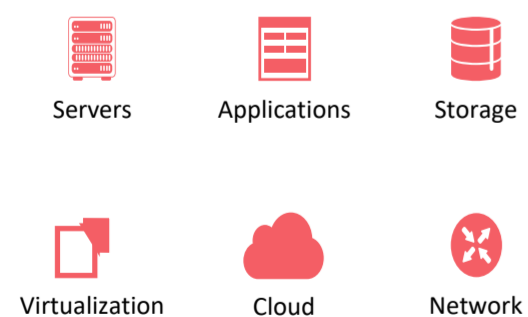


Maturing Your Organization to a Trusted CMDB

The journey to a trusted CMDB should be a critical component of your overall IT strategy as configuration management is the foundation to achieving true value based outcomes. The four step maturity model below is a guide to achieve a trusted CMDB that enables IT to support business outcomes and maximize operational agility.



Operations Management



Reactive (infrastructure component based)

IT responds to infrastructure events, IT processes built from top-down, domain centric support with little standards. CMDB in place but only as a data store.

Applied (visualize and apply)

Assess current state of CMDB & remediate all issues, establish configuration management plan, automate discovery, begin service mapping and integration of event sources.

Managed (service aware)

Critical business services are mapped, integrated CMDB with IT functions, consolidated event dashboard, event – incident integration, enterprise standards established & adopted.

Proactive (maximize operational agility)

Trusted CMDB in place, consumers & fulfillers are empowered, automation & analytics support remediation & proactive analysis, predictive change management, IT tracks and reports business outcomes.



CMDB Workshop Questionnaire

Survey Instructions

Please enter a '1' in either the 'Yes' or 'No' column based on your organization's current state CMDB, ITSM and ITOM positioning

| Question | Yes | No |
|---|-----|----|
| Do you have automated discoveries for your data center(s) run on a recurring basis? | | |
| Does your organization have a Configuration Management Plan? | | |
| Do you have a mechanism to assess your CMDB's health? | | |
| Has your organization defined the top 2-3 use cases for your CMDB? | | |
| Is your IT infrastructure mapped to critical business services? | | |
| Does your operations team have a single event console or dashboard that they use? | | |
| Are events correlated by business service so that cause of an outage can be quickly assessed (less than 5 minutes)? | | |
| Do change reviewers and approvers know the impact to business services that a change will have? | | |
| Can you assess whether unplanned changes have occurred in the past? | | |
| Do you have the ability to auto-generate incidents based on alerts. | | |
| Total Score | | |

How can we help?

ConfigureTek has industry-leading expertise across CMDB and the ServiceNow ITOM solutions. We are happy to offer guidance on best practices and strategies, assessments, implementations and enablement services.

- Guidance on CMDB health
- Data dictionary and process alignment
- Auto-discovery across your data center
- Service mapping to provide visibility into critical services
- Enable meaningful event management, correlation and prioritization
- Reduce MTTR through automating process and triage workflows
- Visibility into change risk, impact and unplanned changes
- Improved alignment with ITSM and ITOM processes

Addressing current gaps, including areas where you answered No, is critical to moving along the CMDB maturity path and enabling CMDB to support key use cases and processes. To get detailed and specific guidance on any of these areas please contact the ConfigureTek team (info below).

Anu Pappu, Director
 312-792-0085
anu@configuretek.com
www.ConfigureTek.com

Demo Outline

01 → Centralize Event Dashboard

02 → Proactively Address Issues

03 → Establish The Foundation

The screenshot displays the Configure service mapping interface. At the top, a service tree shows a hierarchy starting with 'ProtoServer' on 'csqaa01', which branches into several services including 'Dialog2', 'DDS', 'ATSAAdminAud...', 'acsserver', 'WPS Service', 'Client Email Ser...', 'Billing Informati...', and 'Account Validas...'. Below the tree, an 'Alerts' tab is active, showing a table of alerts with columns for Number, Type, Severity, Description, Source, Configuration item, Node, Task, and Updated. The table contains several entries, including a 'Database Lock' and a 'CPU High' alert.

| Number | Type | Severity | Description | Source | Configuration item | Node | Task | Updated |
|--------------|---------------|----------|---------------------------------------|----------------|--------------------|---------------|------|---------------------|
| Alert0010008 | Database Lock | Critical | A database lock has occurred | SCOM | APP | APP | | 2016-11-29 10:02:37 |
| Alert0010005 | CPU High | Critical | High cpu usage for the past 5 minutes | SolarWinds | ushm1qaasql01 | ushm1qaasql01 | | 2016-11-29 09:34:04 |
| Alert0010002 | Windows | Warning | The MSSQLServer service entered the | Windows Server | | | | 2016-11-29 10:05:31 |
| Alert0010002 | CPU High | Critical | High cpu usage for the past 5 minutes | SolarWinds | ushm1qaasql01 | ushm1qaasql01 | | 2016-11-29 09:34:04 |
| Alert0010008 | Database Lock | Critical | A database lock has occurred | SCOM | APP | APP | | 2016-11-29 10:05:31 |

CMDB Health Dashboard



ServiceNow ITOM Event Management Console

Connect to Multiple Monitoring Tools

Machine learning and AI driven analytics collect, filter, and normalize events from multiple monitoring tools to rapidly understand impact to business services.



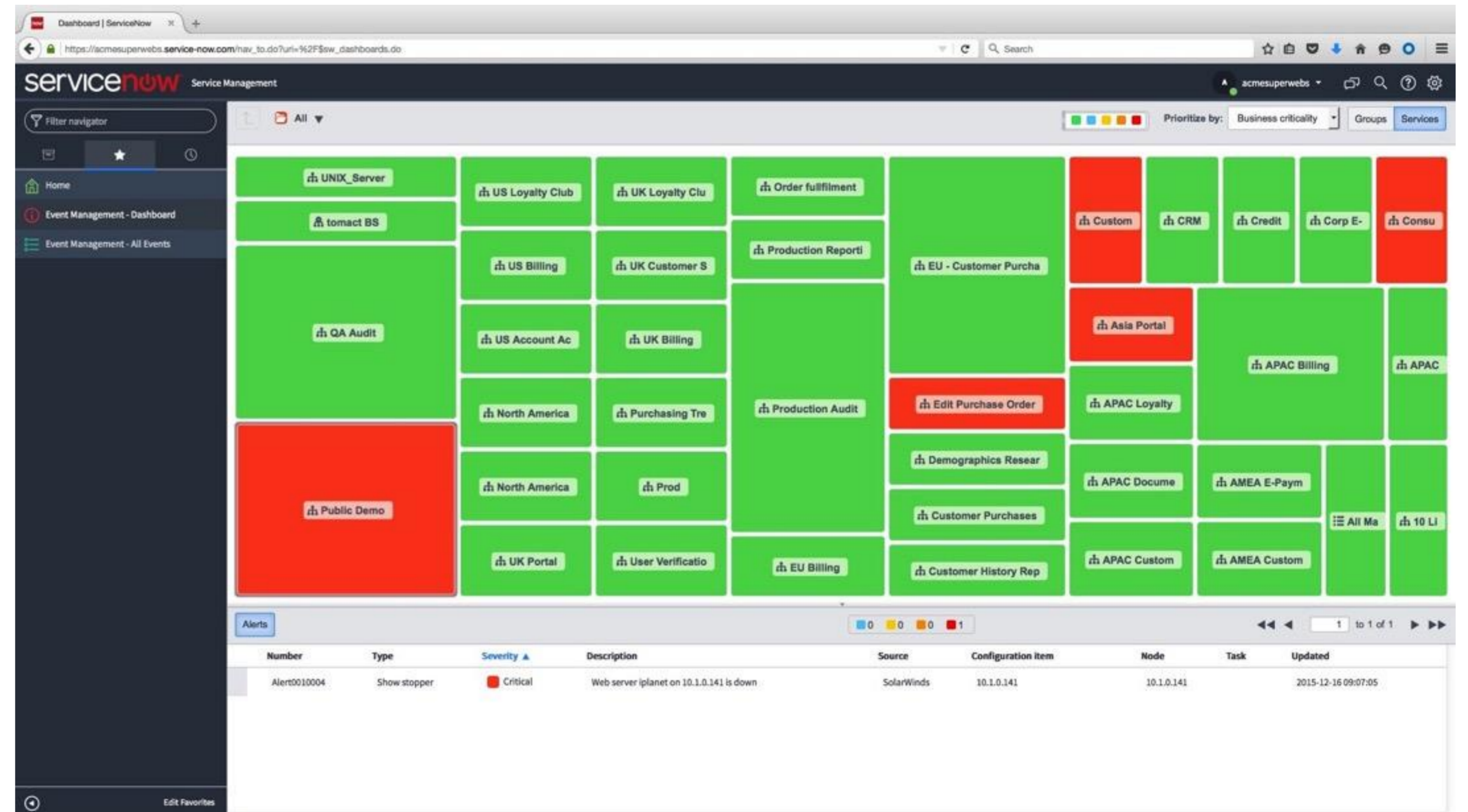
OOB



REST

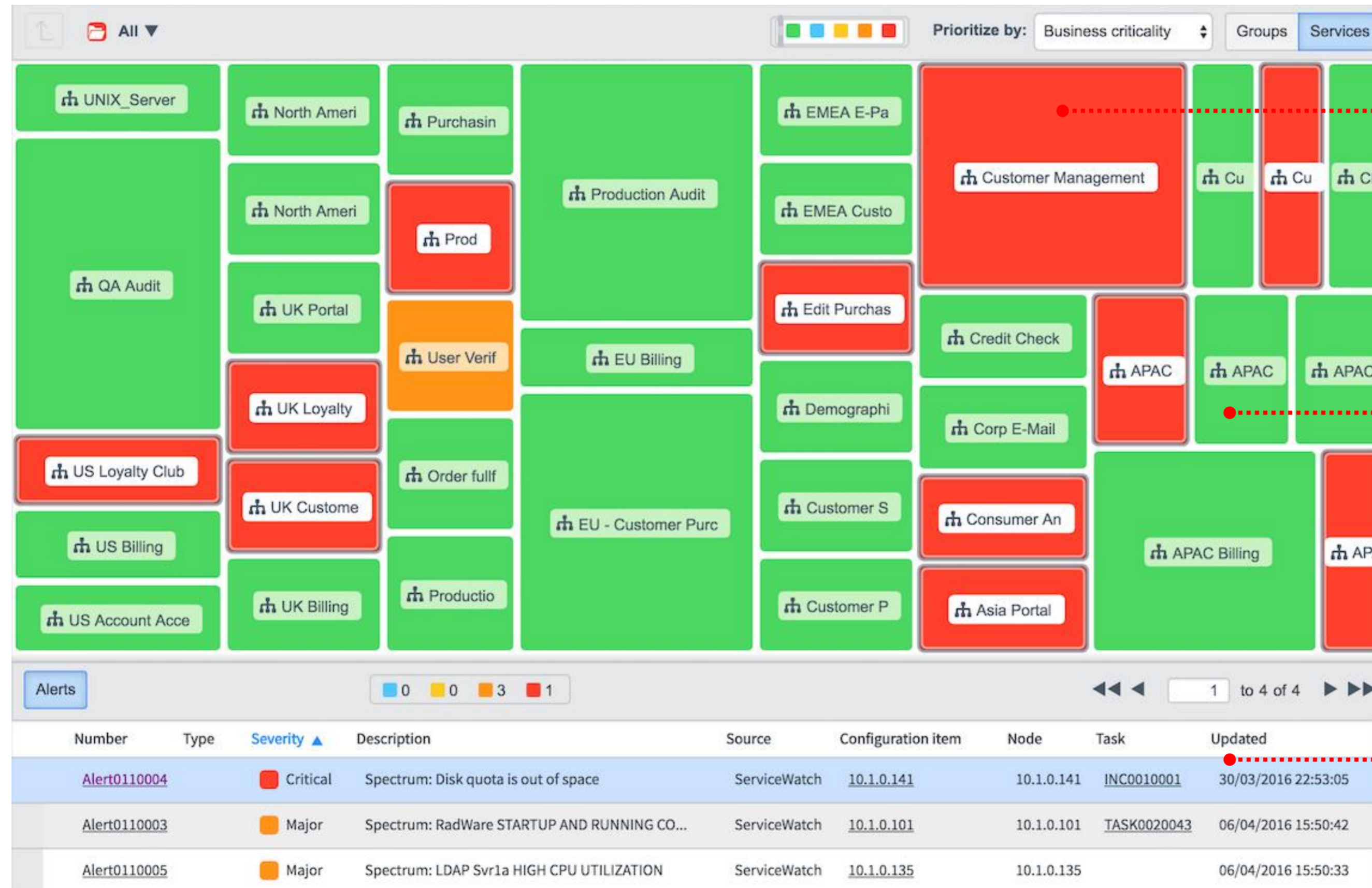


SNMP



Proactively Identify Service Issues

Know the status of critical business services through a single dashboard.



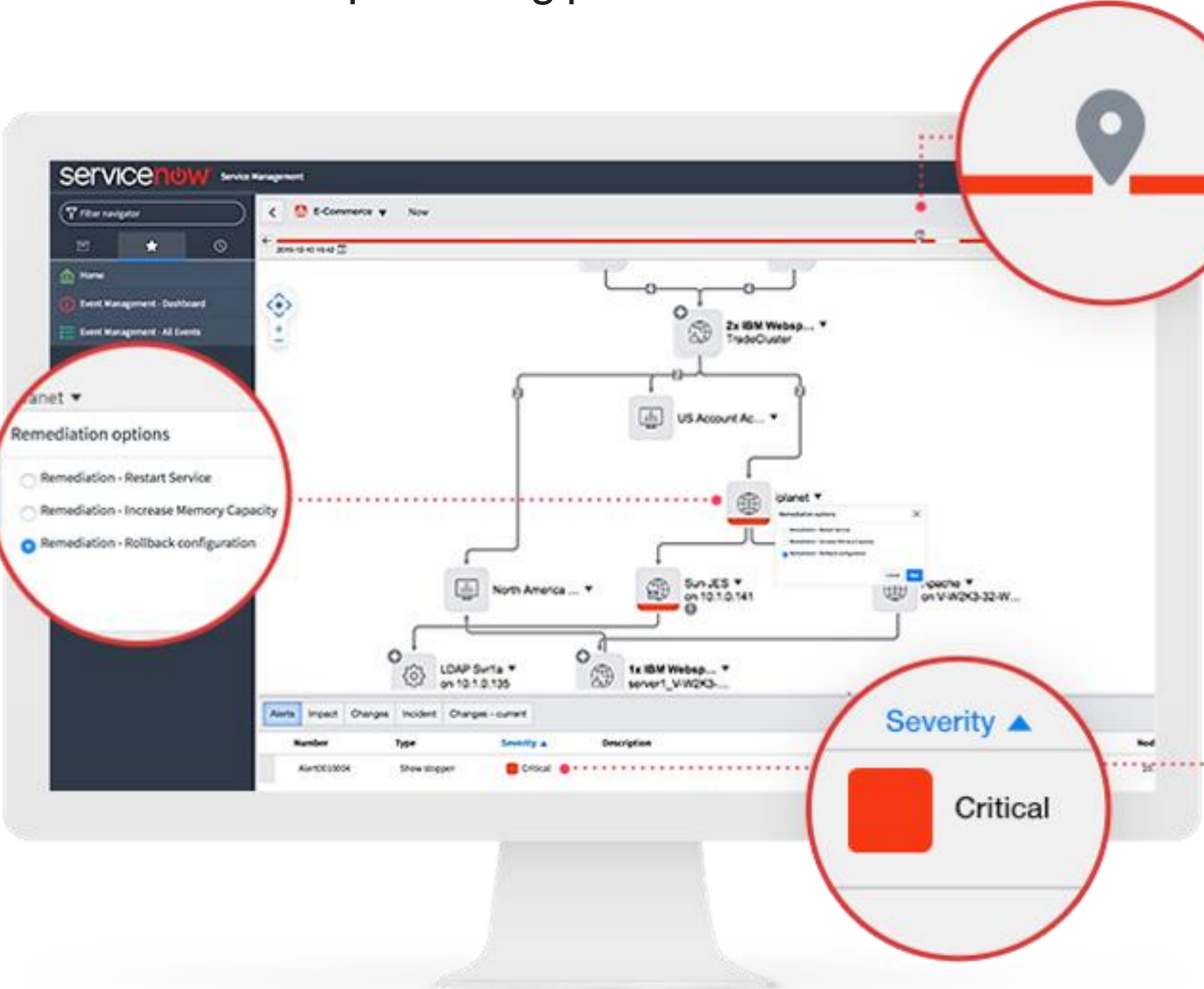
Instantly see critical issues

Size, color and tile placement reflect business service status

Alerts affecting selected service

Pinpoint Disruptions

Quickly identify the business services experiencing problems.



Diagnose and remediate issues.

remediate issues

Easily review and roll back associated changes to mapped services.

changes to mapped services

Instantly determine the severity of an alert.

the severity of an alert

Table Breakout – Barriers and Roadblocks

At your tables, please discuss the following question and come up with 4-5 answers to the question. Then, rank the answers as to their criticality or impact.

What roadblocks or barriers does IT face in achieving the outcomes that the business wants?

Identify the constraints and disruptions that hamper you or your organization.



Roadblock #1
Short description



Roadblock #2
Short description



Roadblock #3
Short description



Roadblock #4
Short description



HOW TO ELIMINATE SERVICE OUTAGES



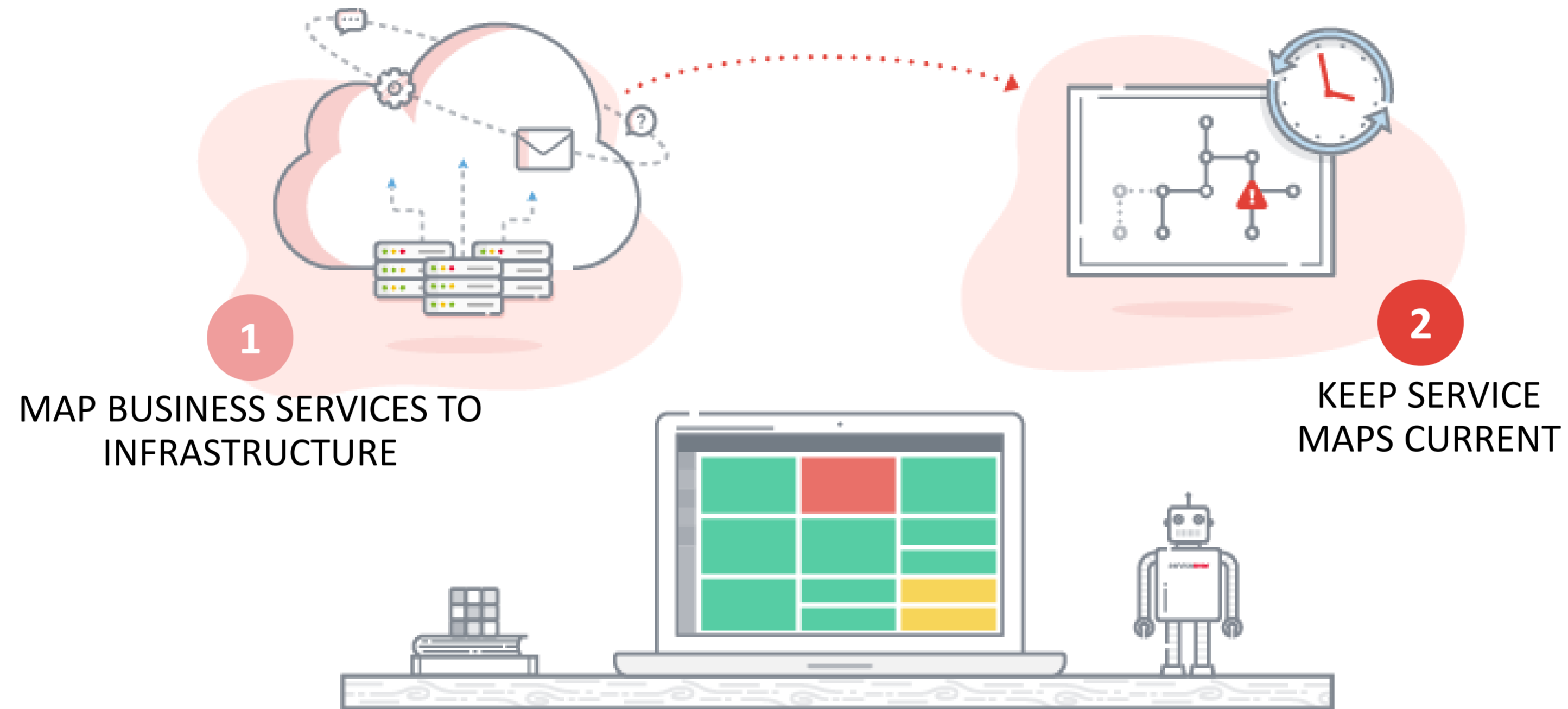
HOW TO ELIMINATE SERVICE OUTAGES



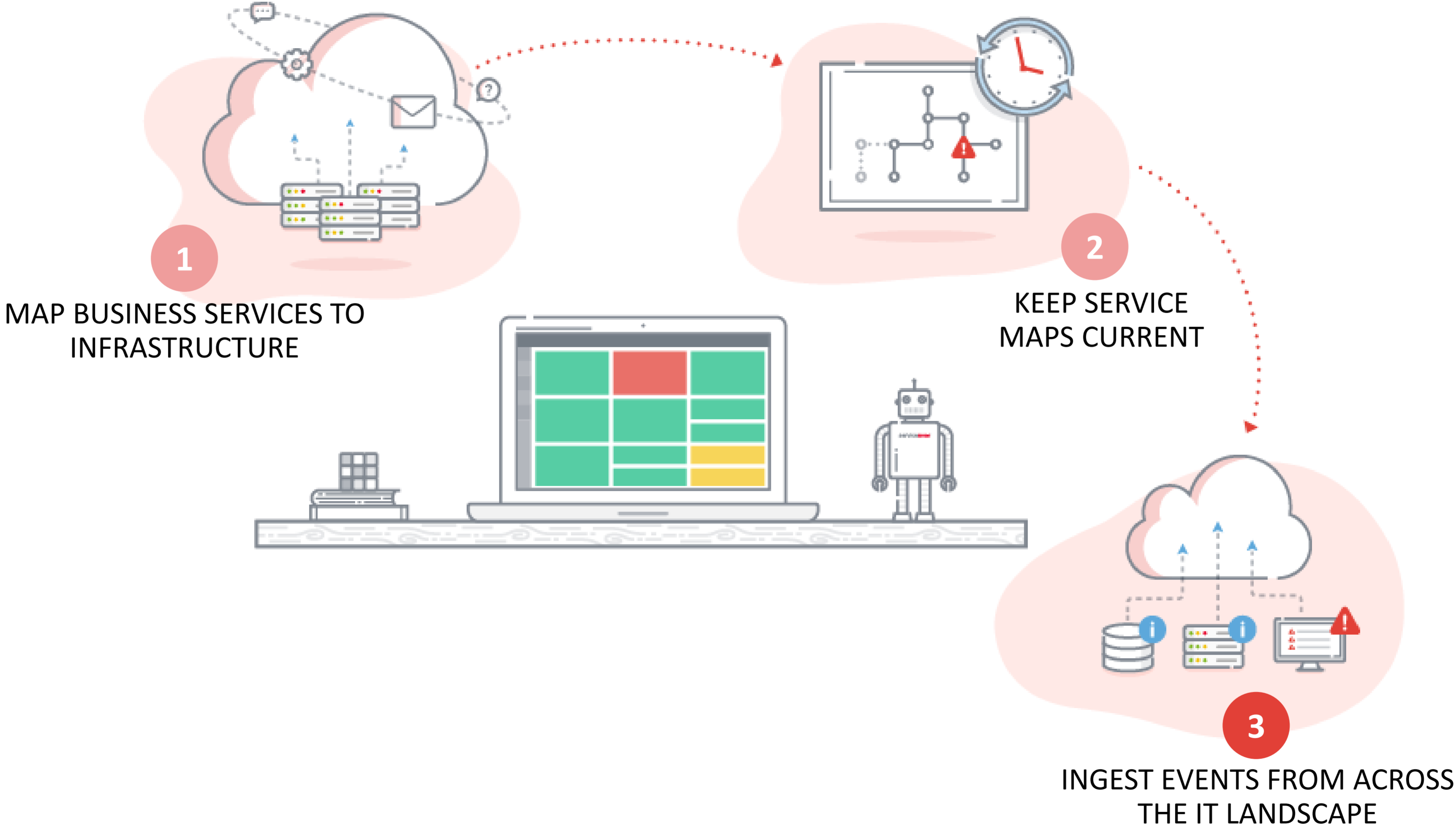
1
MAP BUSINESS SERVICES TO
INFRASTRUCTURE



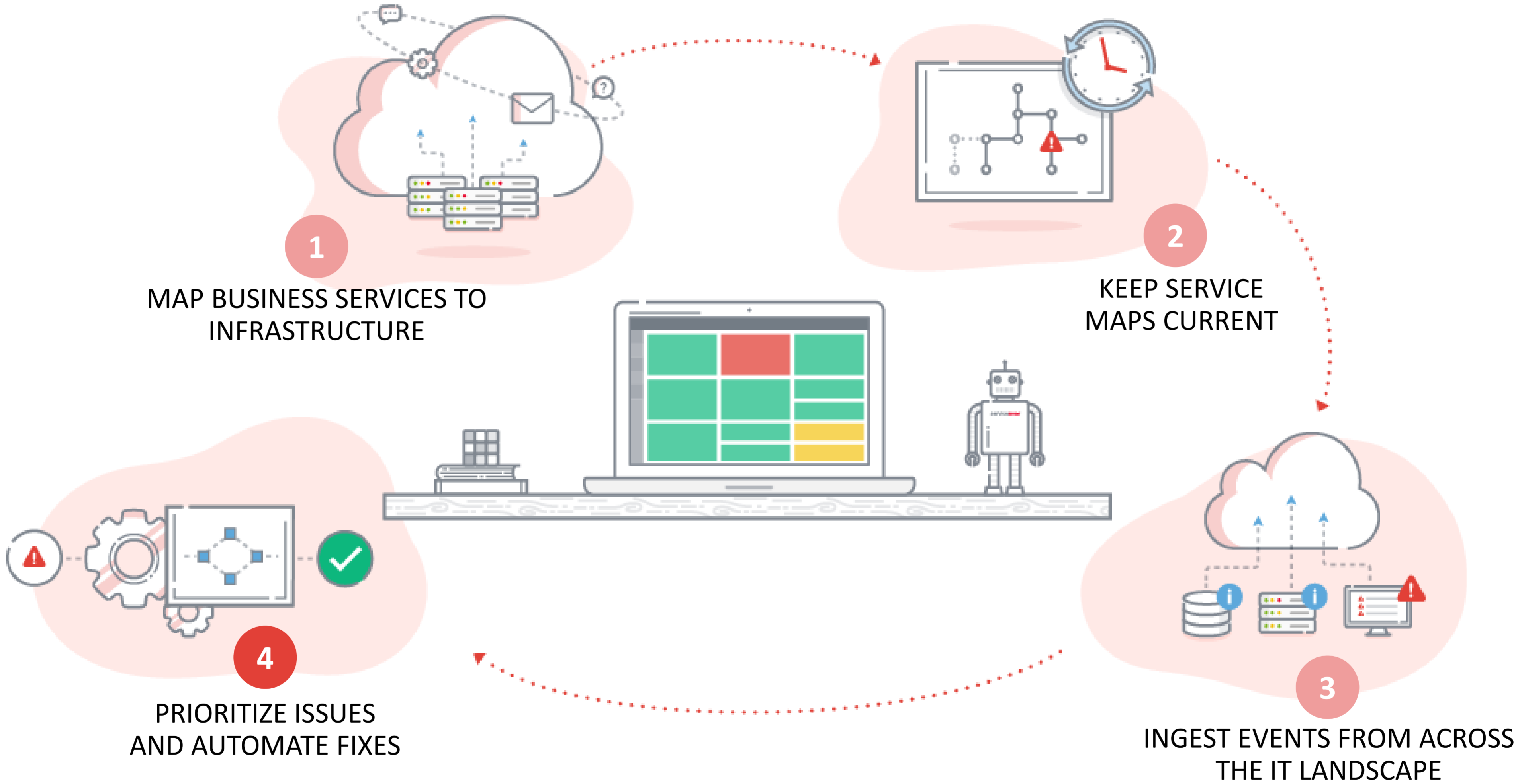
HOW TO ELIMINATE SERVICE OUTAGES



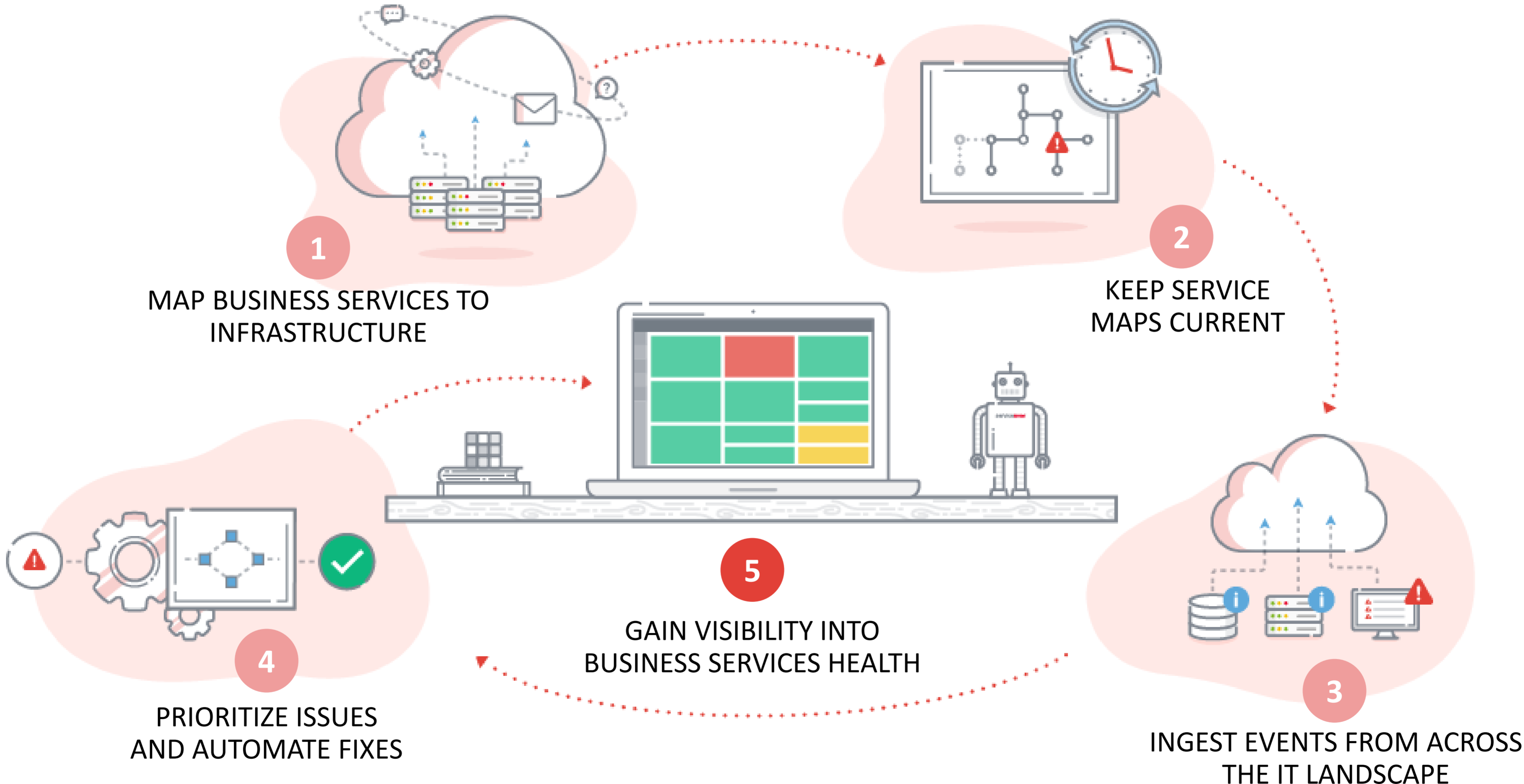
HOW TO ELIMINATE SERVICE OUTAGES



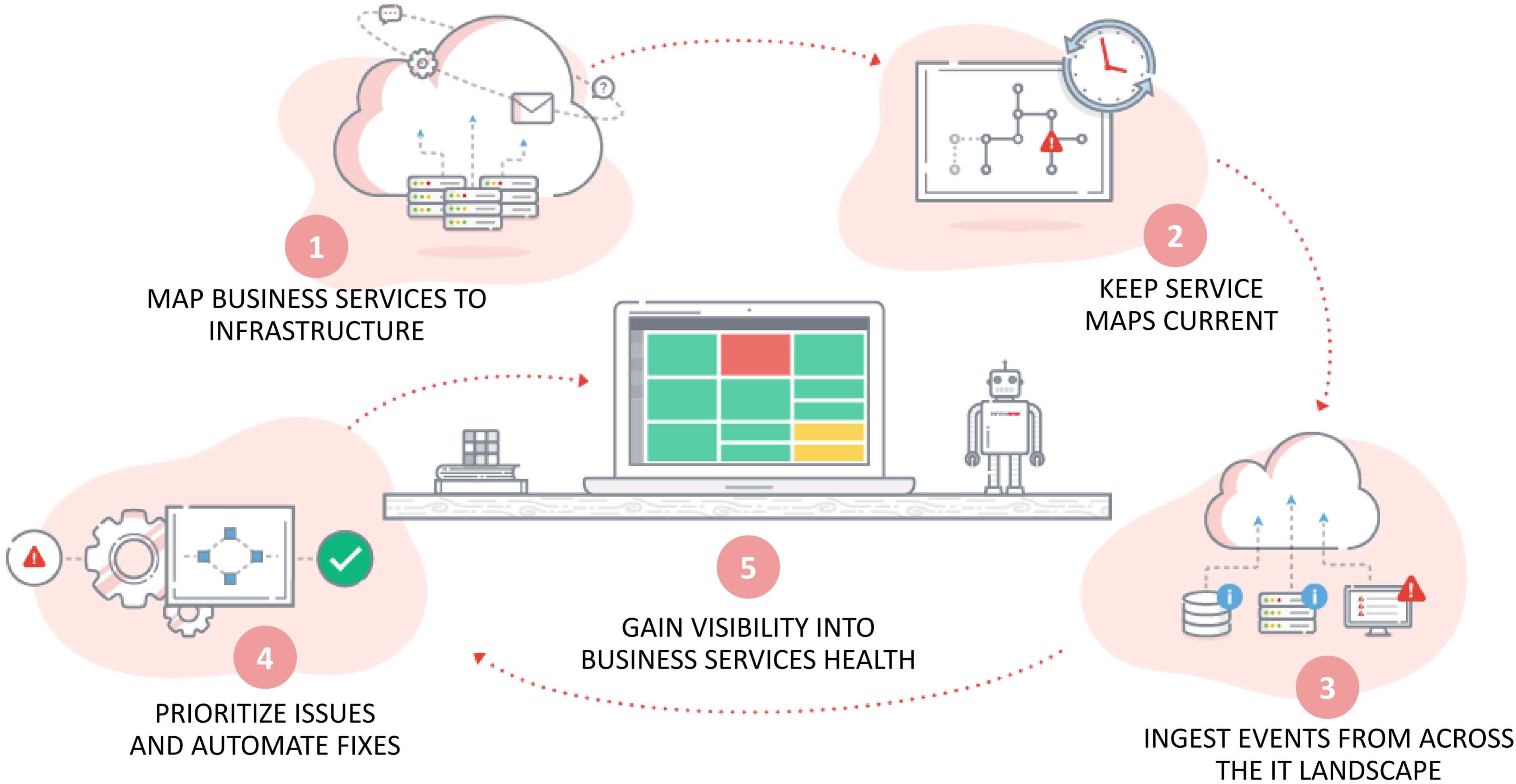
HOW TO ELIMINATE SERVICE OUTAGES



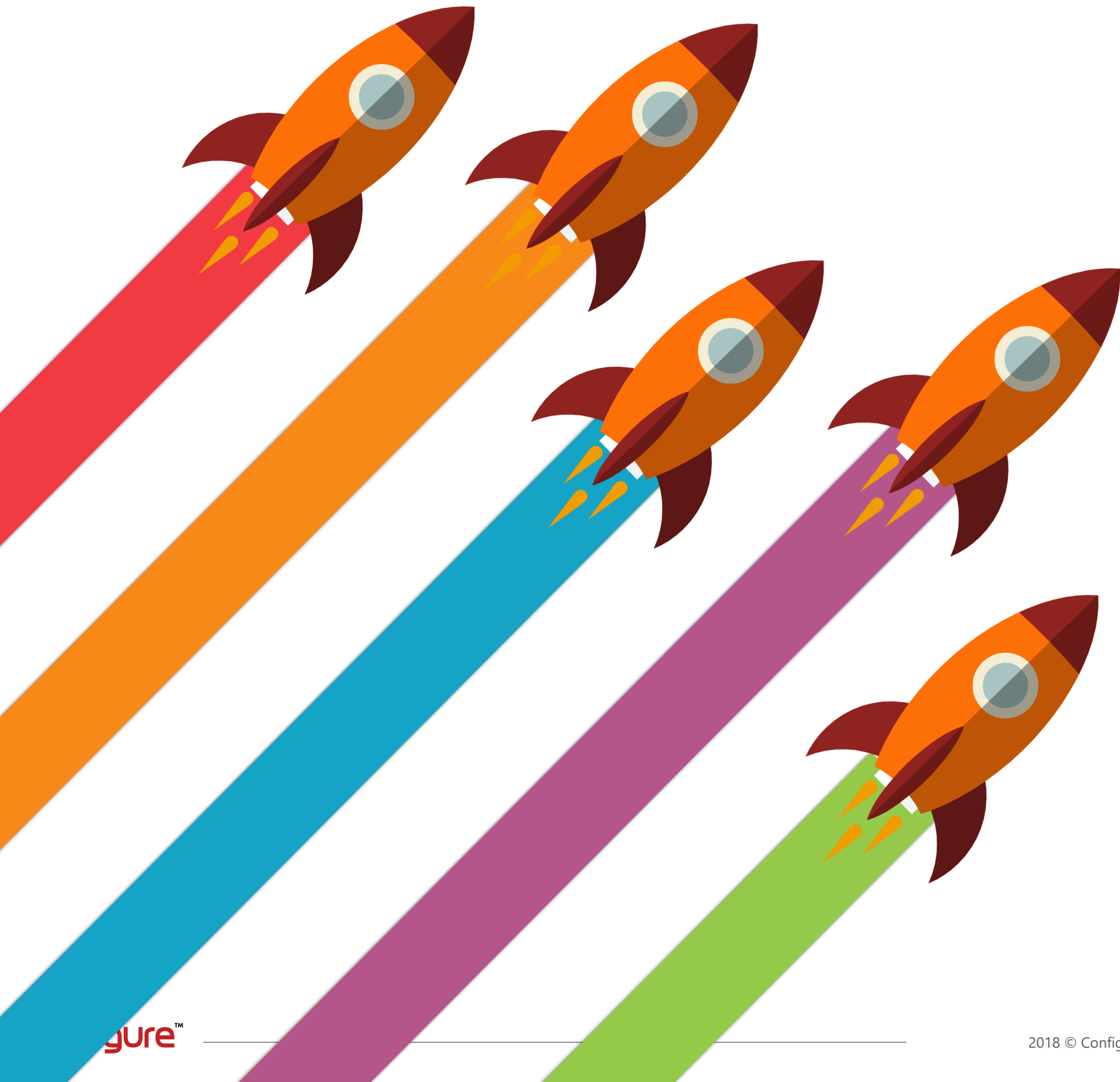
HOW TO ELIMINATE SERVICE OUTAGES



HOW TO ELIMINATE SERVICE OUTAGES




ConfigureTek's Success Factors to a Trusted CMDB!





- 01 PLAN & PREPARE**
Ensure that project participants, including sponsors, understand why and how the CMDB and the ITOM platform will be evaluated and their part in the process..
- 02 DEFINE USE CASES**
Target use cases for the CMDB and service mapping that support strategic, business outcomes as supported by ServiceNow.
- 03 ASSESS CURRENT STATE**
Utilize standardized approach to assess the trustworthiness of the CMDB, current state of business service mapping, and how the CMDB is used throughout IT and the business.
- 04 ADOPT SERVICE AWARE CMDB**
Focus on resolving any CMDB trust issues, identify the critical business services and map them toward defined use cases, establish the standards and process for mapping business services.
- 05 UTILIZE the TRUSTED CMDB**
Implement and integrate the CMDB into the most critical use cases and enhance business productivity

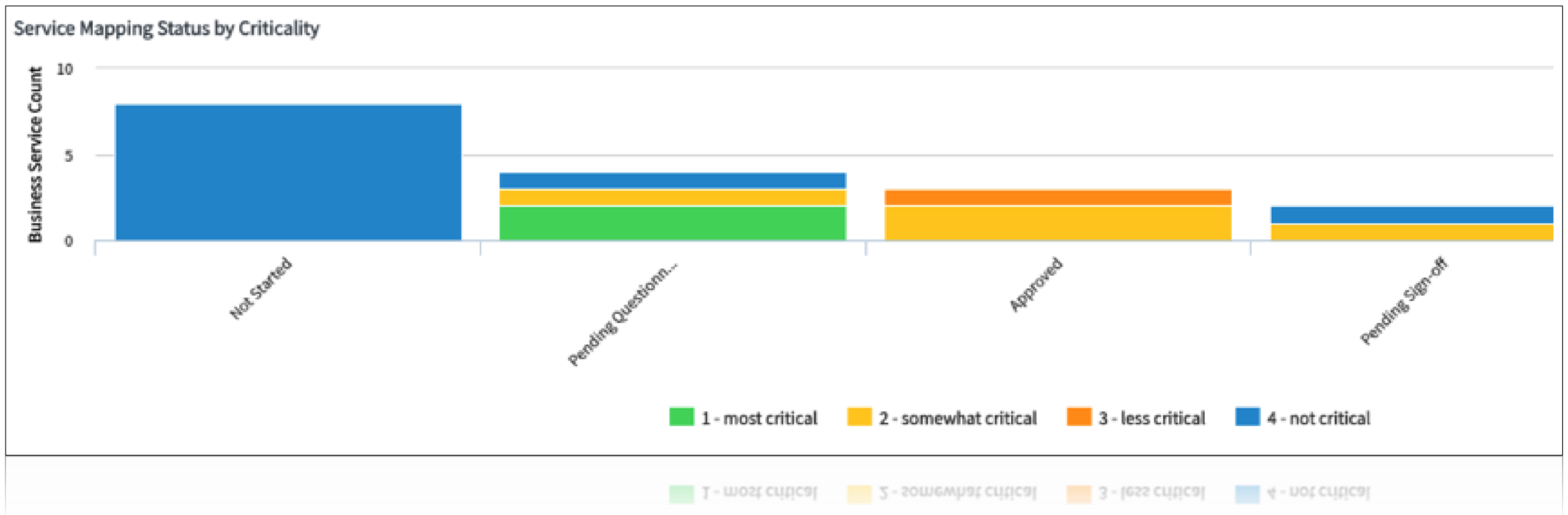
Service Mapping Factory



 **Workflow Automation**
Task automation to progress through the lifecycle

 **Bottleneck Resolution**
Automated bottleneck resolution and escalation algorithm

 **Task Assignment**
Automatic task assignment to SMEs and app owners



Implementation Accelerators

Lifecycle

Service Mapping Lifecycle Tracking. A proven and repeatable methodology for tracking your organization's service mapping lifecycle.

| Name | View map | Service Mapping Lifecycle | Business criticality | Owned by |
|-------------------------|----------|---------------------------|-----------------------|----------------|
| ICoin | Search | Search | Search | Search |
| BSM | View map | Not Started | 4 - not critical | Abel Tuter |
| CM | View map | Pending Sign-off | 4 - not critical | Fred Luddy |
| CMDB | View map | Pending Questionnaire | 1 - most critical | Tim Robinson |
| EmployeeServices | View map | Mapping In Progress | 3 - less critical | Fred Luddy |
| OOBaaS | View map | Retired | 3 - less critical | Timothy Janski |
| Payments | View map | Pending Questionnaire | 1 - most critical | Timothy Janski |
| Print | View map | Mapping In Progress | 2 - somewhat critical | Tim Robinson |
| SPClient | View map | Pending Questionnaire | 4 - not critical | Timothy Janski |
| Service Health Reporter | View map | Pending Questionnaire | 2 - somewhat critical | Abel Tuter |

Questionnaire

Automated SME questionnaire distribution. Pre-created in-tool questionnaires to enable your service and app mapping project.

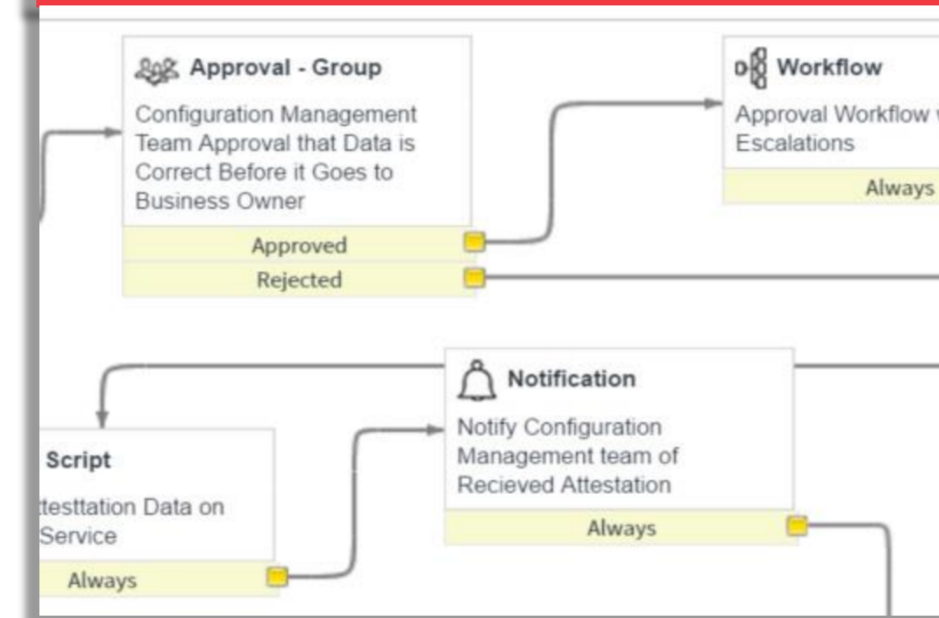
Number: TASK000000000
 Assigned to: Tim Robinson
 Assignment group: Configuration Management Team
 Business service: CMDB

Questions

Alternative Business Service Name(s): Credit Management Database
 Additional People Contacted for Business Service Information: Rob Phillips
 How is this business service accessed (URL, entity name, server IP address)? (Please): https://CMDB.example.com/CMDB
 Are the end users external or internal?

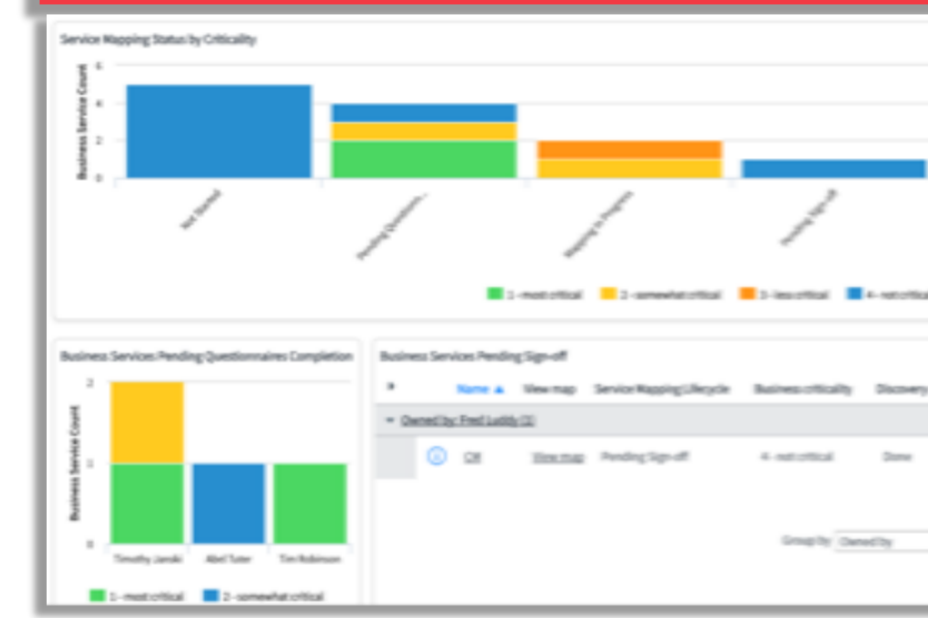
Attestation

Pre-configured SME validation and verification workflow for service mapping projects.



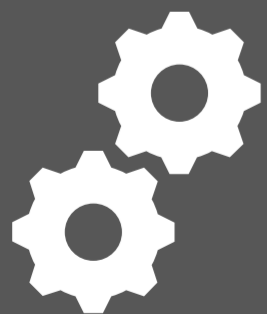
Dashboard

Track and visualize your organization's service mapping progress.



Reporting

Track and visualize completed and pending attestation to accelerate service mapping.



Service mapping technical leadership



Implementation Accelerators



Best Practices Kit for Sustainable Results

Let's work together..

CMDB ASSESSMENT

- ✓ Optimize the CMDB data
- ✓ Enhance IT & business use cases
- ✓ Identify errors, inefficiencies, & inconsistencies
- ✓ Streamline integrations to ensure data validity
- ✓ Strategies to mature your CMDB
- ✓ Delivered in 3 weeks

Assessment & Strategy

SERVICE MAPPING FOUNDATION

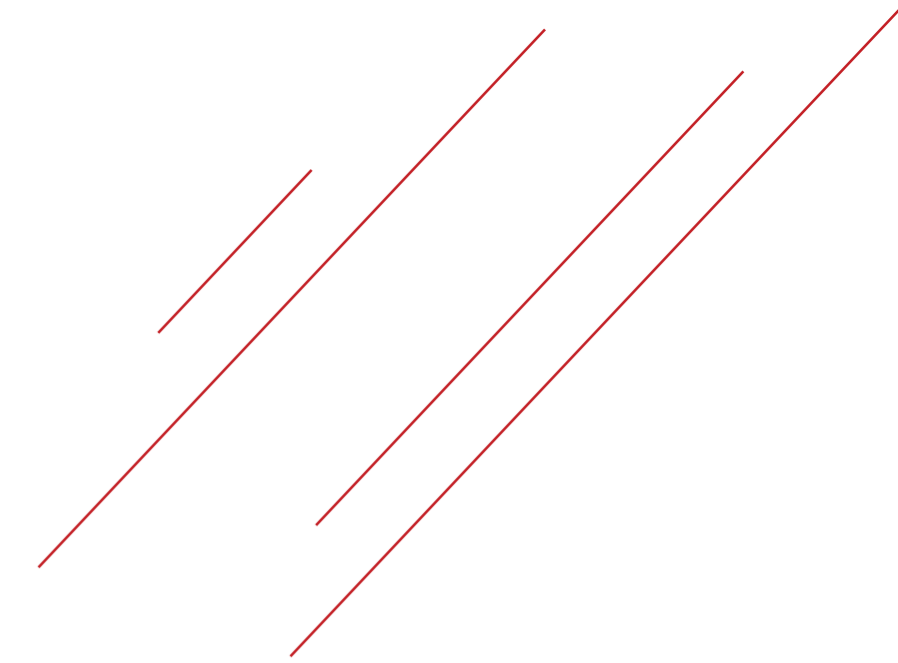
- ✓ Rapid service mapping
- ✓ Auto-discovery
- ✓ **SERVICE MAPPING FACTORY**
- ✓ Risk and Impact Analysis
- ✓ Event Management
- ✓ Reporting and Dashboards
- ✓ Enablement

Service Aware CMDB

ITOM FOUNDATION

- ✓ Configure automated discovery
- ✓ Establish service mapping foundation
- ✓ Integrate monitoring sources
- ✓ Configure event correlation rules
- ✓ Event management dashboard
- ✓ Change impact reporting
- ✓ Enablement

ITOM in Weeks



Questions?



Contact Us Today



Phone/Website

(800) 987-8460

www.configuretek.com



Email

info@configuretek.com

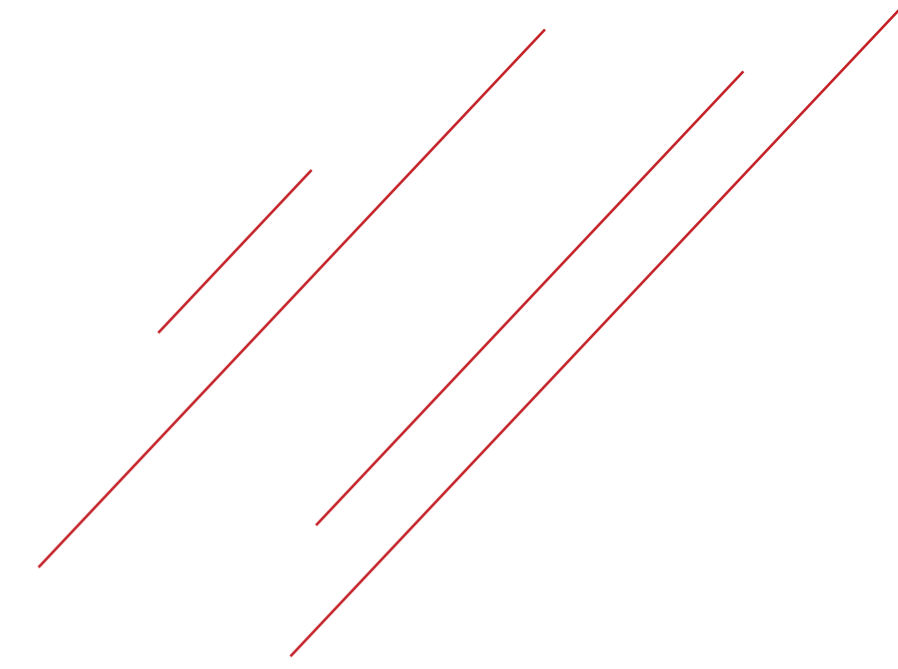
andy@configuretek.com

mark@configuretek.com



Schedule a Demo

www.configuretek.com/demo-request

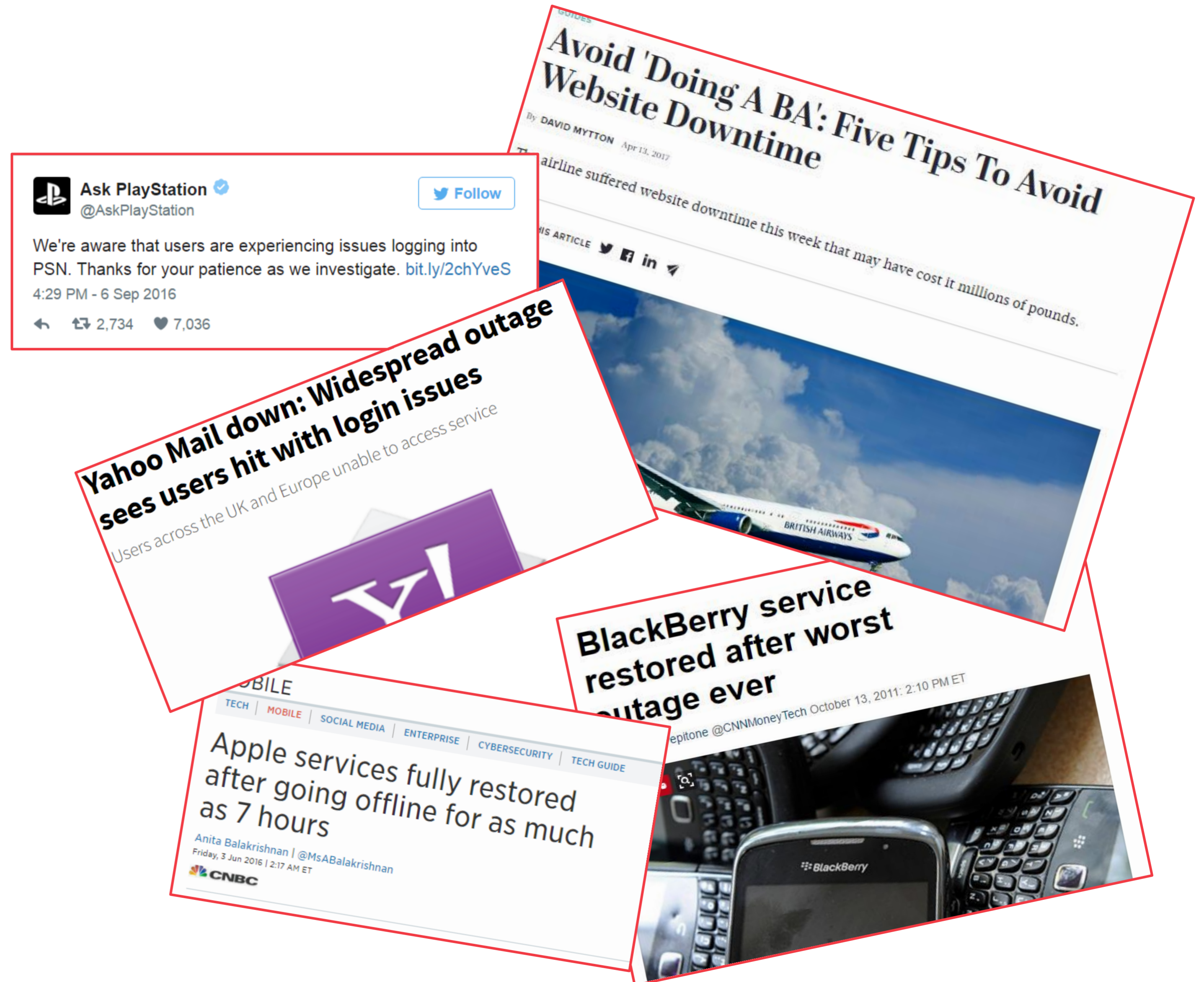


Appendix



For IT Operations, the stakes are high...

- Effective IT Operations Management is critical to business service delivery
- Inefficiencies can be costly, disruptive, and damaging
- Instability affects IT, business services, executives, customers, and shareholders alike



Meaningful Results for IT Management in Support of the Business

Event Management

- Rationalize events based on business impact
- Provide single pane of glass
- Enhance root cause analysis
- Reduce triage & remediation time (MTTR)

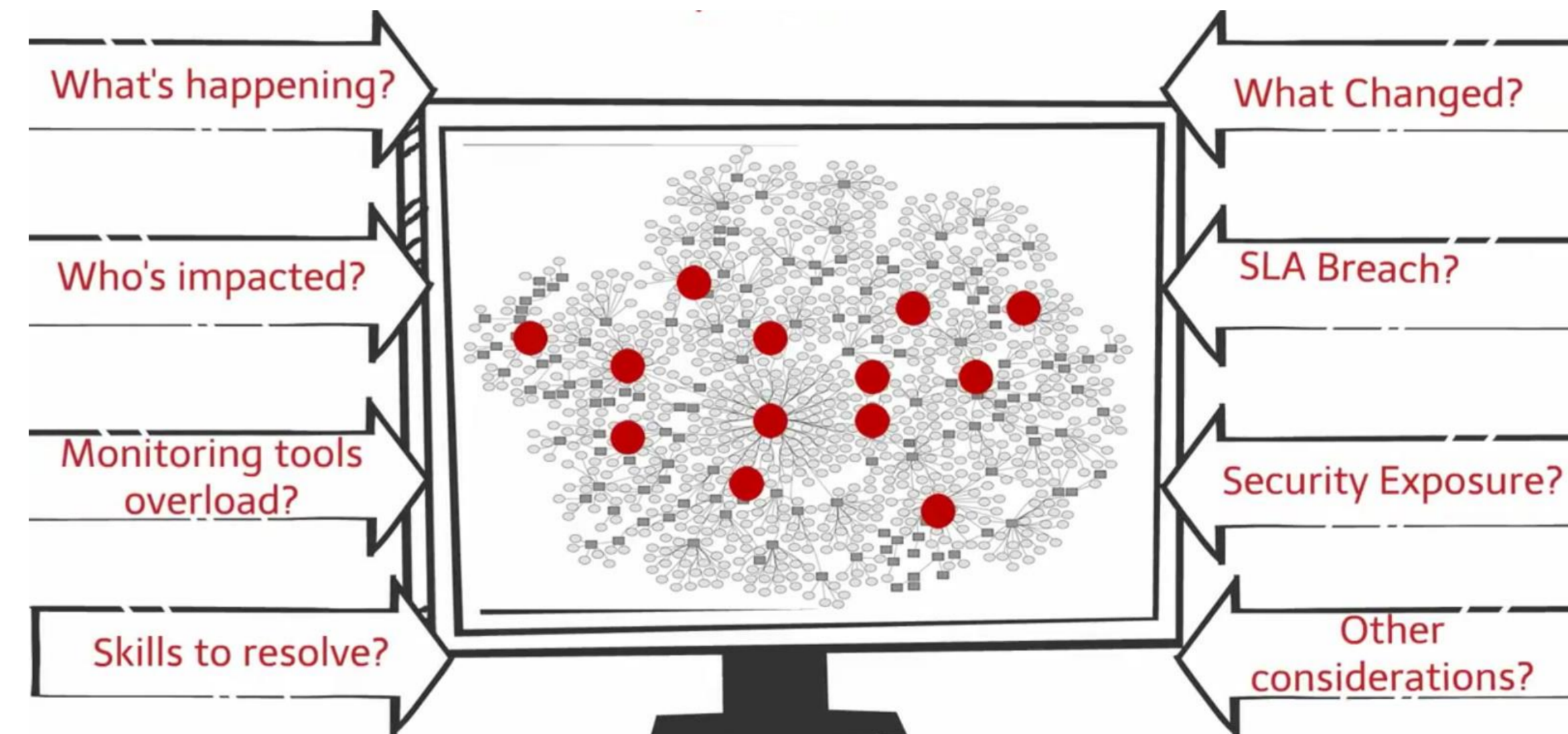
Data Center Management

- Optimize compute, network, and storage devices
- Provide accurate inventory and asset information
- Support data center transformation

Proactive Processes

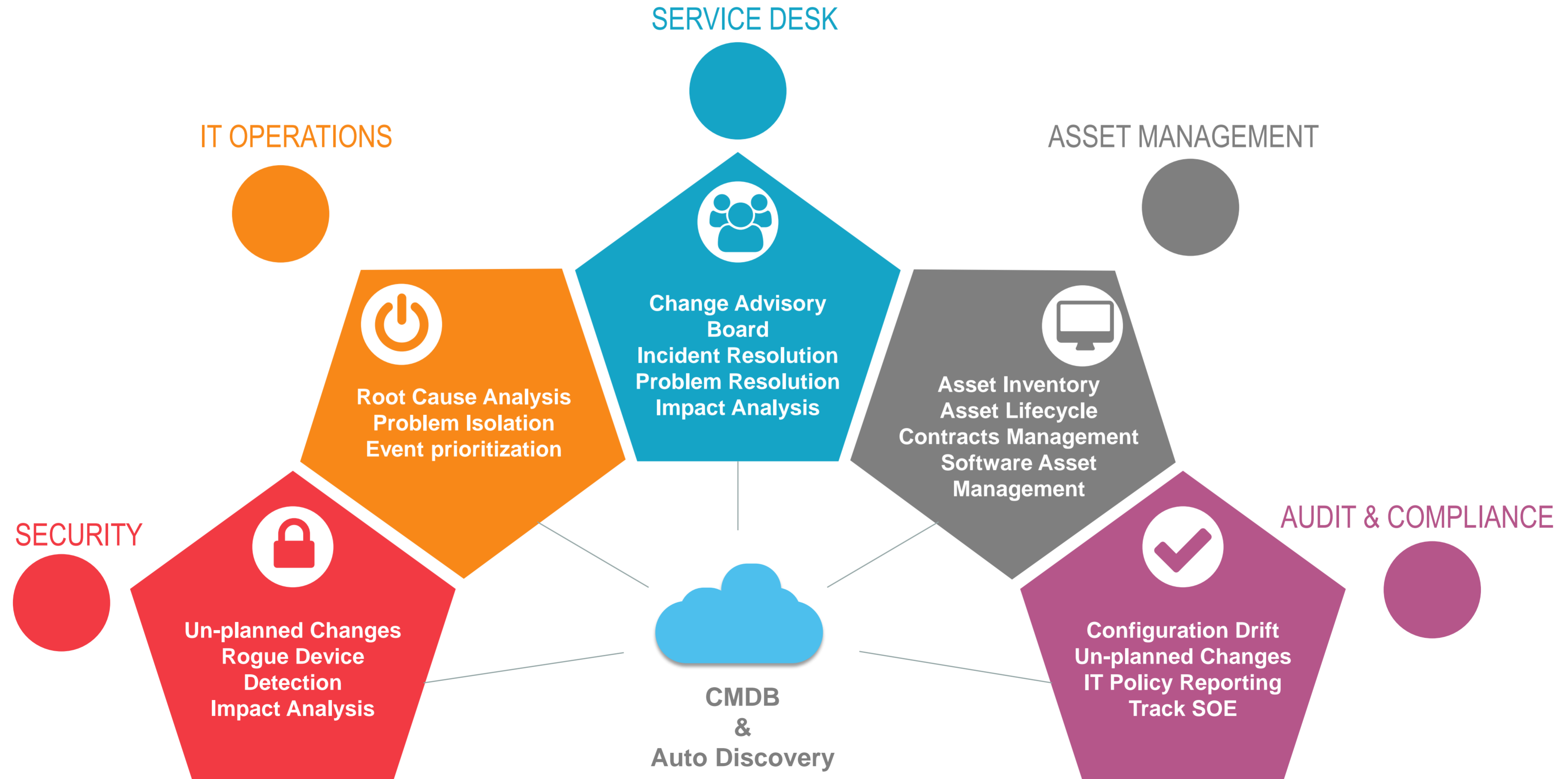
- Identify impact of unplanned changes
- Apply compliance thresholds to business services
- Utilize performance metrics to anticipate outages
- Automate compliance reporting & remediation

When a system failure occurs, alerting systems turn red and suddenly everyone starts asking lots of questions... and meets together on a bridge line.



IT Management Solutions to Drive Results – Key Use Cases

Linking IT Services to Support Business Needs



Configuration Management Elements

servicenow

Elements of an Initial Configuration Management Capability

ORGANIZATIONAL REQUIREMENTS

CONTINUOUS STRATEGY ALIGNMENT



PLANNING, POLICY, PROCEDURES

USE CASE DRIVEN

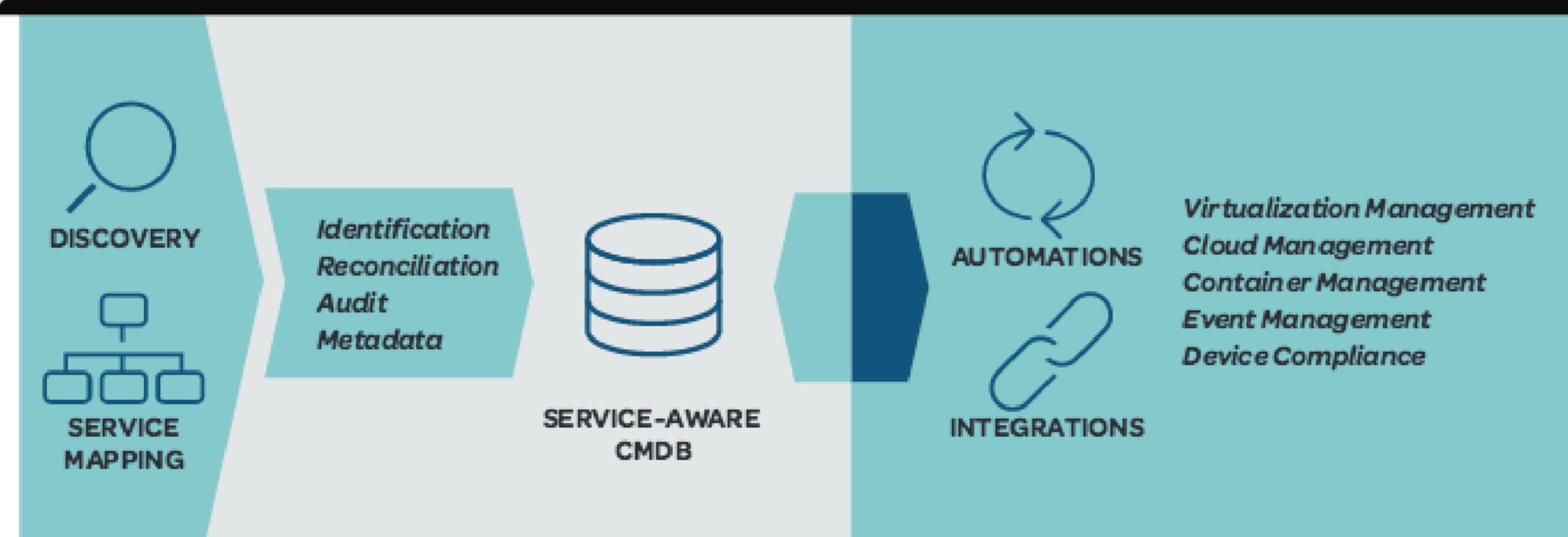


MANAGED ROADMAP & IMPROVEMENTS

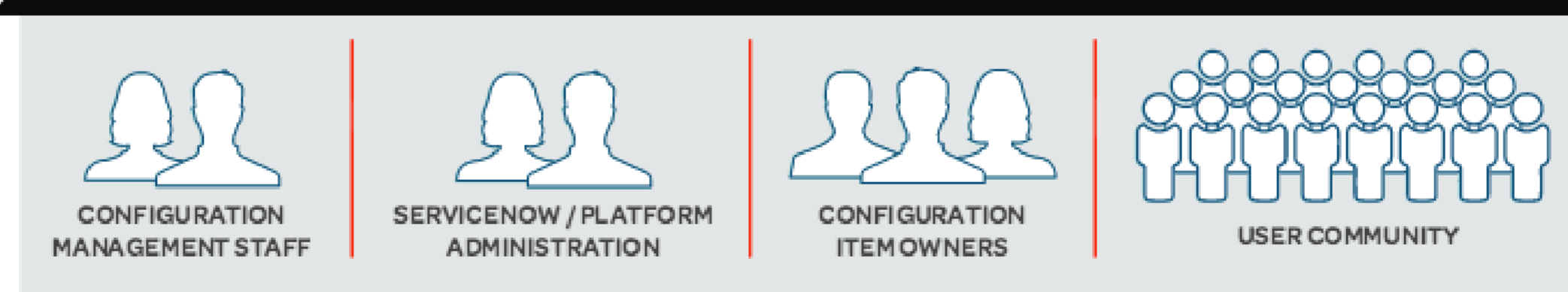
VALUE-ADD GOVERNANCE



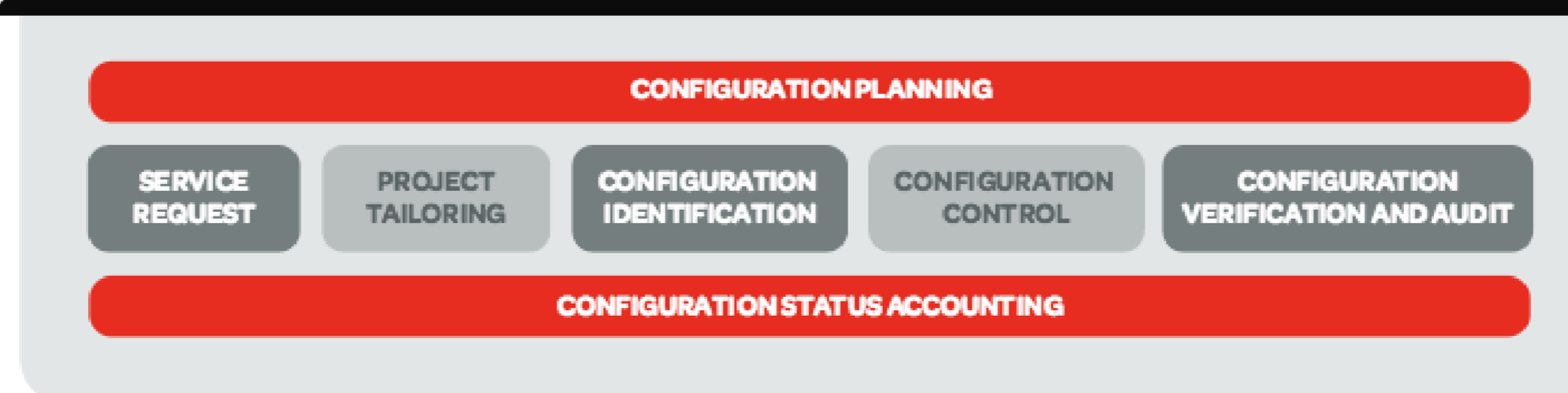
CONFIGURATION MANAGEMENT SYSTEM



KEY ROLES



DAY-TO-DAY OPERATIONS



COMMON ISSUES

SPONSORSHIP



NO "ORGANIC" GROWTH

FORMALLY MANAGED

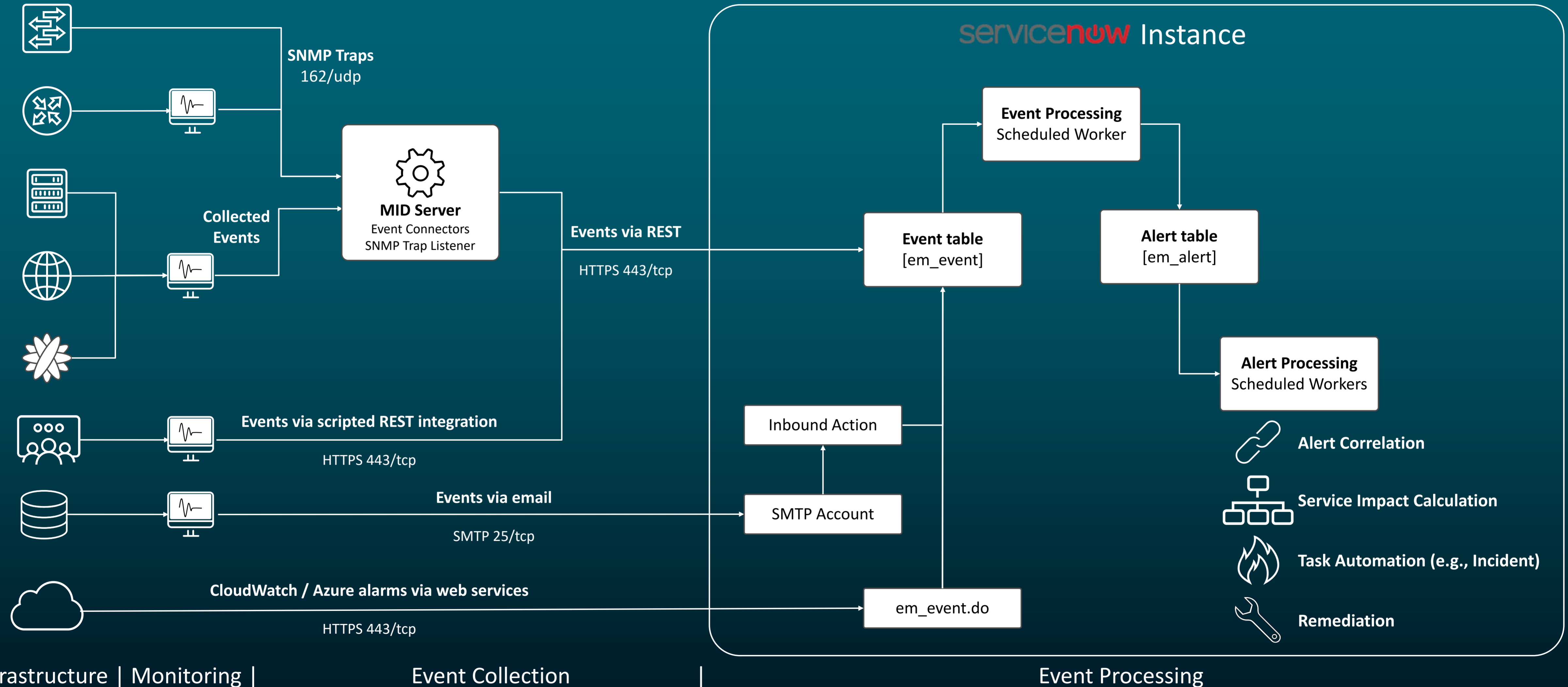


CRITICAL FEW VS. TRIVIAL MANY

DATA QUALITY



Event Integration Overview



The ITOM Solution Roadmap to Business Value

Capabilities for ensuring that enterprise infrastructure and applications are optimized and always available to the business.

➤ FOUNDATION

| Name | IP Address | Manufacturer | Model ID | Operating System | OS Version | Description | Class | Created by | Created | Most recent dis |
|----------------------------------|------------|--------------|--|------------------|---------------------|------------------|----------------|-------------|---------------------|-----------------|
| win_ga2hregf5l | | Unknown | Windows 2012 | Windows Server | 16.09.10 | | Windows Server | admin | 2016-04-12 16:58:10 | (empty) |
| atlas103 | | Unknown | vmxix x86 | ESX Server | 2016-04-18 14:34:34 | | ESX Server | admin | 2016-04-18 14:34:34 | (empty) |
| ServiceNow Production Sacramento | | Dell Inc. | Dell Inc. PowerEdge M7100 Blade Server | Linux Red Hat | Enterprise Server 3 | Glide Production | Server | glide.maint | 2005-05-24 16:37:13 | (empty) |
| ServiceNow Production San Diego | | Dell Inc. | Dell Inc. PowerEdge M7100 Blade Server | Linux Red Hat | Enterprise Server 3 | Glide Production | Server | glide.maint | 2005-05-24 16:43:36 | (empty) |
| SQLSERVERHOST_YM2 | | Dell Inc. | Dell Inc. PowerEdge M7100 Blade Server | Windows Server | 2012 R2 | | Server | admin | 2015-02-11 19:01:38 | (empty) |
| ucmdb1020 | | Unknown | Windows 2008 R2 | UCMDB 10.20 | Windows Server | | Windows Server | admin | 2016-04-14 14:46:16 | (empty) |
| dc | | Unknown | Windows 2012 R2 | Windows Server | 2012 R2 | | Windows Server | admin | 2016-06-02 11:32:48 | (empty) |
| DatabaseServer2 | | Dell Inc. | Dell Inc. PowerEdge C6100 Rack Server | Linux Red Hat | Enterprise | DB Server | Server | glide.maint | 2005-05-25 12:22:54 | (empty) |
| Demo.system | | | | Windows Server | 2011-06-30 19:35:06 | | Windows Server | jimmy.yuan | 2011-06-30 19:35:06 | (empty) |
| WINSERVERHOST | | Dell Inc. | Dell Inc. PowerEdge M7100 Blade Server | Windows Server | 2012 R2 | | Server | admin | 2015-02-12 13:53:15 | (empty) |
| MURFESHER02 | | Dell Inc. | Dell Inc. PowerEdge M7100 Blade Server | Windows Server | 2012 R2 | | Server | admin | 2015-02-12 13:53:15 | (empty) |

- ✓ Service Mapping targeted discovery
- ✓ Automated Horizontal Discovery
- ✓ Automatic inventory & Asset Management
- ✓ Infrastructure reporting
- ✓ Business & technology services reporting

➤ REACTIVE

| Number | Type | Severity | Description | Source | Configuration Item | Node | Task | Updated |
|-------------|-----------------|----------|---|----------------------|--------------------|--------------|------|---------------------|
| Alert001000 | Windows Service | Critical | The MSSQLServer service entered the stop... | Windows Server Event | atlas2k12108 | atlas2k12108 | | 2017-01-06 09:06:34 |

- ✓ Integrated event sources
- ✓ Consolidated dashboard
- ✓ Automatic alert & incident creation
- ✓ Rapid root cause analysis
- ✓ Event remediation

➤ PROACTIVE

Alert Details:

| Number | Type | Severity | Description | Source | Configuration Item | Node | Task | Updated |
|-------------|-----------------|----------|---|----------------------|--------------------|--------------|------|---------------------|
| Alert001000 | Windows Service | Critical | The MSSQLServer service entered the stop... | Windows Server Event | atlas2k12108 | atlas2k12108 | | 2017-01-06 09:06:34 |

- ✓ Change Planning
- ✓ Predictive Impact Analysis
- ✓ Unplanned change tracking
- ✓ Change in context of Service Maps
- ✓ Application Portfolio Management
- ✓ Performance Analytics

