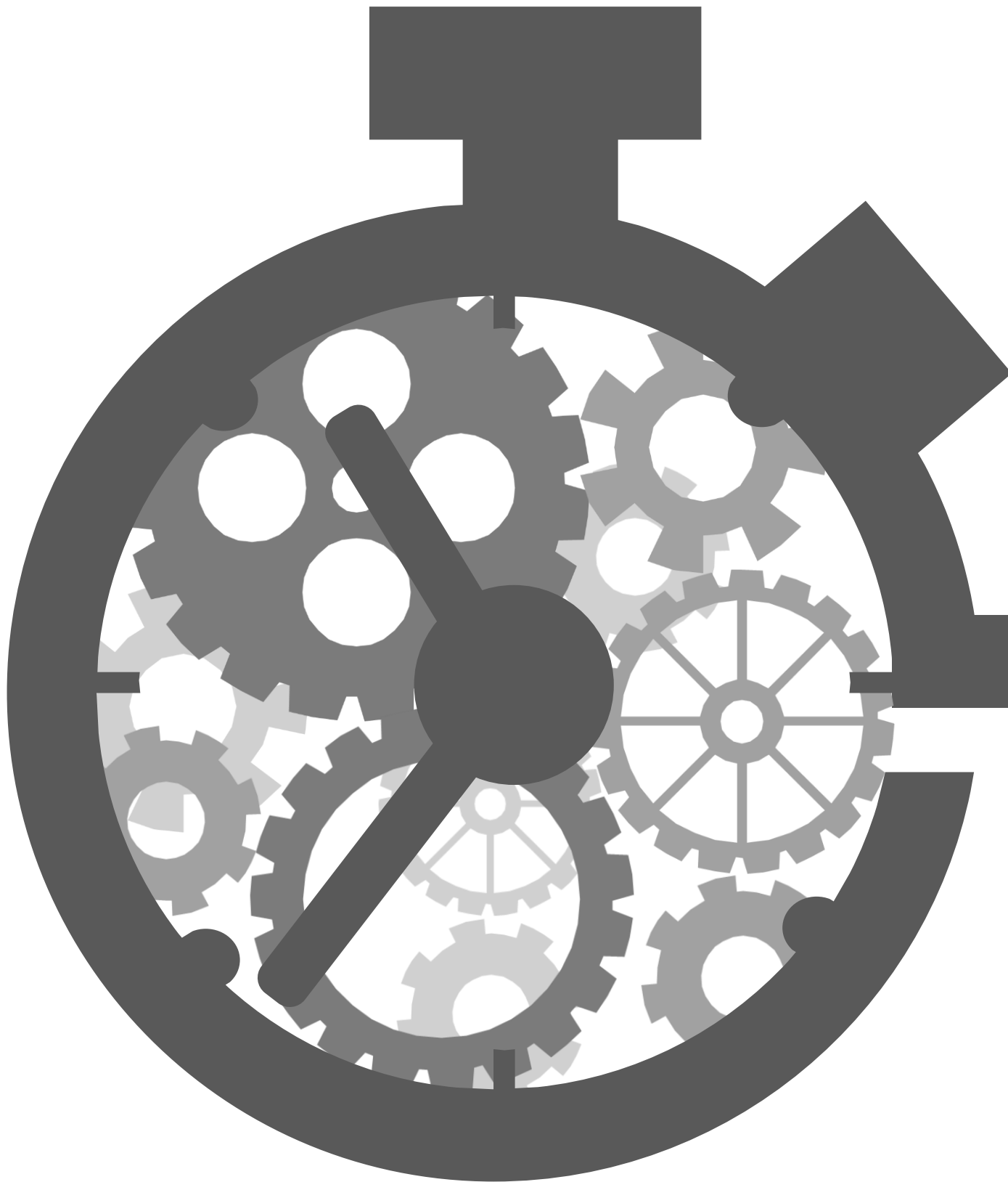




ITOM Value Drivers

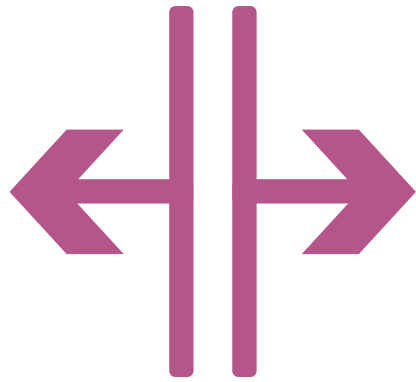
How a Trusted CMDB & Service Mapping Enhance IT
Operations & Support of Your Business Outcomes

OUR AGENDA



ITOM Value Journey

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

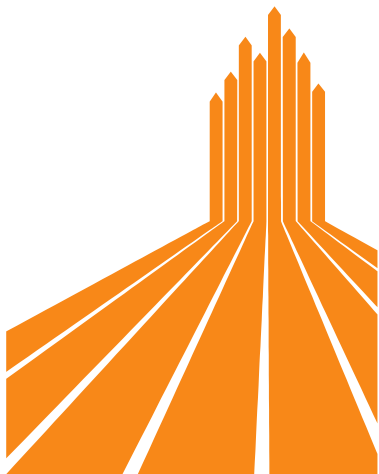


Implementation

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

Live Demonstration

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

Skills

Technology & Process Leadership

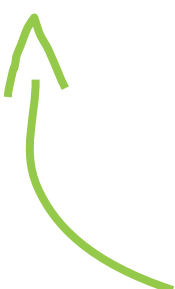
CMDB & Service Mapping Experts

ITOM Service Delivery

Customer Enablement



Customer Satisfaction!



9.8
CSAT

Pain Points in IT Operations Management (ITOM)

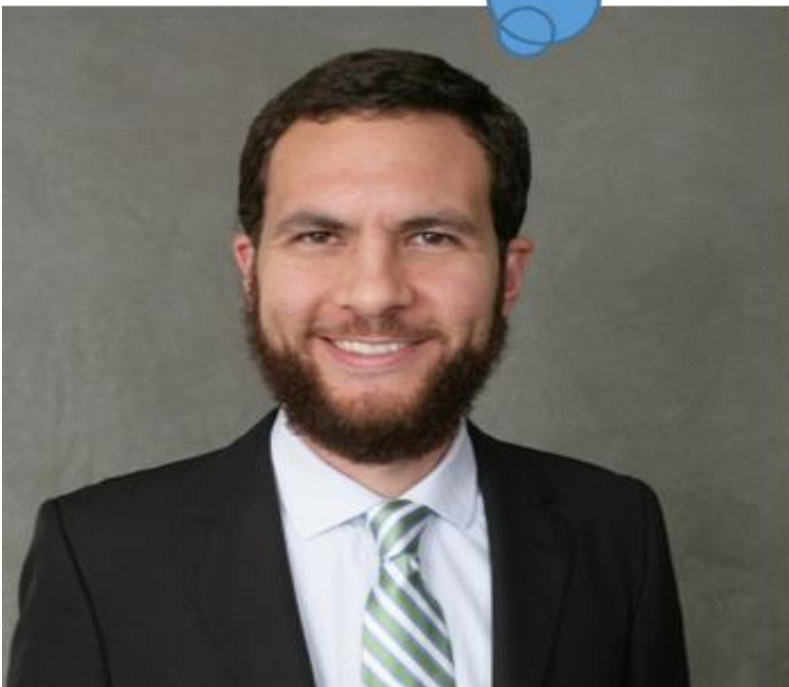
“I am not really certain how many devices are on our network”

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.



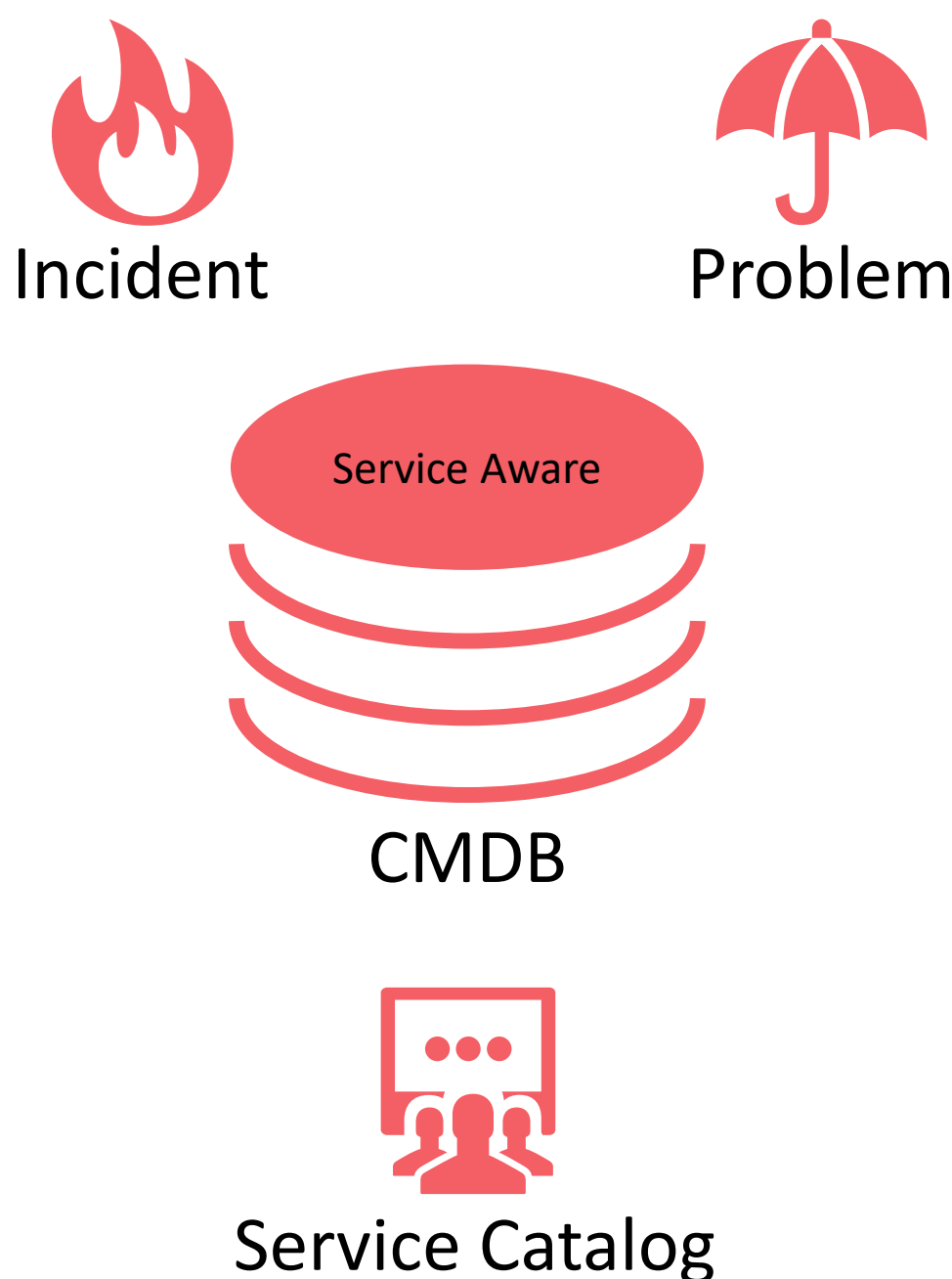
“It would be nice to know when something changed in our environment”



How a Service Oriented CMDB Supports IT & Your Business

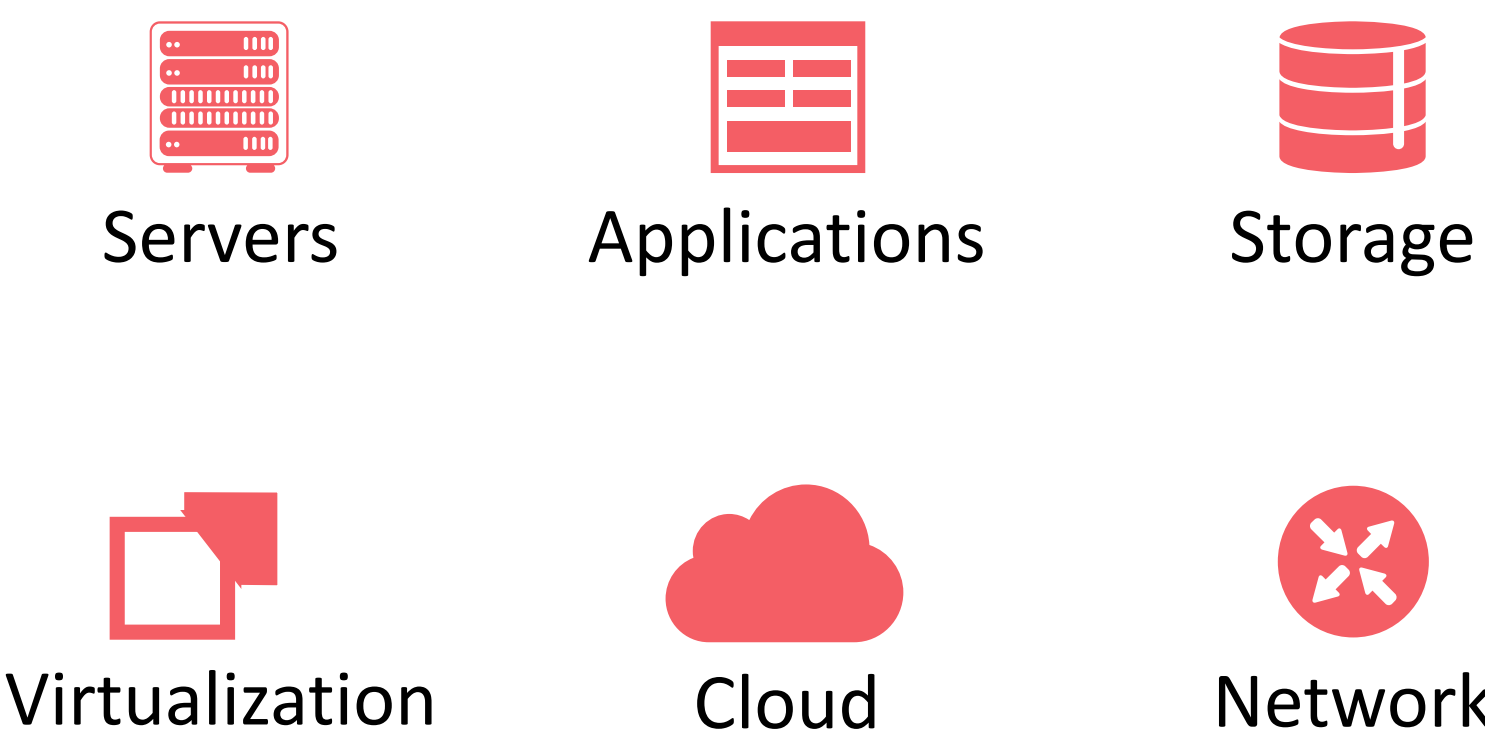
Service Management

Service-Oriented



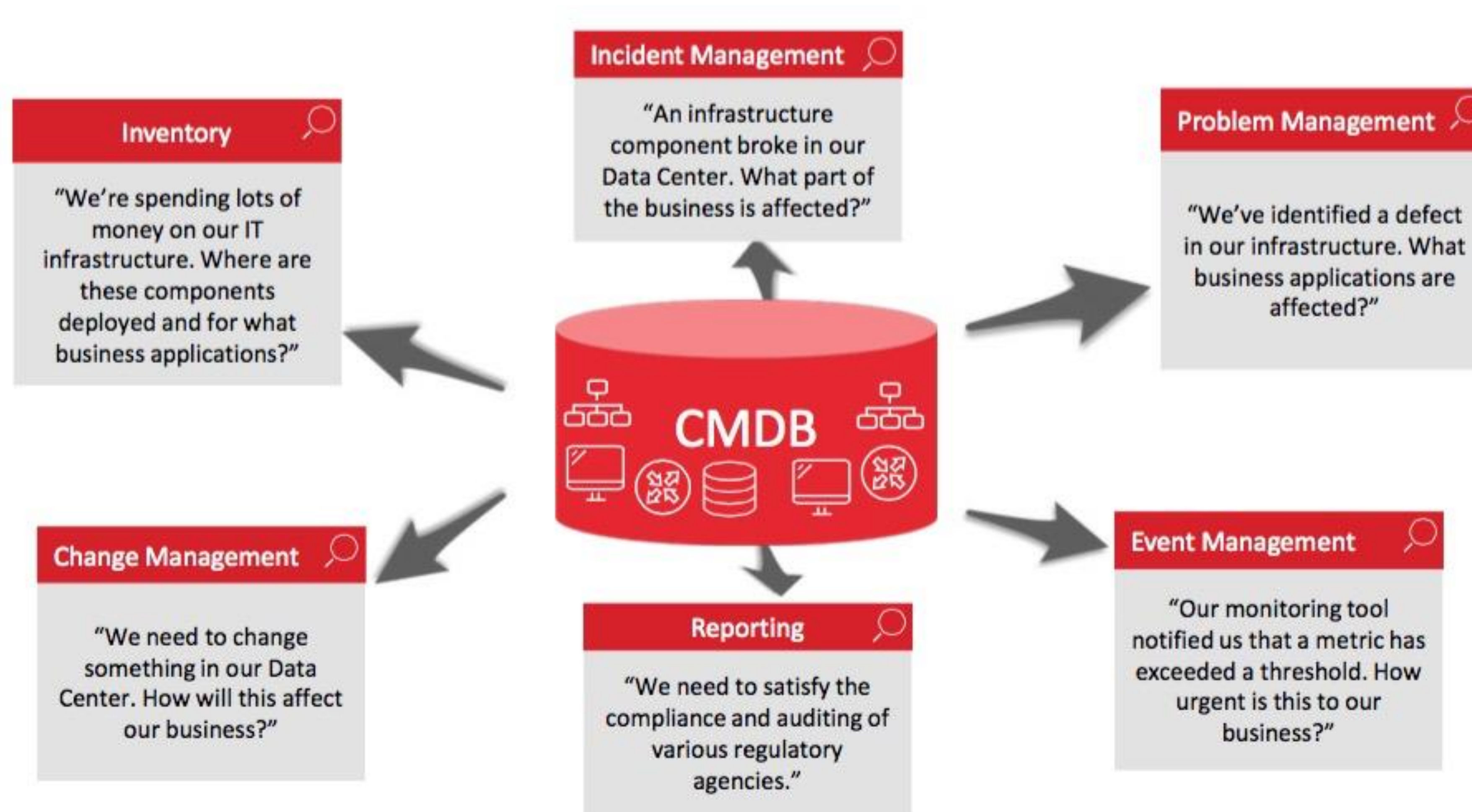
Operations Management

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

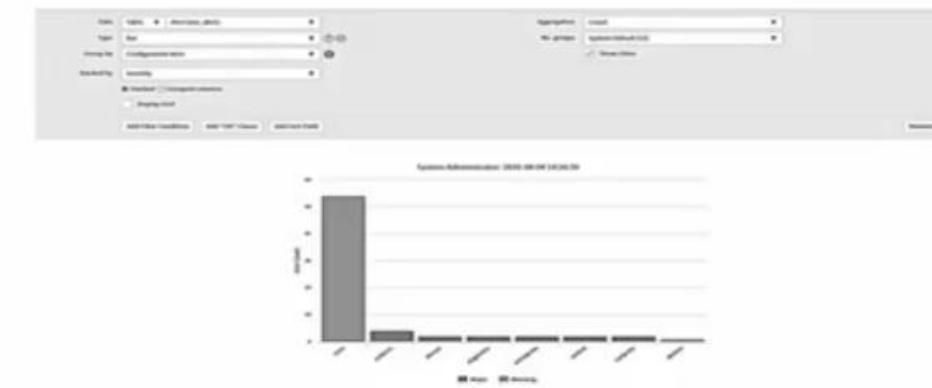
- Consolidate event sources
- Align events to a service-aware foundation
- Enhance impact, dependency, and root cause analysis
- Provide reliable notification and enhance triage process & reporting
- Automate remediation



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

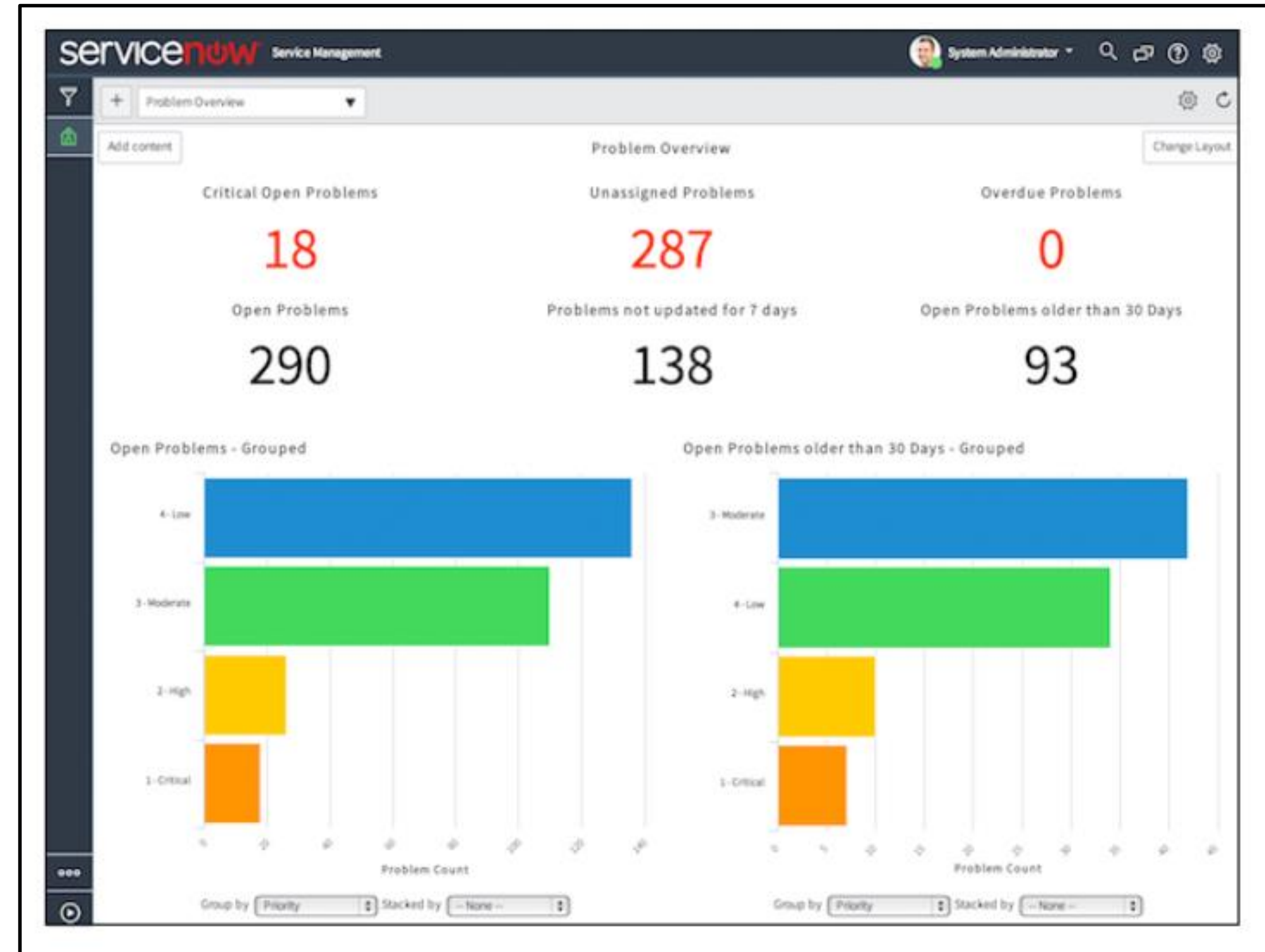
- “Discover everything that is out there”
- Technology focus instead of business impact
- Integrations are too complex
- Resources applied with little value gained
- “Waiting for perfection”

Inaccurate / Unnecessary Data in the CMDB

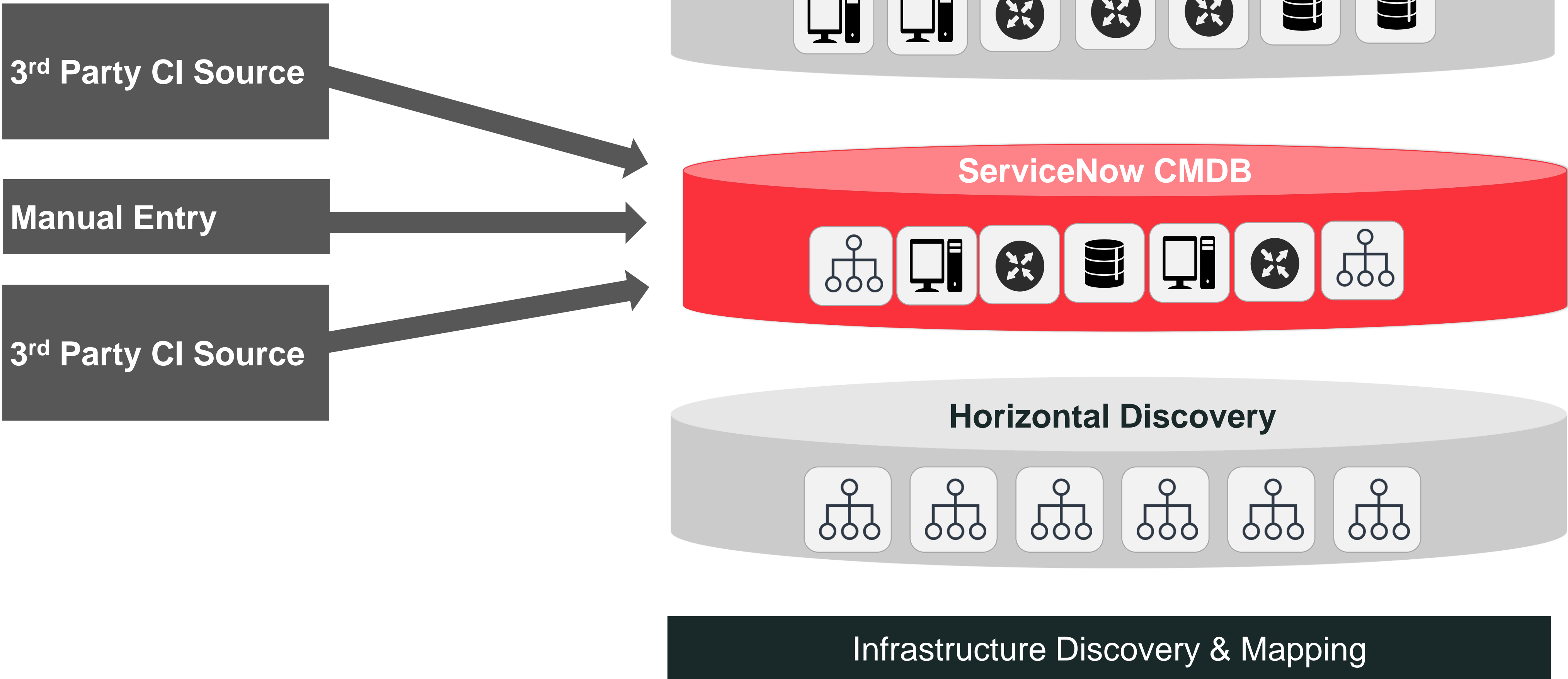
- Duplicate Configuration Items
- Stale Configuration Items
- Orphaned Configuration Items

Lack of Business Focus

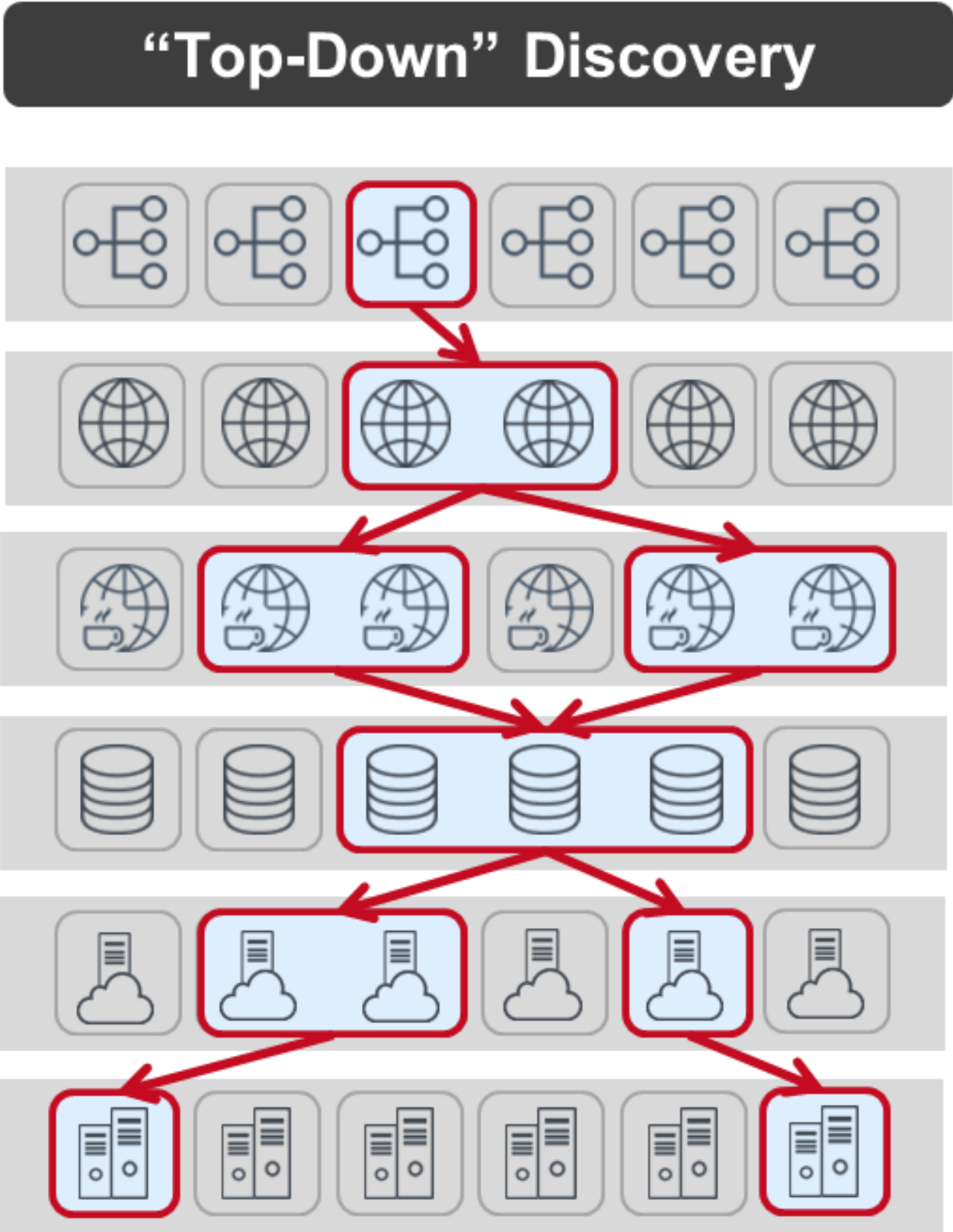
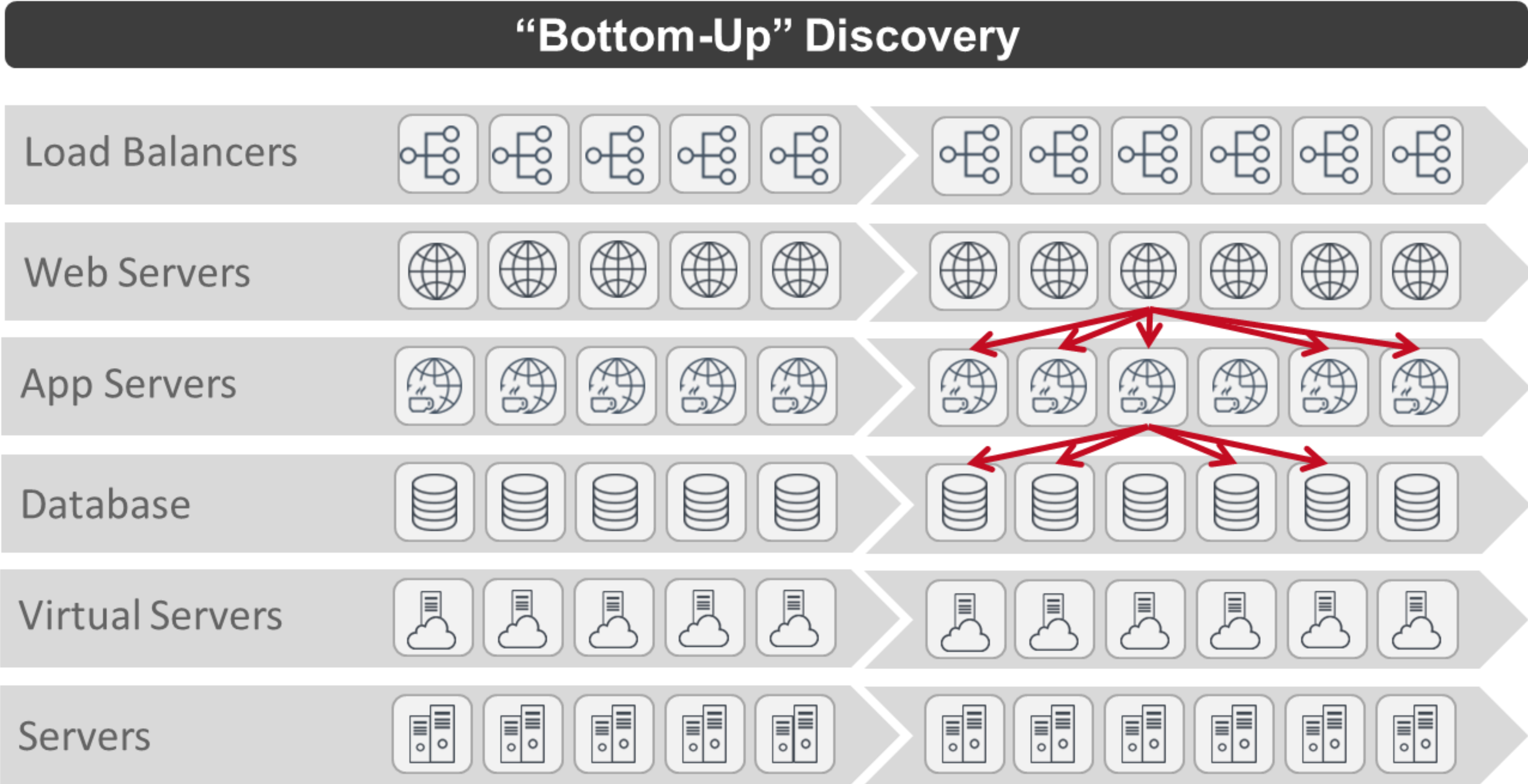
- Lack of clear configuration management plan
- CMDB not aligned with business outcomes
- Ineffective staffing strategy
- Insufficient Management Commitment



CMDB Population Must be Planned



Building a Service Aware CMDB



Infrastructure Discovery By Domain

Application Discovery and
Dependency Mapping

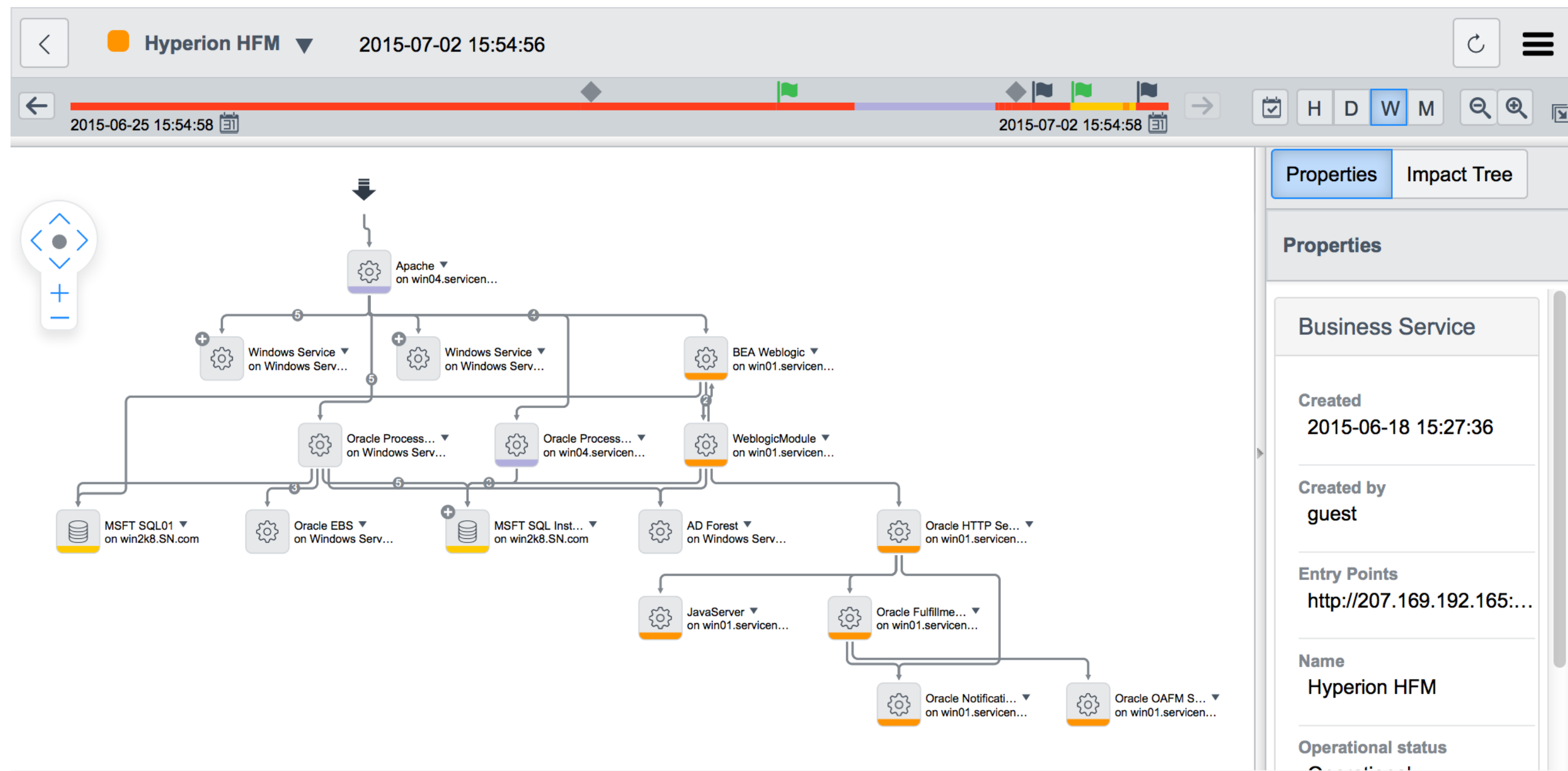
Service Dependency Mapping

Horizontal discovery tools

+

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

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.



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.



Managed (service aware)

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



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.

Operations Management



Servers



Applications



Storage



Virtualization



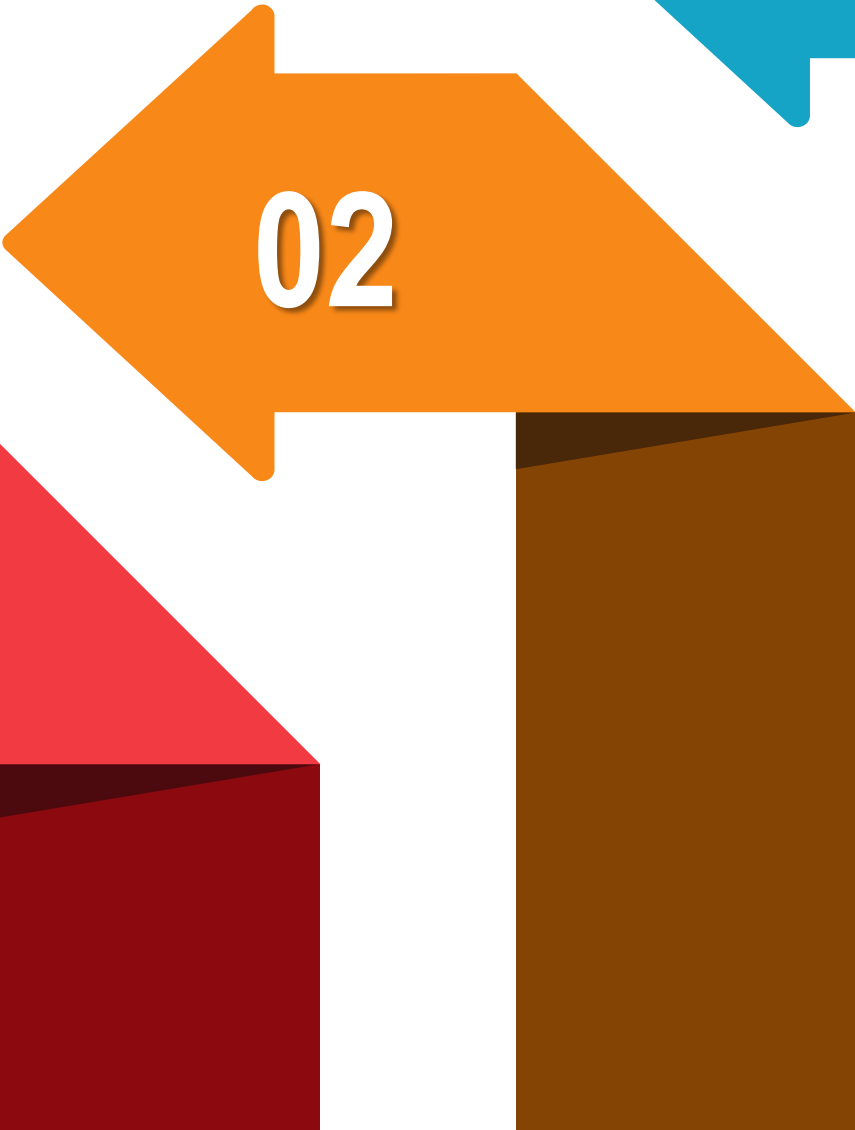
Cloud



Network

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.



Demo Outline

01

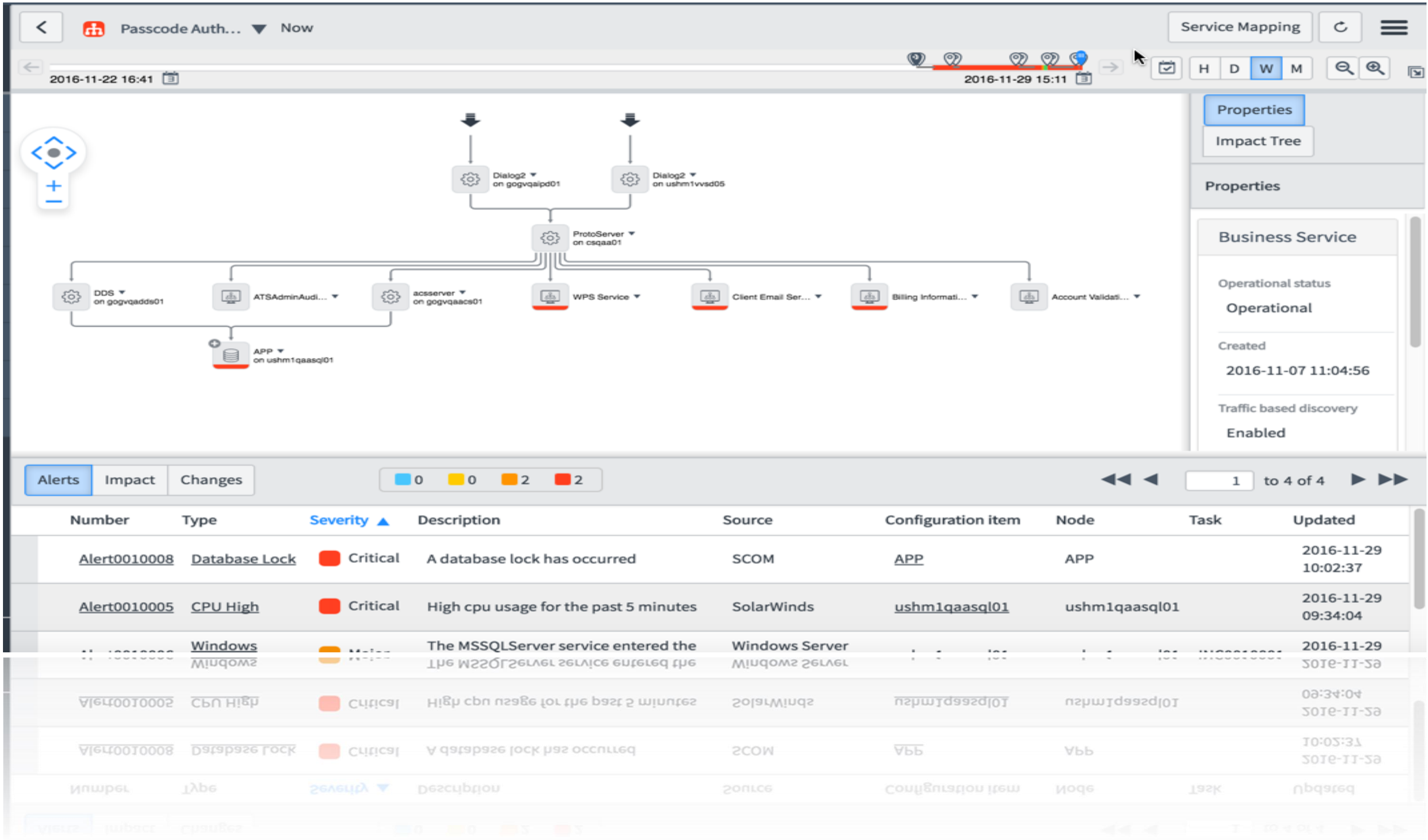
Centralize Event Dashboard

02

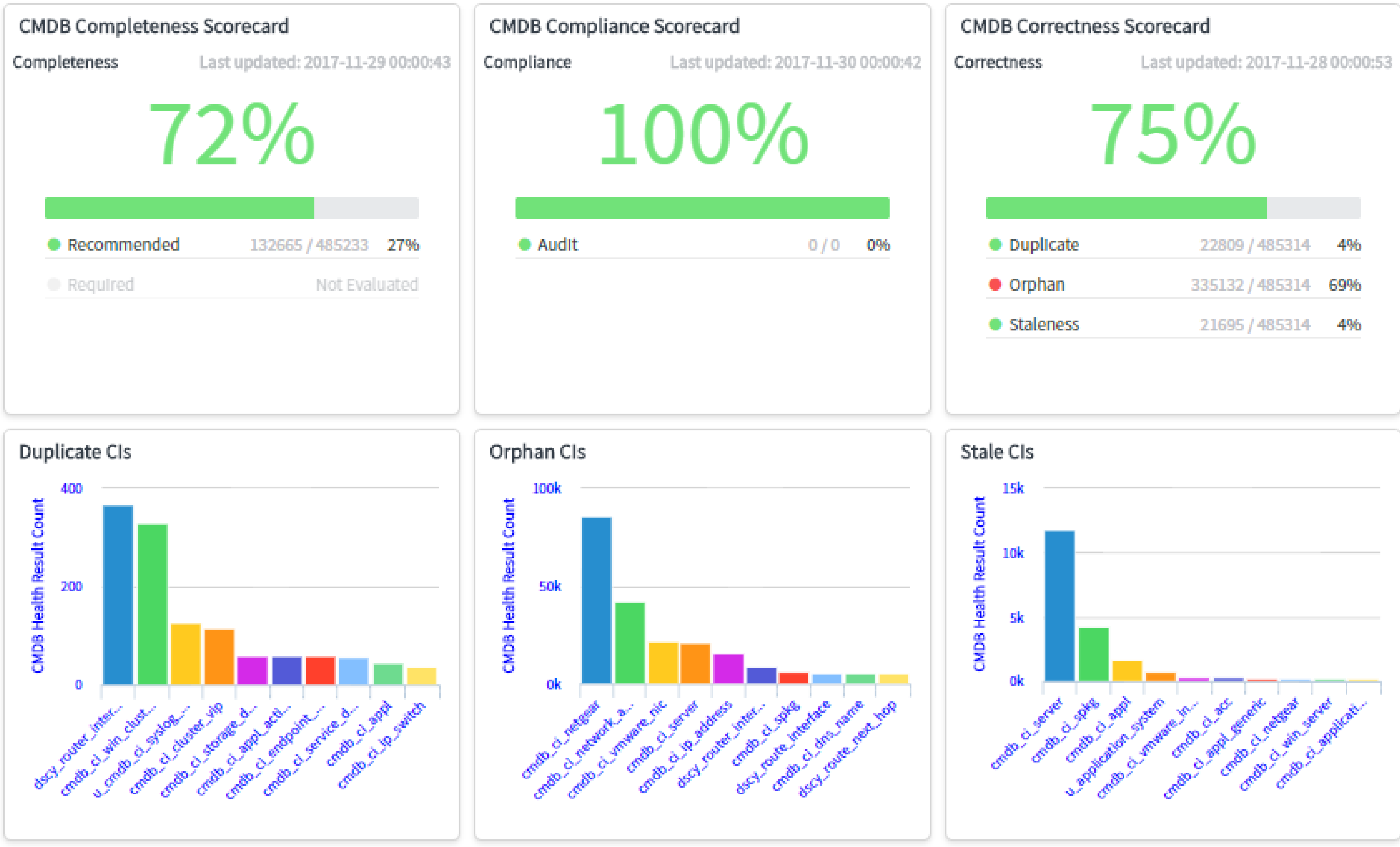
Resolve Critical Alerts

03

Provide Rapid Response



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.



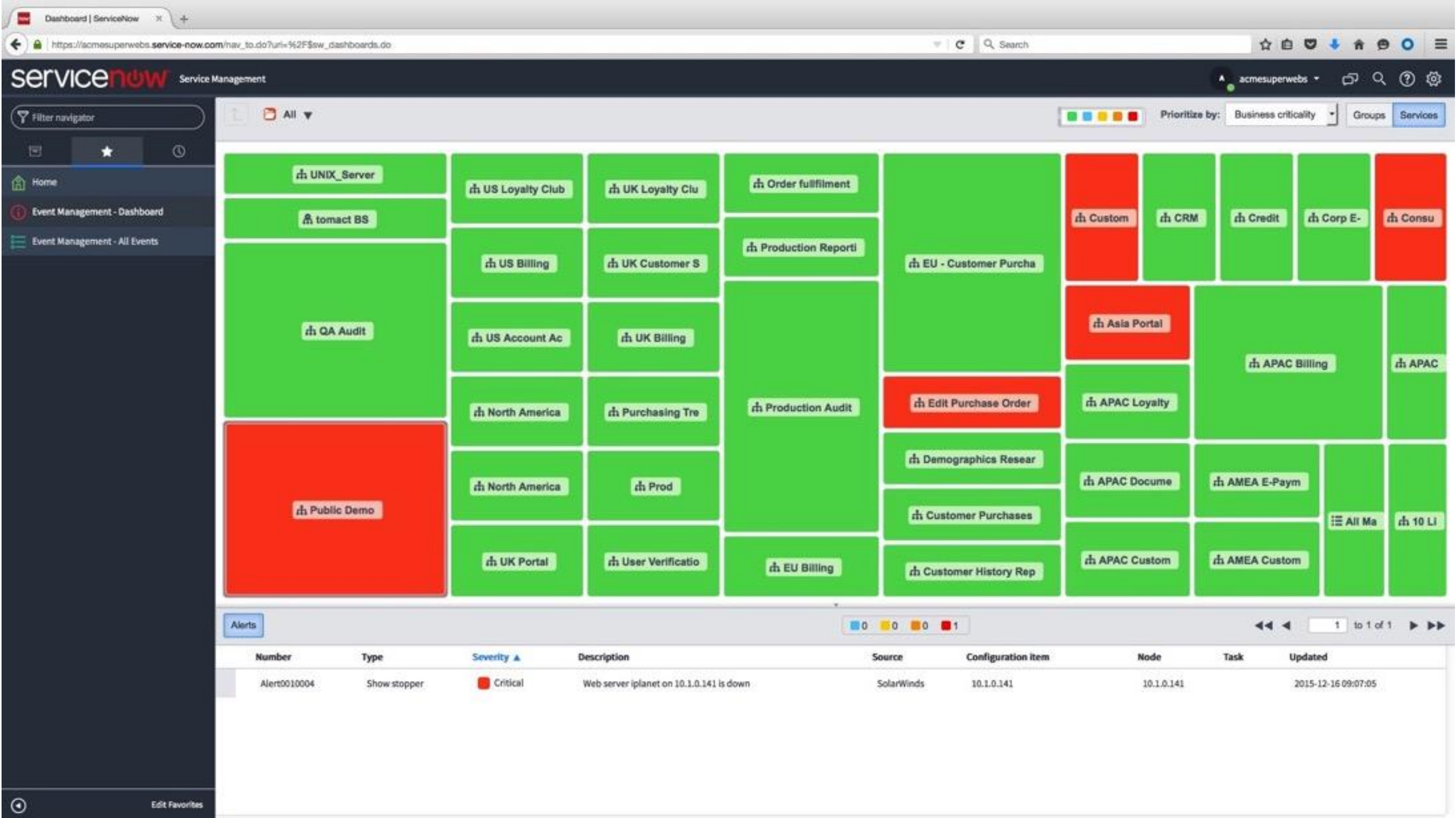
OOB



REST



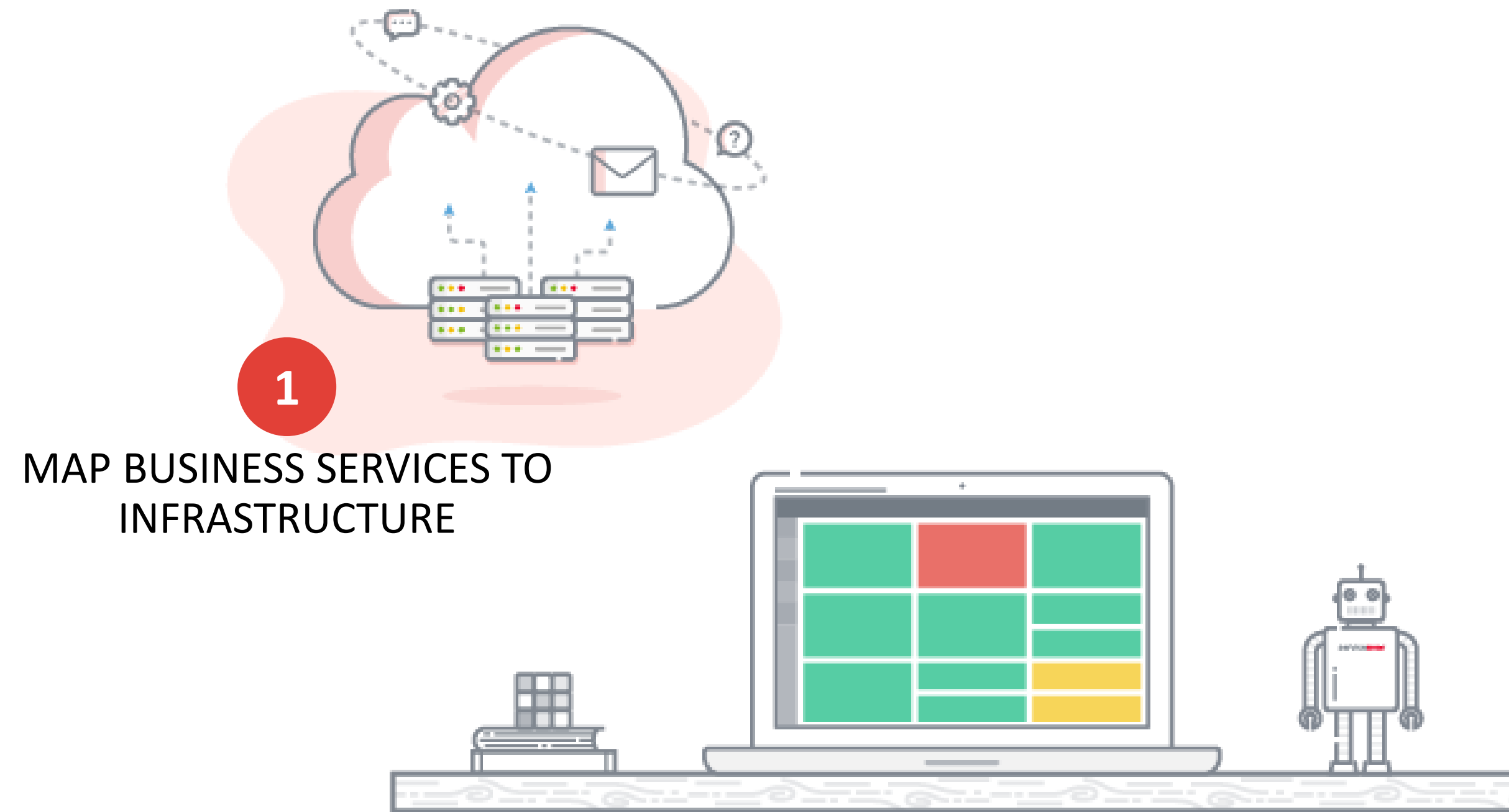
SNMP



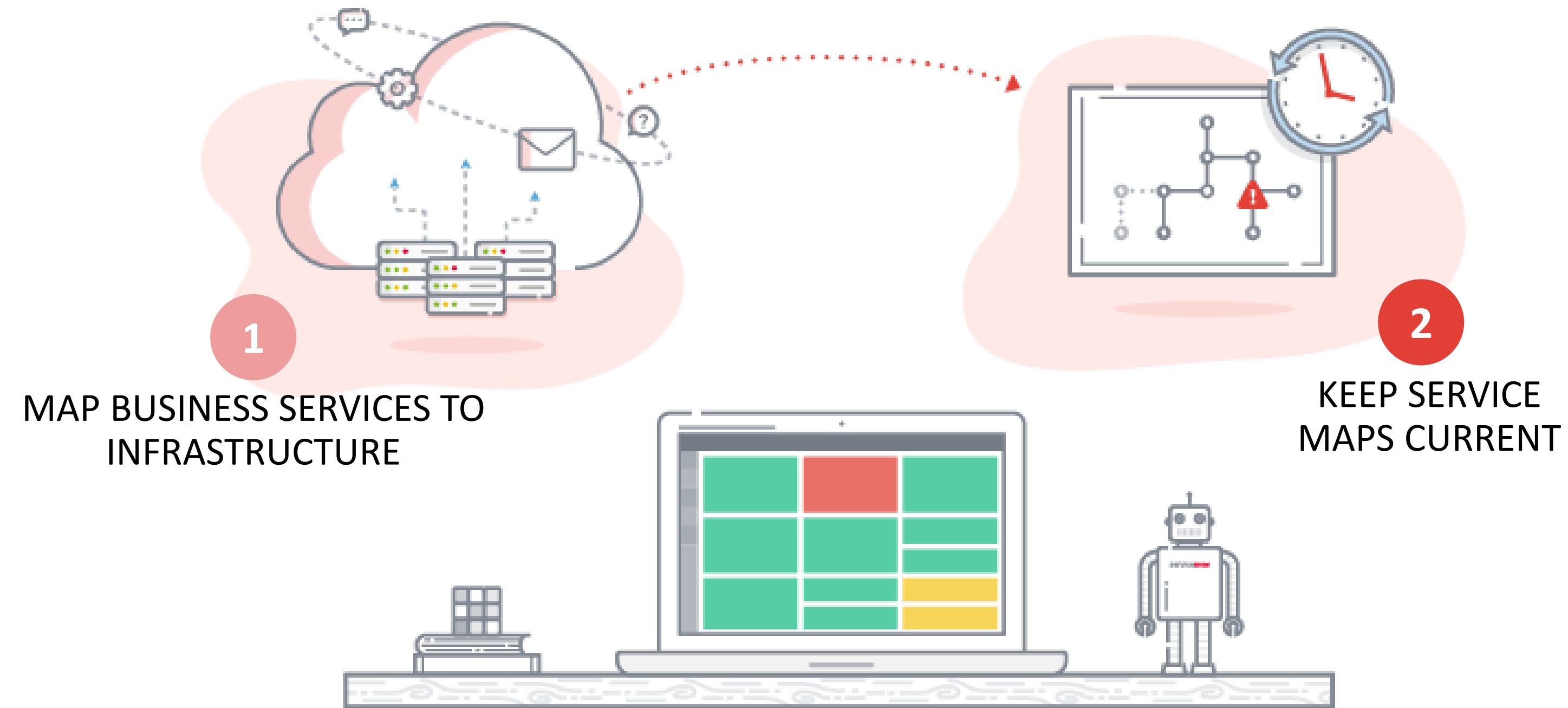
HOW TO ELIMINATE SERVICE OUTAGES



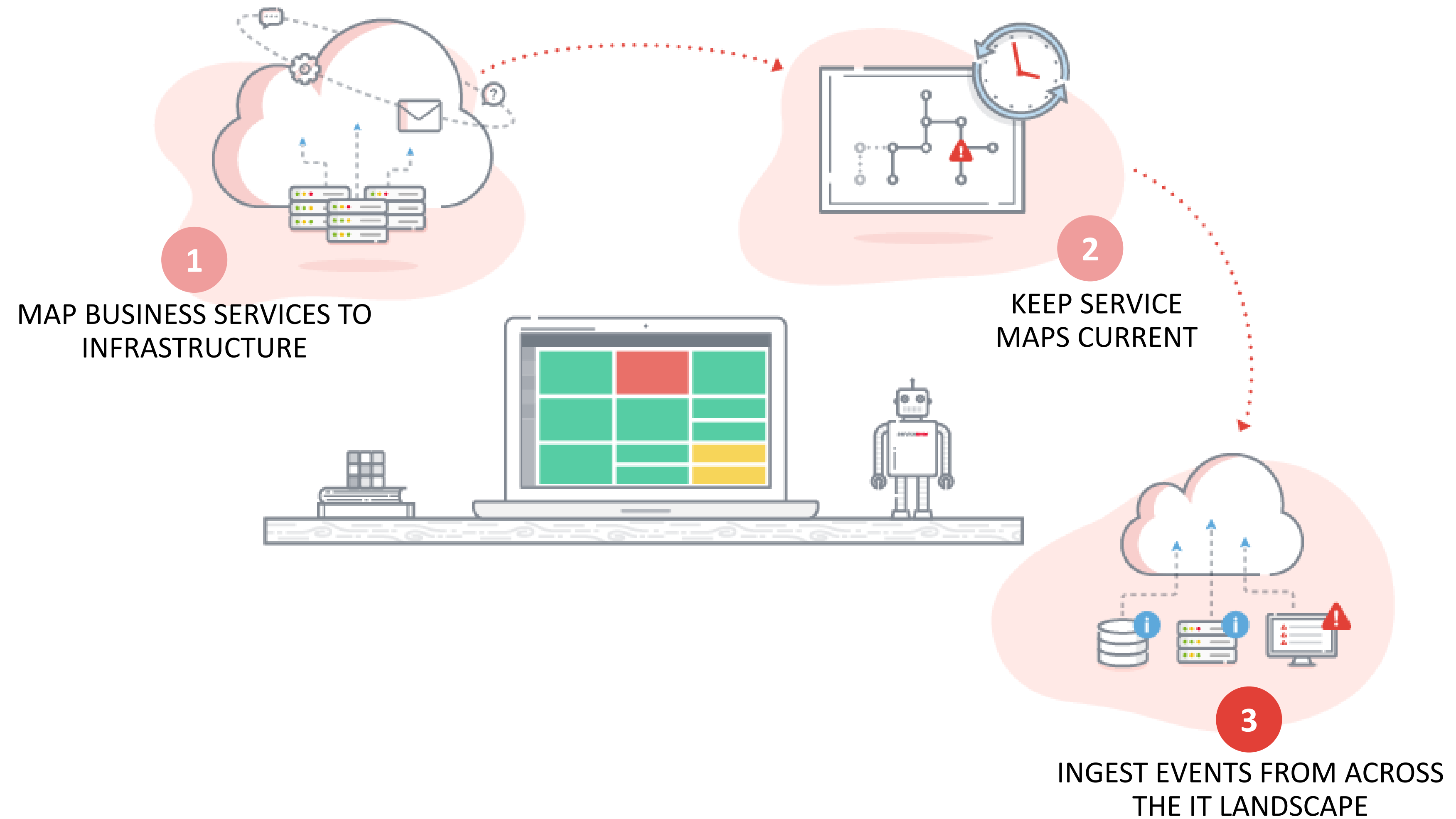
HOW TO ELIMINATE SERVICE OUTAGES



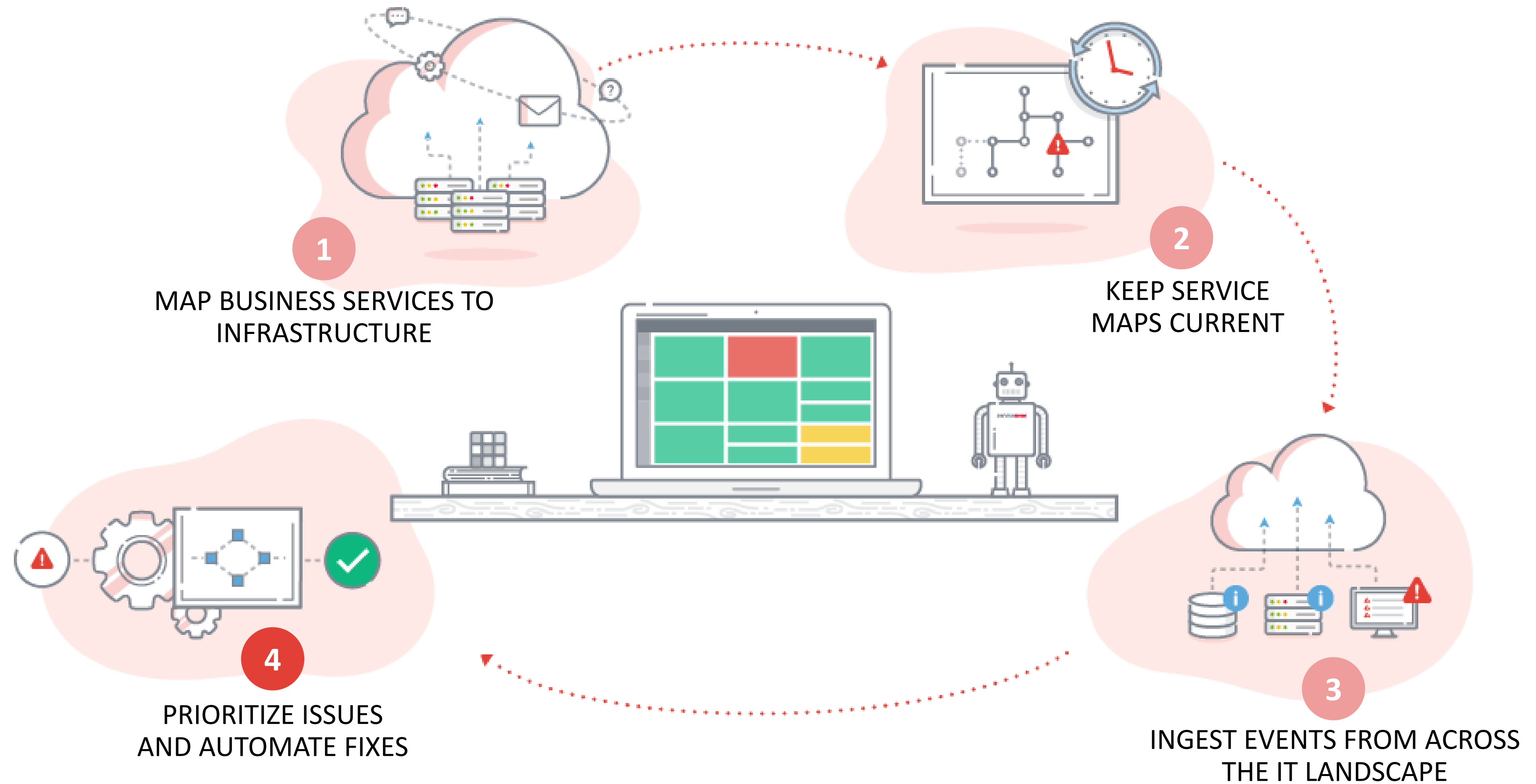
HOW TO ELIMINATE SERVICE OUTAGES



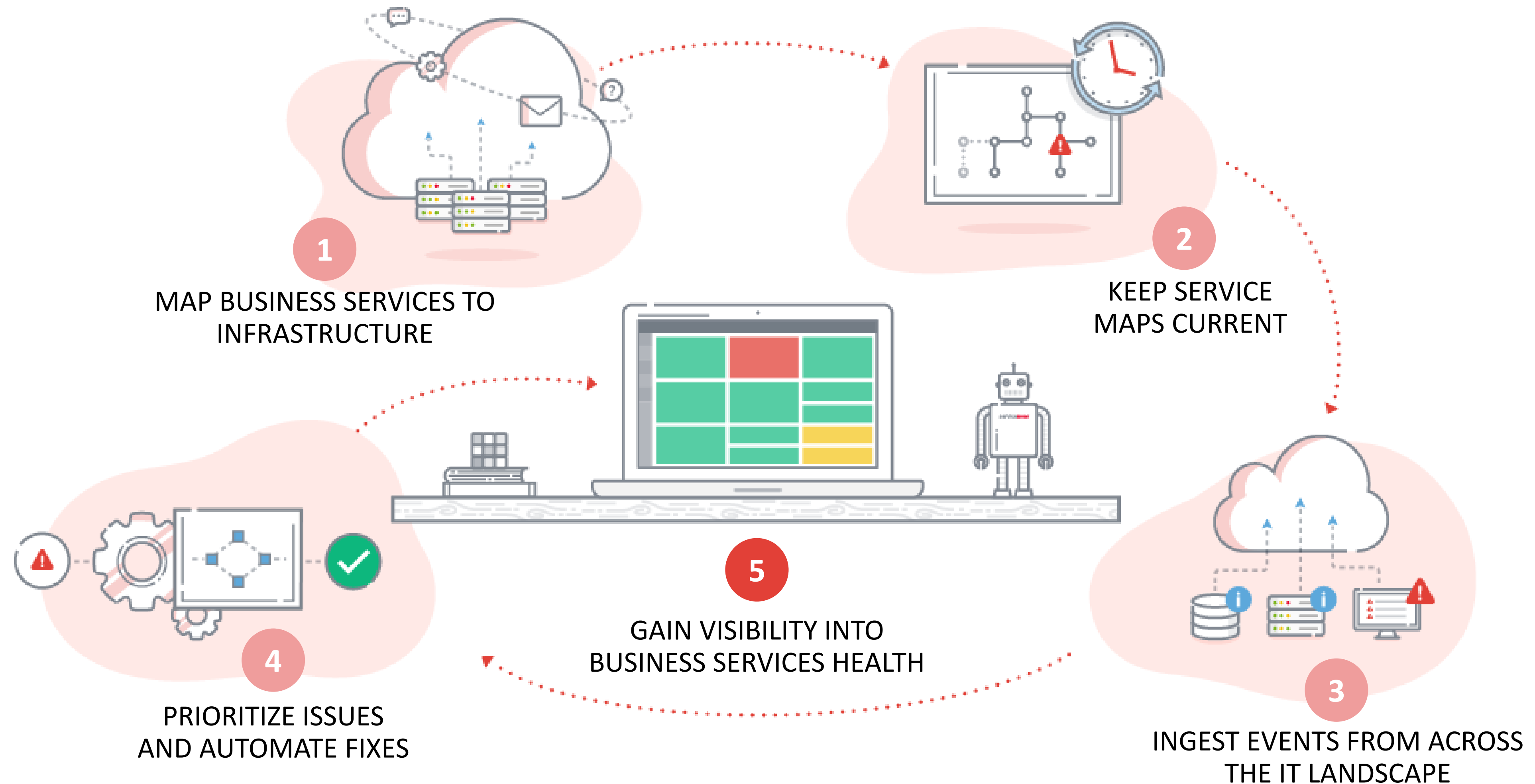
HOW TO ELIMINATE SERVICE OUTAGES



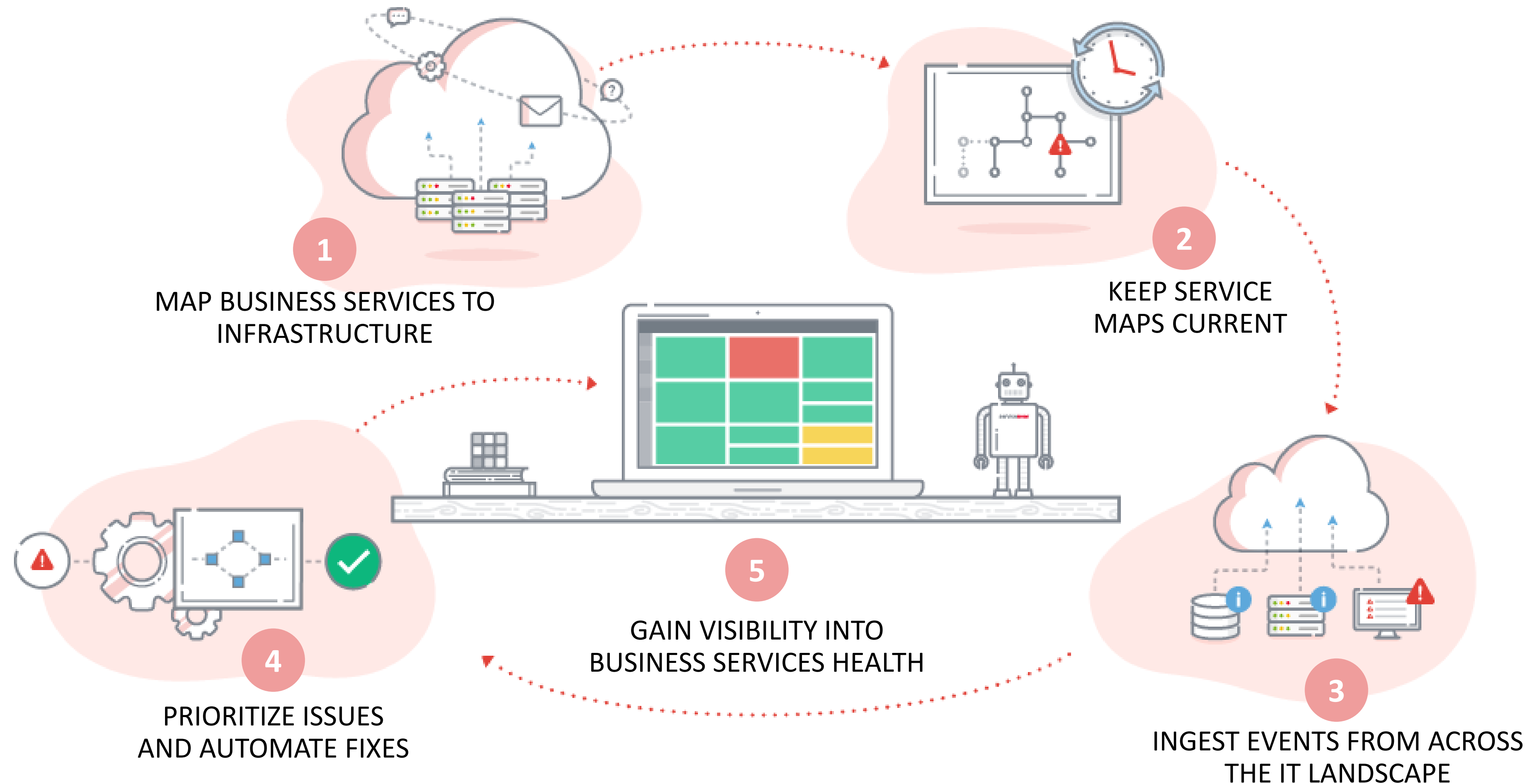
HOW TO ELIMINATE SERVICE OUTAGES



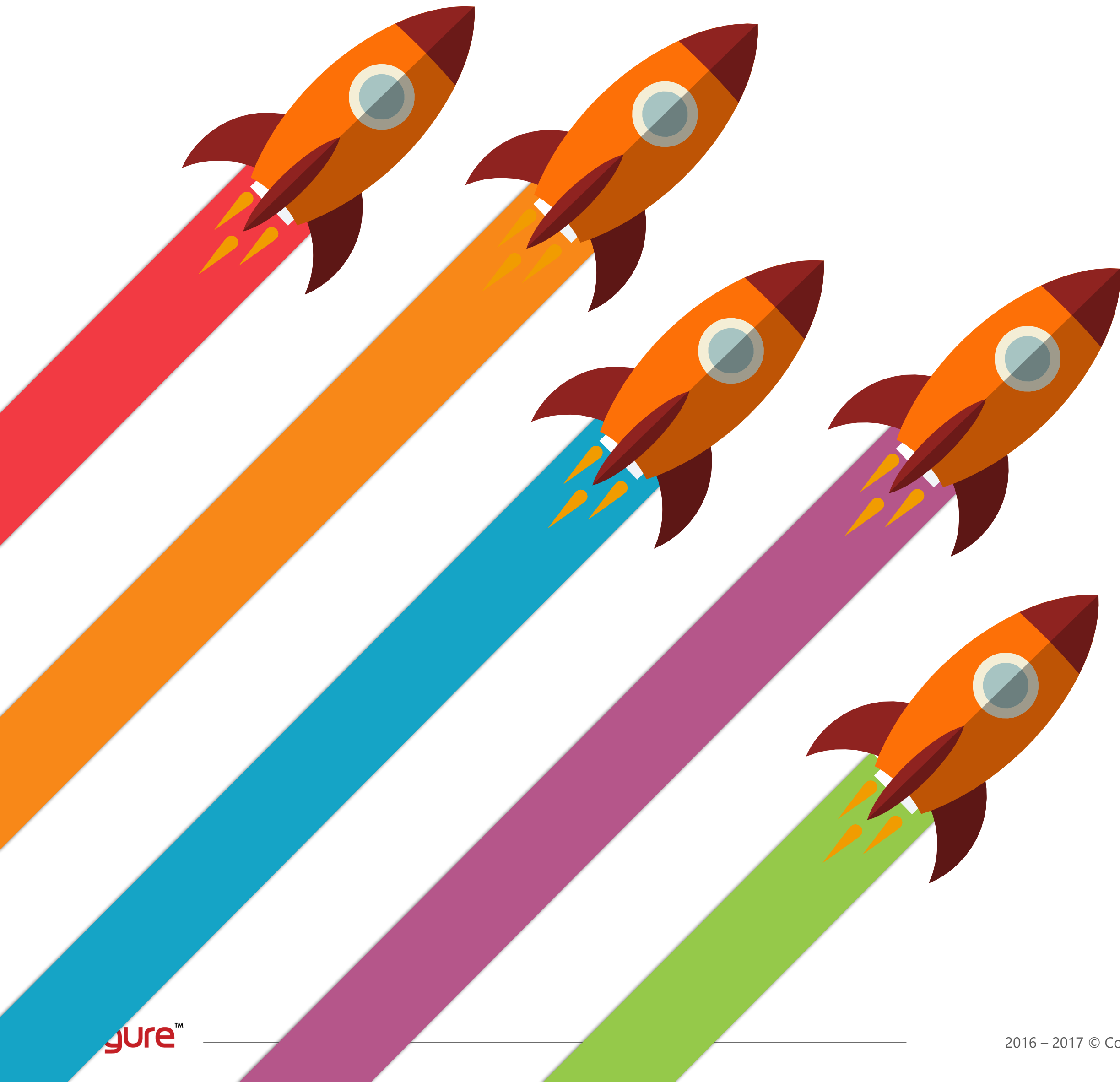
HOW TO ELIMINATE SERVICE OUTAGES



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

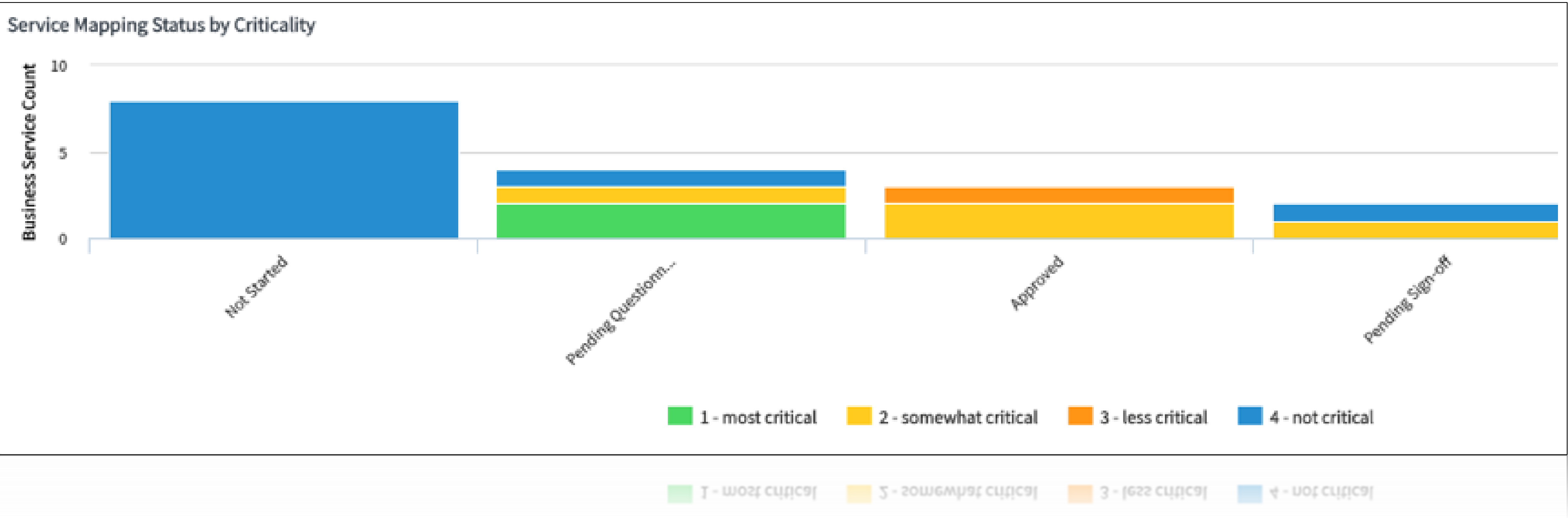
Service Mapping Factory



 **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.

						
		PColIn	Search	Search	Search	Search
<input type="checkbox"/>		BSM	View map	Not Started	4 - not critical	Abel Tuter
<input type="checkbox"/>		CM	View map	Pending Sign-off	4 - not critical	Fred Luddy
<input type="checkbox"/>		CMDB	View map	Pending Questionnaire	1 - most critical	Tim Robinson
<input type="checkbox"/>		EmployeeServices	View map	Mapping In Progress	3 - less critical	Fred Luddy
<input type="checkbox"/>		ODPtool	View map	Retired	3 - less critical	Timothy Janski
<input type="checkbox"/>		Payments	View map	Pending Questionnaire	1 - most critical	Timothy Janski
<input type="checkbox"/>		Payroll	View map	Mapping In Progress	2 - somewhat critical	Tim Robinson
<input type="checkbox"/>		RPCClient	View map	Pending Questionnaire	4 - not critical	Timothy Janski
<input type="checkbox"/>		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.

Mapping Questionnaire
TASAKI00000

Number

TASK000000

Assigned to

Tim Robinson

Assignment group

Configuration Management Tool

Business service

CMDB

State

Closed/Complete

Questions

Alternative Business Service Name(s)

Credit Management Database

Additional People Contacted for Business Service Information

Rob Phillips

How is the business service accessed (URL, entry point, server IP address)? Please

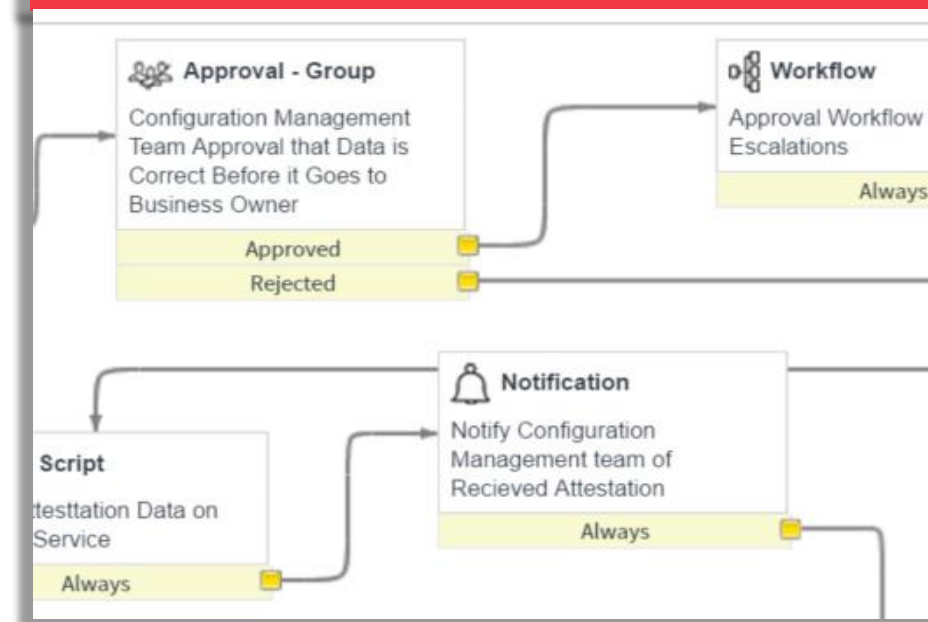
https://CMDB.example.com/CMDB/

Are the end users external or internal?

Internal

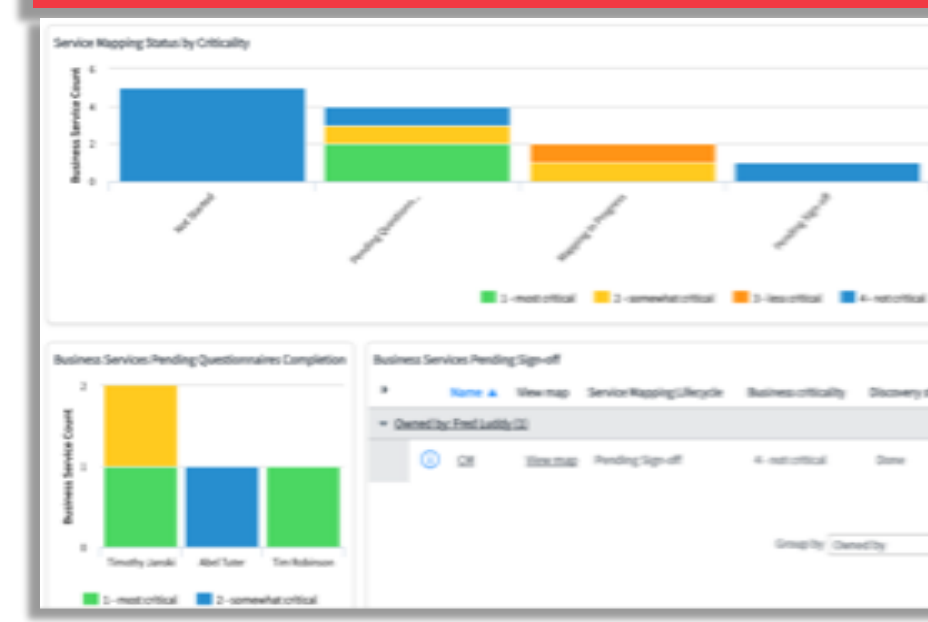
Attestation

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



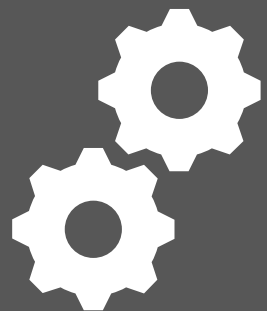
Dashboard

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