



Configuration Management

MANDATORY CRITERIA

- *CMDB= Configuration Management Database
- *CI= Configuration Items
- *SLA= Service Level Agreement
- *RFC= Request For Change

1. Does the tool facilitate the registration and management of an organization's Configuration Items (CIs)? For example, hardware, Software, Contracts/ SLAs.

Comments: Yes. The contract screen identifies SLA's and associated CI's.

Contract record

New | Search | Projects | Services | **CI Management** | CI Relationships | Assign TAMS | Custom SLA | Item Type SLA | Sites | Risk Management | Help

VIEW CONTRACT

Contract #: 5999-000
 CO: George Hadjikyriakou
 CO Phone: 703-698-8282 Extension: 231
 Customer Name: ITG DEFAULT
 COTR:
 COTR Phone:
 COTR Email:
 BDM: Harris, George
 Customer Contract #:
 Contract Modifications: 0
 TAM: Sung Yoon
 Last Modified By: Gardner, Glenn

PPM Rate: 0
 OPPM Rate: 0
 Sunday Rate: 0
 Minimum: 0
 Billable: No
 Travel: No
 Taxable: No
 Non-Revenue: No
 CI Change Request Required: Yes
 QA: Yes
 Contract Status: Active
 Last Modified: 4/9/2012 4:36:16 PM

Start Date: 11 - 01 - 2006
 Expiration Date: 12 - 31 - 2015
 Close Out Date: 12 - 31 - 2020
 Days Extended: 0
 PPM Hours: 14
 Days of Service: 365
 PPM Hours Start: 08 00
 PPM Hours End: 19 00

CI Import Designated Contract: None
 Update Acceptance Date
 External Data
 Use PPM Hours for SLA
 Include Saturday in SLA
 Include Sunday in SLA
 Include Holiday in SLA
 Send email notifications on if SLA values are not met by the % Time Lapsed specified below

Response SLA Hours: 24	Email TAM @ 75 % Time Lapse	Email BDM @ 85 % Time Lapse
On-Site SLA Hours: 0	Email TAM @ 0 % Time Lapse	Email BDM @ 0 % Time Lapse
Repair SLA Hours: 48	Email TAM @ 75 % Time Lapse	Email BDM @ 85 % Time Lapse

Contract Documents

Asset Management List CI's

Contract #	CI Number	Manufacturer	Model	Description	Warranty Start	Warranty End	Service Coverage Start	Service Coverage End	City
5999-000	PG1013684	XEROX	N3225	LAN Printer (2nd Floor Xerox)			8/16/2005		FALLS CHURCH
5999-000	505551	ASI	P4	Software Developers (L)			7/8/2005		Falls Church
5999-000	505684	ASI	P4	Abel Medina (L)			5/16/2005		Falls Church
5999-000	505547	ASI	P4	Decommissioned PC			8/9/2004		Falls Church

CI

VIEW CONFIGURATION ITEM [133992]

Contract #: 5999-000
 POC: Giovanni Canobbio
 Alternate POC:
 CI Number: PG1013684
 Old CI Number:
 Item Type: Printer
 Subcomponent: Whole Unit, Laser
 Model: N3225
 Description: LAN Printer (2nd Floor Xerox)
 Manufacturer: XEROX
 Quantity:
 CLIN:
 Asset Tag:
 Urgency: 1 - Low
 Impact: 1 - Low
 Priority: 1 - Low

POC Phone: 703-698-8282 Extension: 223
 Alternate POC Phone:
 Price:
 Price Type:
 Warranty Start:
 Warranty End:
 Agency: ITG
 Site/Location: 2745 Hartland Rd
 Address 2:
 City: FALLS CHURCH
 State: VA Zip: 22043
 Country: United States
 Lifecycle Status: None
 Response SLA Hours: 0
 On-Site SLA Hours: 0
 Repair SLA Hours: 0
 Sales Order #:
 Invoice #:
 SKU #:

Customer DO #:
 Customer DO Date:
 Maintenance DO #:
 Maintenance DO Date:
 DO Due Date:
 Ship Date:
 Install Date:
 Training Date:
 Billable:
 Not Active:
 Last Modified: 7/17/2008 9:59:52 AM
 Last Modified By: Rigney, Jason R.
 External Data
 Use PPM Hours for SLA
 Include Saturday in SLA
 Include Sunday in SLA
 Include Holiday in SLA
 Creation Date:
 Down Time (hours): 185.9



Configuration Management

2. Does the tool facilitate the recording of CI attributes? For example, serial number, version, and location attribute.

Comments: Yes. The contract Asset Management DB maintains a listing of all CI items and their attributes.

Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [133992]

Contract #: 5999-000	POC Phone: 703-698-8282	Extension: 223	Customer DO #:
POC: Giovanni Canobbio	Alternate POC Phone:	Extension:	Customer DO Date:
Alternate POC:	Price:		Maintenance DO #:
CI Number: PG1013684	Price Type:		Maintenance DO Date:
CI Number Log CI Number Summary	Warranty Start:		DO Due Date:
Old CI Number:	Warranty End:		Ship Date:
Item Type: Printer	Agency: ITG		Install Date:
Subcomponent: Whole Unit, Laser	Site/Location: 2745 Hartland Rd		Training Date:
Model: N3225	Address 2:		Billable: <input type="checkbox"/>
Description: LAN Printer (2nd Floor Xerox)	City: FALLS CHURCH		Not Active: <input type="checkbox"/>
Manufacturer: XEROX	State: VA Zip: 22043		Last Modified: 7/17/2008 9:59:52 AM
Quantity:	Country: United States		Last Modified By: Rigney, Jason R.
CLIN:	Lifecycle Status: None		<input type="checkbox"/> External Data
Asset Tag:	Response SLA Hours: 0		<input type="checkbox"/> Use PPM Hours for SLA
Urgency: 1 - Low	On-Site SLA Hours: 0		<input type="checkbox"/> Include Saturday in SLA
Impact: 1 - Low	Repair SLA Hours: 0		<input type="checkbox"/> Include Sunday in SLA
Priority: 1 - Low	Sales Order #:		<input type="checkbox"/> Include Holiday in SLA
	Invoice #:		Creation Date:
	SKU #:		Down Time (hours): 185.9
	Service Coverage Start Date: 08 16 2005		Up Time (hours): N/A
	Service Coverage End Date:		Availability (%): N/A
	OEM Warranty Start Date:		Change Requests: 0
	OEM Warranty End Date:		Approved Change Requests: 0
	Acceptance Date:		

Comments: This printer is located in the copier area on the second floor and is on the LAN.

Configuration: IP Address: 192.168.2.145

Configuration Management

3. Does the tool facilitate the automated validation of CI data? For example, are all CI names unique?

Comments: Yes. All CI's are identified by a unique serial number and asset tag identifier. The tool automates the validation of serial number and asset tag on input. In this example, the item exists (as shown on previous page).

NEW CONFIGURATION ITEM

*The mandatory editing fields are indicated with an asterisk **

Contract #: 5999-000	POC Phone: _____	Extension: _____	Cus
POC: _____	Alternate POC Phone: _____	Extension: _____	Custom
Alternate POC: _____	Price: _____		Mainte
*CI Number: PG1013684	Price Type: _____		Maintenan
Old CI Number: _____	Warranty Start: _____		D
Manufacturer: _____	Warranty End: _____		
*Item Type: Printer	Agency: _____		
Subcomponent: None	Site/Location: _____		Tr
Model: _____	Address 2: _____		
*Description: test	City: _____		
Manufacturer: None	State: _____	Zip: _____	
Quantity: _____	Country: United States		
CLIN: _____	Lifecycle Status: None		<input type="checkbox"/> Exter
Asset Tag: _____	*Response SLA Hours: 0		<input type="checkbox"/> Use I
*Urgency: 1 - Low	*On-Site SLA Hours: 0		<input type="checkbox"/> Inclu
*Impact: 1 - Low	*Repair SLA Hours: 0		<input type="checkbox"/> Inclu
Priority: 1 - Low	Sales Order #: _____		<input type="checkbox"/> Inclu



Duplicate Serial Number or Asset Tag Number



Configuration Management

4. Does the tool facilitate the establishment of relationships between CIs? For example, parent / child, peer-to-peer, upstream / downstream relationships.

Comments: Yes. Dependencies are established for all CI's if applicable.

Contract Asset

Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [175131]

Contract #: 5999-000	POC Phone: 703-698-8282	Extensic
POC: George Harris	Alternate POC Phone:	Extensic
Alternate POC: Sung Yoon	Price:	
CI Number: CHK0647V1FQ	Price Type:	
CI Number Log CI Number Summary	Warranty Start:	
Old CI Number:	Warranty End:	
Item Type: Networking Devices	Agency: ITg HQ	
Subcomponent: None	Site/Location: Server Room	
Model: cisco WS-C3550-12T	Address 2: 2745 Hartland Road	
Description: ITG-Access-Switch04	City: Falls Church	
Manufacturer: CISCO	State: VA	Zip: 22043

Dependencies

Back to Item | Add Relationship | CI Graph | Help

CONFIGURATION ITEM RELATIONSHIPS

CI Number: CHK0647V1FQ City: Falls Church Urgency: 3 - Me
 Manufacturer: CISCO State: VA Impact: 3 - Me
 Configuration Item Type: Networking Devices Zip: 22043
 Model: cisco WS-C3550-12T Country: United States
 Description: ITG-Access-Switch04

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Ad
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	
PARENT TO	FOC0806Z304	CISCO	Networking Devices	C2950G-48	Falls Church	VA	22043	United States	5 - High	3 - Medium	

NEW CONFIGURATION ITEM RELATIONSHIPS

The mandatory editing fields are indicated with an asterisk *

*Select Relationship Type for Current Configuration Item: Select a Relationship

Description	Model	Manufacturer	Select a Relationship	*Select Current Configuration Item Node Type	**Select New Related Configuration Item's Node Type
ITG-Access-Switch04	cisco WS-C3550-12T	CISCO	Select a Relationship License Master-Slave Parent-Child Peer-Peer	Select	Select

Summary Screen with Options

CONFIGURATION ITEM RELATIONSHIP SUMMARY

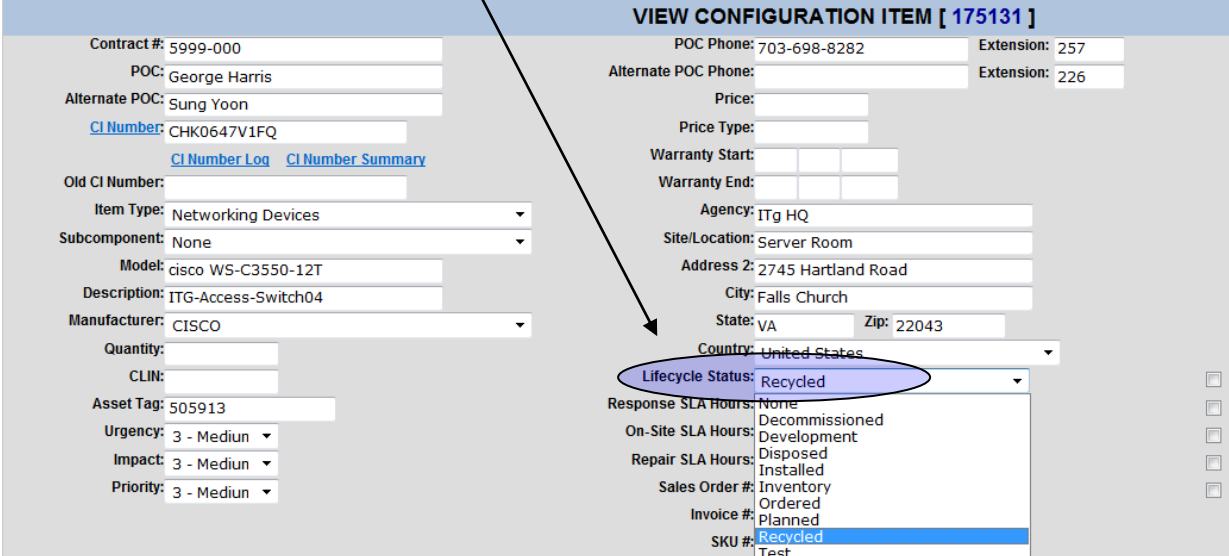
CI Number: CHK0647V1FQ City: Falls Church Urgency: 3 - Medium
 Manufacturer: CISCO State: VA Impact: 3 - Medium
 Item Type: Networking Devices Zip: 22043
 Model: cisco WS-C3550-12T Country: United States
 Description: ITG-Access-Switch04

Relationship Type	Relationship Count	Assign Relationships to Another Configuration Item	Remove Relationships
PARENT TO	11	Create new PARENT TO configuration item for these relationships	Remove existing PARENT TO relationships

Configuration Management

5. Does the tool support customizable CI lifecycle status management? For example, planned, ordered, under development, in test, implementation, production, in repair/maintenance.

Comment: Yes. The CI lifecycle is determined by the 'Lifecycle Status' field. The dropdown field selections are customizable (items can be added and modified) via the Administrator's Menu Lifecycle 'lookup tables' maintenance screen.



VIEW CONFIGURATION ITEM [175131]

Contract #: 5999-000	POC Phone: 703-698-8282	Extension: 257
POC: George Harris	Alternate POC Phone:	Extension: 226
Alternate POC: Sung Yoon	Price:	
CI Number: CHK0647V1FQ	Price Type:	
CI Number Log CI Number Summary	Warranty Start:	
Old CI Number:	Warranty End:	
Item Type: Networking Devices	Agency: ITg HQ	
Subcomponent: None	Site/Location: Server Room	
Model: cisco WS-C3550-12T	Address 2: 2745 Hartland Road	
Description: ITG-Access-Switch04	City: Falls Church	
Manufacturer: CISCO	State: VA	Zip: 22043
Quantity:	Country: United States	
CLIN:	Lifecycle Status: Recycled	
Asset Tag: 505913	Response SLA Hours: None	
Urgency: 3 - Medium	On-Site SLA Hours: Decommissioned	
Impact: 3 - Medium	Repair SLA Hours: Development	
Priority: 3 - Medium	Sales Order #: Inventory	
	Invoice #: Ordered	
	SKU #: Recycled	
		Test



Configuration Management

6. Does the tool facilitate only authorized access to the CMDB for read, write, and modify activities?

Comment: Yes. All access is controlled via group privileges for view and edit rights.

*From:
'ITG CENTRE Introduction'
Document Control # 180-v2*

- 1. System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.**

7. Does the tool facilitate the recording of CI baseline information? For example, reverting to a previous version of CI Configuration in the event that a Change fails.

Comment: Yes. The baseline information is maintained within the CI record. The configuration entry area can contain as much information as one needs to fully define the baseline. As changes are made to the baseline configuration, they are recorded cyclically into the Asset Log file. All changes and previous configurations may be viewed.

VIEW CONFIGURATION ITEM [175131]

<p>Contract #: 5999-000</p> <p>POC: George Harris</p> <p>Alternate POC: Sung Yoon</p> <p>CI Number: CHK0647V1FQ</p> <p>CI Number Log CI Number Summary</p> <p>Old CI Number:</p> <p>Item Type: Networking Devices</p> <p>Subcomponent: None</p> <p>Model: cisco WS-C3550-12T</p> <p>Description: ITG-Access-Switch04</p> <p>Manufacturer: CISCO</p> <p>Quantity:</p> <p>CLIN:</p> <p>Asset Tag: 505913</p> <p>Urgency: 3 - Medium</p> <p>Impact: 3 - Medium</p> <p>Priority: 3 - Medium</p>	<p>POC Phone: 703-698-8282</p> <p>Alternate POC Phone:</p> <p>Price:</p> <p>Price Type:</p> <p>Warranty Start:</p> <p>Warranty End:</p> <p>Agency: ITG HQ</p> <p>Site/Location: Server Room</p> <p>Address: 2745 Hartland Road</p> <p>City: Falls Church</p> <p>State: VA</p> <p>Zip: 22043</p> <p>Country: United States</p> <p>Lifecycle Status: Recycled</p> <p>Response SLA Hours: 0</p> <p>On-Site SLA Hours: 0</p> <p>Repair SLA Hours: 0</p> <p>Sales Order #:</p> <p>Invoice #:</p> <p>SKU #:</p> <p>Service Coverage Start Date: 08 16 2005</p> <p>Service Coverage End Date:</p> <p>OEM Warranty Start Date:</p> <p>OEM Warranty End Date:</p> <p>Acceptance Date:</p>	<p>Customer DO #:</p> <p>Customer DO Date:</p> <p>Maintenance DO #:</p> <p>Maintenance DO Date:</p> <p>DO Due Date:</p> <p>Ship Date:</p> <p>Install Date:</p> <p>Training Date:</p> <p>Billable:</p> <p>Not Active:</p> <p>Last Modified:</p> <p>Last Modified By:</p> <p><input type="checkbox"/> External Data</p> <p><input type="checkbox"/> Use PPM Hours for SLA</p> <p><input type="checkbox"/> Include Saturday in SLA</p> <p><input type="checkbox"/> Include Sunday in SLA</p> <p><input type="checkbox"/> Include Holiday in SLA</p> <p>Creation Date:</p> <p>Down Time (hours):</p> <p>Up Time (hours):</p> <p>Availability (%):</p> <p>Change Requests:</p> <p>Approved Change Requests:</p>
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Comments:

This Switch has been re-assigned as Access Switch.

Configuration:

System image file is "flash:/c3550-i5q3l2-mz.121-22.ea5.bin"

cisco WS-C3550-12T (PowerPC) processor (revision L0) with 65526K/8192K bytes of memory.
Processor board ID CHK0647V1FQ

Configuration Management

8. Does the tool facilitate the logging of historical Changes to the CI record for auditing purposes? For example, installation date, records of Changes, previous locations.

Comment: Yes. As changes are made to the CI record (dates, locations), the modified information is cyclically recorded in the Asset Log. All changes may be viewed.

Item Relationships | **View CI Log** | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [175131]

Contract #: 5999-000	POC Phone: 703-698-8282	Extension: 257
POC: George Harris	Alternate POC Phone:	Extension: 226
Alternate POC: Sung Yoon	Price:	
CI Number: CHK0647V1FQ	Price Type:	
Old CI Number:	Warranty Start:	
Item Type: Networking Devices	Warranty End:	
Subcomponent: None	Agency: ITg HQ	
Model: cisco WS-C3550-12T	Site/Location: Server Room	
Description: ITG Access Switch04	Address 2: 2745 Hartland Road	
	City: Falls Church	

Asset Change Log File

SELECT CONFIGURATION ITEM LOG

Contract #	Date Log Recorded	CI Number	Manufacturer	Model	Description	Wa
5999-000	8/12/2008 10:21:07 AM	CHK0647V1FQ	CISCO	C3550-12T	Core Switch 1	
5999-000	8/12/2008 10:21:57 AM	CHK0647V1FQ	CISCO	C3550-12T	Core Switch 1	
5999-000	2/22/2011 11:15:38 AM	CHK0647V1FQ	CISCO	C3550-12T	Core Switch 1	

Previous View of Asset prior to any Modifications

VIEW CONFIGURATION ITEM LOG [CHK0647V1FQ]

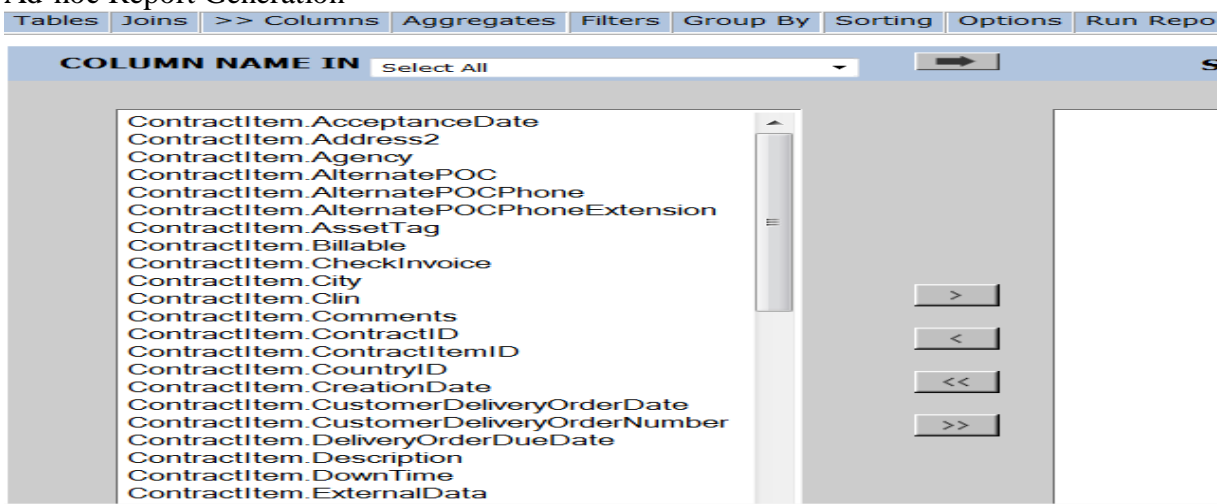
Contract #: 5999-000	POC Phone:	Extension:	Customer DO #:
POC: Lee Leiber	Alternate POC Phone:	Extension:	Customer DO Date:
Alternate POC:	Price:		Maintenance DO #:
CI Number: CHK0647V1FQ	Price Type:		Maintenance DO Date:
Old CI Number:	Warranty Start:		DO Due Date:
Item Type: Networking Devices	Warranty End:		Ship Date:
Subcomponent: None	Agency:		Install Date:
Model: C3550-12T	Site/Location:		Training Date:
Description: Core Switch 1	Address 2:		Billable: <input type="checkbox"/>
Manufacturer: CISCO	City:		Not Active: <input type="checkbox"/>
Quantity:	State:	Zip:	Last Modified: 2/14/2007 10:39:22 AM
CLIN:	Country: United States		Last Modified By: Leiber, Lee O.

Configuration Management

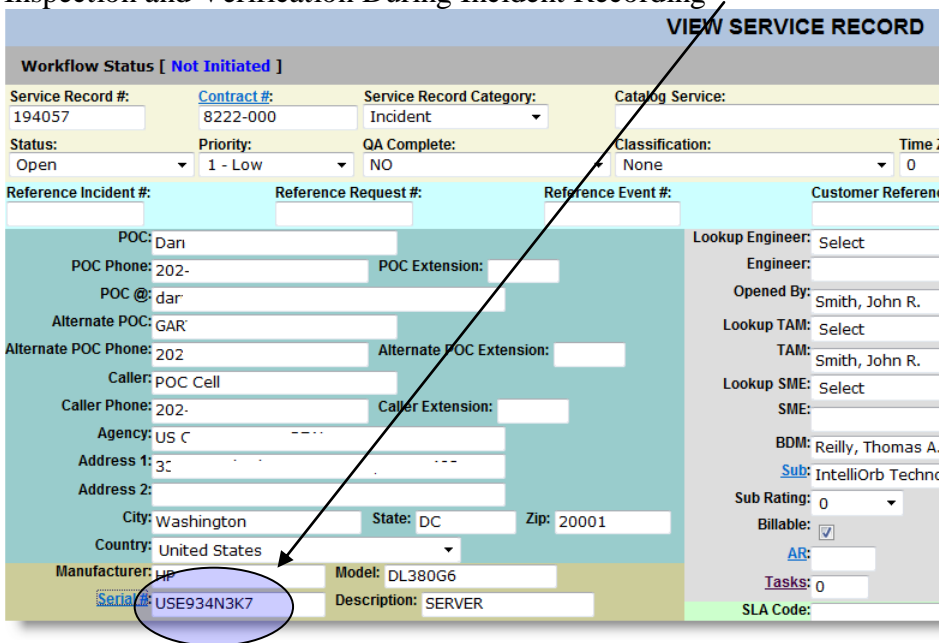
9. Does the tool facilitate the verification of the CI data with the actual physical infrastructure by automated or manual means? For example, the use of Systems management tools to validate real time vs. static information.

Comment: Yes. CI data can be queried, sorted, filtered, and exported for verification purposes by using the ad-hoc reporting system. Additionally, during incident recording, the CI location, equipment manufacturer, model, serial number, and other data can be confirmed and verified for accuracy.

Ad-hoc Report Generation



Inspection and Verification During Incident Recording

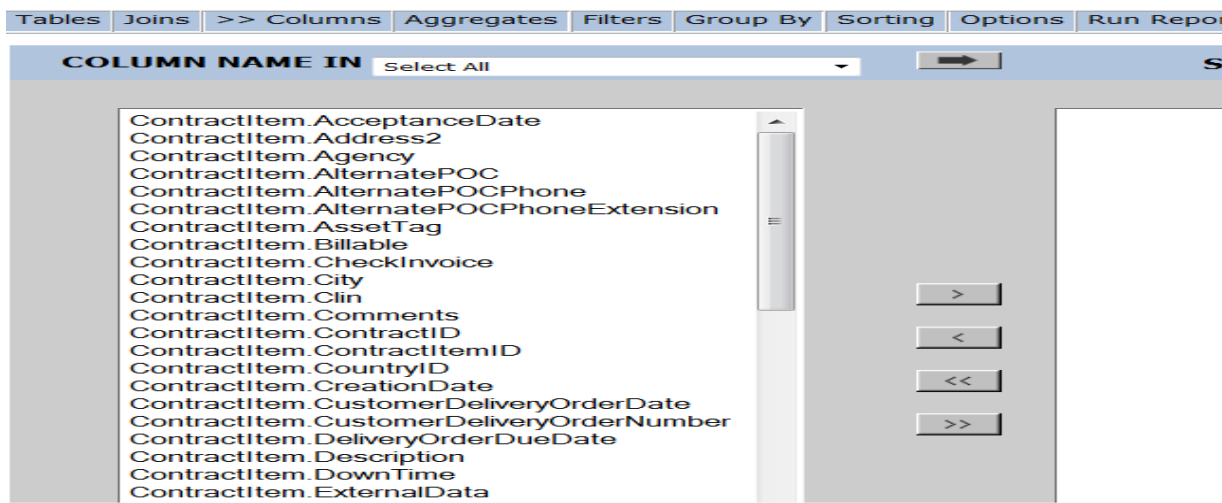


The screenshot shows a 'VIEW SERVICE RECORD' form. The 'Workflow Status' is 'Not Initiated'. The form contains various fields for service record details, including Contract # (8222-000), Service Record Category (Incident), Status (Open), Priority (1 - Low), and Classification (None). A section for contact information includes POC (Dan), POC Phone (202-...), and Alternate POC (GAR). Address fields show Washington, DC, 20001. At the bottom, the Manufacturer is 'Lhp', Model is 'DL380G6', and the Serial Number is 'USE934N3K7', which is circled in blue. Other fields include Description (SERVER), SLA Code, and various lookup options for Engineer, TAM, and SME.

Configuration Management

10. Does the tool provide flexible management reports regarding CI inventory, asset and financial information to facilitate Configuration audits?

Comment: Yes. Flexible management reporting can be accomplished via the Ad-hoc reporting system. In this example, the Contract Equipment, SLA, and Dependencies can be interrogated.



Configuration Management

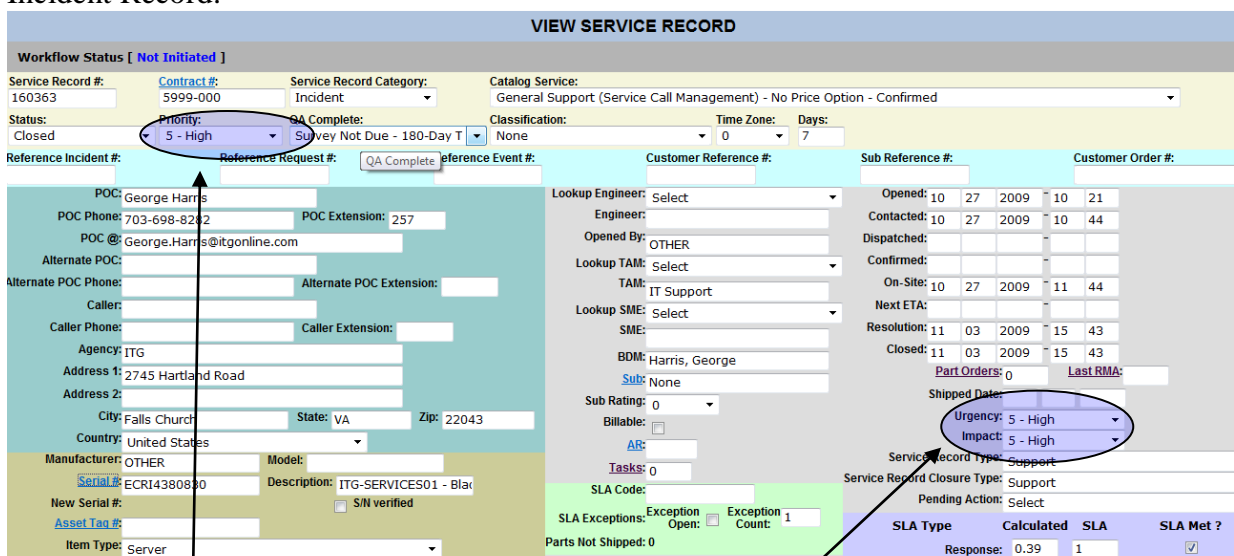
INTEGRATION CRITERIA

Incident Management

1. Does the tool facilitate the integration of CMDB data with Incident records?

Comments: Yes. During the logging of incidents, the serial number/asset tag, item type, Priority, Urgency, and Impact values are verified and populated into the Incident. After population of values, they may be manually modified as shown below.

Incident Record:



VIEW SERVICE RECORD

Workflow Status: [Not Initiated]

Service Record #: 160363 Contract #: 5999-000 Service Record Category: Incident Catalog Service: General Support (Service Call Management) - No Price Option - Confirmed

Status: Closed Priority: 5 - High QA Complete: Survey Not Due - 180-Day T Classification: None Time Zone: 0 Days: 7

Reference Incident #: Reference Request #: QA Complete Reference Event #: Customer Reference #: Sub Reference #: Customer Order #:

POC: George Harris POC Phone: 703-698-8282 POC Extension: 257 POC @ George.Harris@itgonline.com

Alternate POC: Alternate POC Phone: Alternate POC Extension: Caller: Caller Phone: Caller Extension: Agency: ITG Address 1: 2745 Hartland Road Address 2: City: Falls Church State: VA Zip: 22043 Country: United States

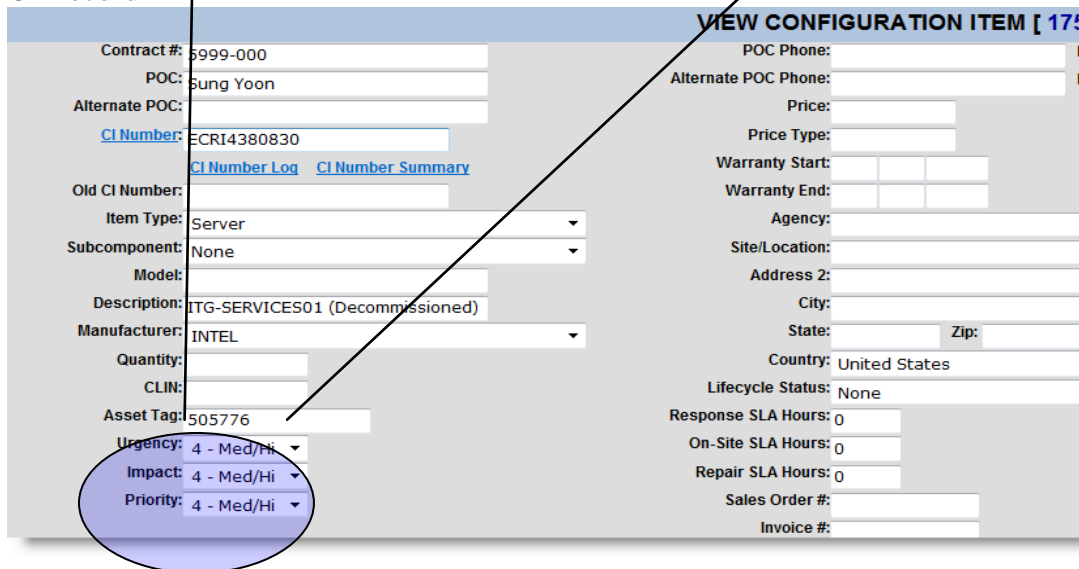
Manufacturer: OTHER Model: Description: ITG-SERVICES01 - Bla Serial #: ECR14380830 New Serial #: Asset Tag #: Item Type: Server

Lookup Engineer: Select Engineer: Opened By: OTHER Lookup TAM: Select TAM: IT Support Lookup SME: Select SME: BDM: Harris, George Sub: None Sub Rating: 0 Billable: AR: Tasks: 0 SLA Code: SLA Exceptions: Exception Open: Exception Count: 1 Parts Not Shipped: 0

Opened: 10 27 2009 10 21 Contacted: 10 27 2009 10 44 Dispatched: Confirmed: On-Site: 10 27 2009 11 44 Next ETA: Resolution: 11 03 2009 15 43 Closed: 11 03 2009 15 43 Part Orders: 0 Last RMA: Shipped Date: Urgency: 5 - High Impact: 5 - High

Service Record Type: Support Service Record Closure Type: Support Pending Action: Select SLA Type: Calculated SLA: SLA Met? Response: 0.39 1

CI Record



VIEW CONFIGURATION ITEM [175]

Contract #: 5999-000 POC: Sung Yoon POC Phone: Alternate POC: Alternate POC Phone: Price: Price Type: Warranty Start: Warranty End: Agency: Site/Location: Address 2: City: State: Zip: Country: United States Lifecycle Status: None Response SLA Hours: 0 On-Site SLA Hours: 0 Repair SLA Hours: 0 Sales Order #: Invoice #:

POC Phone: Alternate POC Phone: Price: Price Type: Warranty Start: Warranty End: Agency: Site/Location: Address 2: City: State: Zip: Country: United States Lifecycle Status: None Response SLA Hours: 0 On-Site SLA Hours: 0 Repair SLA Hours: 0 Sales Order #: Invoice #:

Contract #: 5999-000 POC: Sung Yoon POC Phone: Alternate POC: Alternate POC Phone: Price: Price Type: Warranty Start: Warranty End: Agency: Site/Location: Address 2: City: State: Zip: Country: United States Lifecycle Status: None Response SLA Hours: 0 On-Site SLA Hours: 0 Repair SLA Hours: 0 Sales Order #: Invoice #:

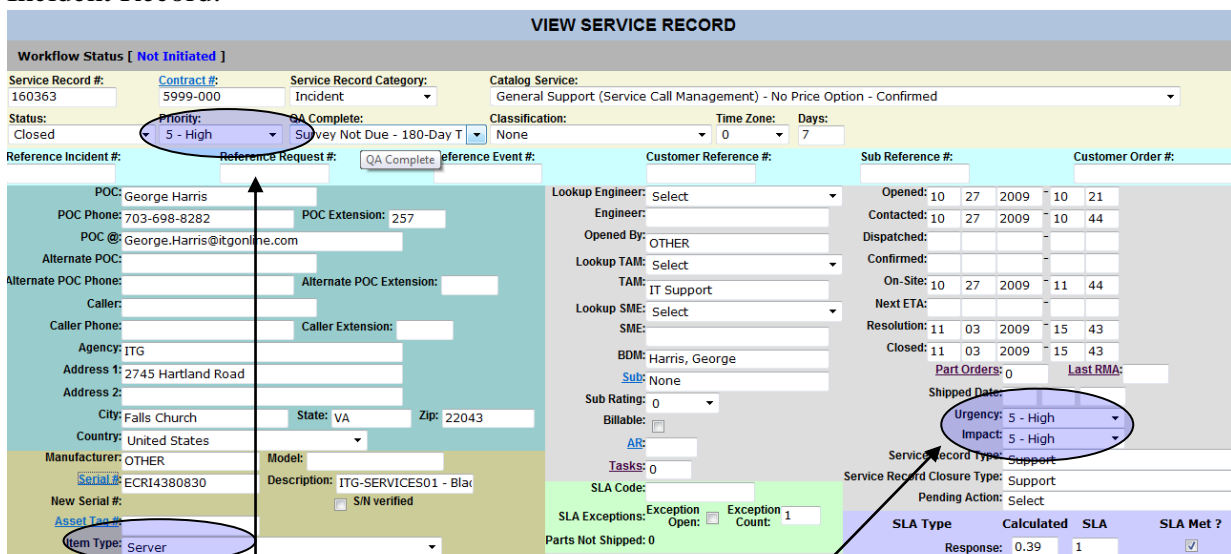
CI Number: ECR14380830 CI Number Log CI Number Summary Old CI Number: Item Type: Server Subcomponent: None Model: Description: ITG-SERVICES01 (Decommissioned) Manufacturer: INTEL Quantity: CLIN: Asset Tag: 505776 Urgency: 4 - Med/Hi Impact: 4 - Med/Hi Priority: 4 - Med/Hi

Configuration Management

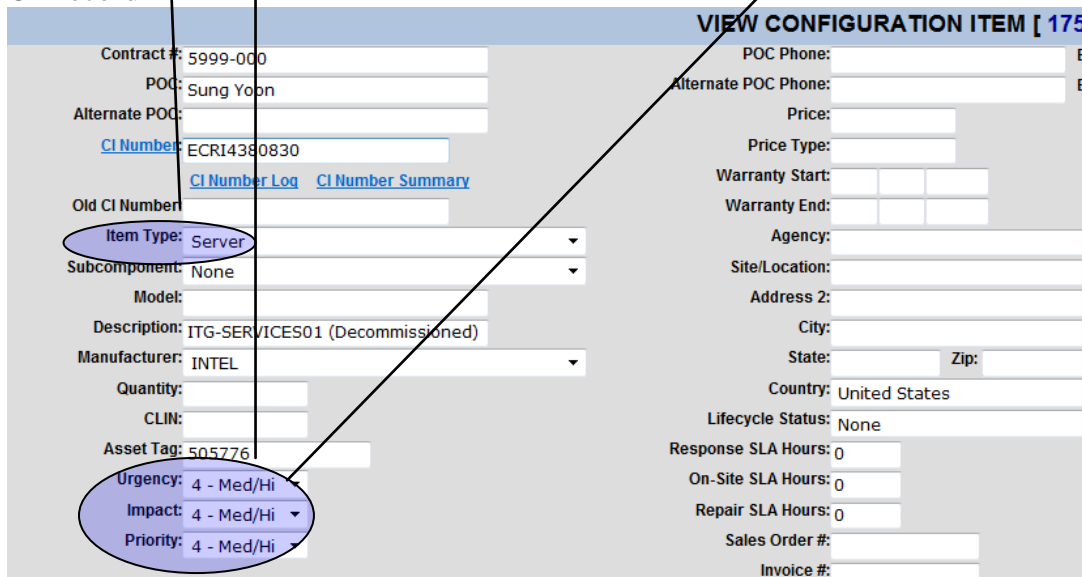
2. Does the tool facilitate Incident Management in providing criticality and impact indicators of failed CIs for classification of Incident records?

Comments: Yes. When an incident is opened, the CI's Urgency, Impact, and Priority values are populated into the incident record. These values are modifiable on the Incident record.

Incident Record:



CI Record

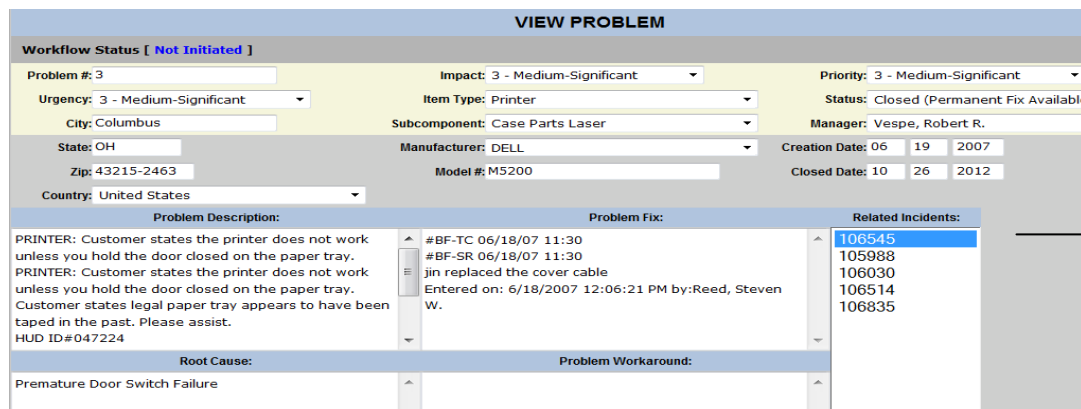
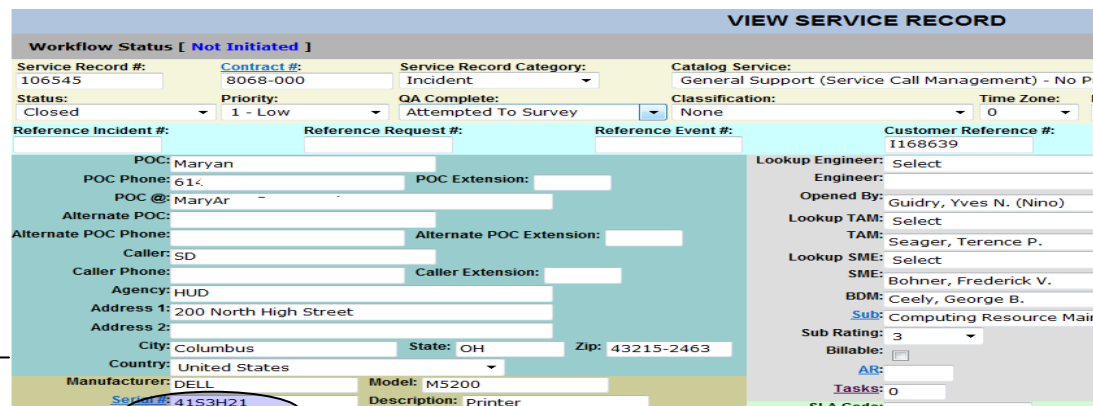
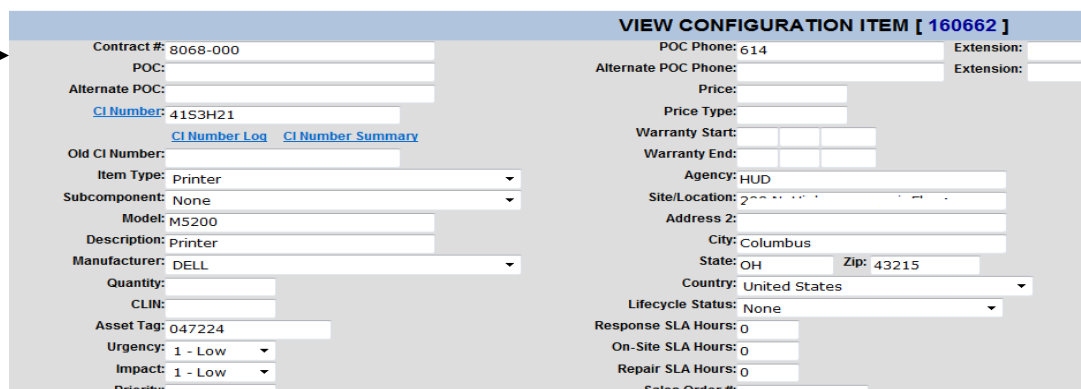


Configuration Management

Problem Management

1. Does the tool facilitate the integration of CMDB data within Problem Management records?

Comments: Yes. The Problem Management record maintains the CMDB Item Type, Manufacturer, Model, and links all associated Incident records which link directly to the associated CI.

Configuration Management

- Does the CMDB facilitate proactive Problem Management by identifying infrastructure components that are problematic or unstable? For example, does CI status accounting provide information about weak or maintenance prone Configuration Items?

Comments: Yes. Using an ad-hoc report on the CI historical log files, one can obtain summary information pertaining to the stability of equipment.

Ad-hoc Report item selection

Tables Joins >> Columns Aggregates Filters Group By Sorting Options Run Report

COLUMN NAME IN SELECTED COLUMN

SerialNumberHistory.ContractID SerialNumberHistory.DateDeInstalled SerialNumberHistory.DateInstalled SerialNumberHistory.EntryDate SerialNumberHistory.NumberOfServiceRecords SerialNumberHistory.SerialNumber SerialNumberHistory.SerialNumberHistoryID SerialNumberHistory.TimeStamp SerialNumberHistory.TotalLaborCost SerialNumberHistory.TotalNumberOfPartsShipped SerialNumberHistory.TotalPartsCost SerialNumberHistory.TotalSubContractorLaborCo:	<input type="button" value=">"/>
--	-------------------------------------

Using this ad-hoc report which was exported to Excel, the user can sort and manipulate the data.

	A	B	C	D	E	F	G
	SerialNumber	DateInstalled	Number OfCalls	Total LaborCost	Total Number Of Parts shipped	Total Parts Cost	Total SubContractor Labor Cost
2	000182		3	\$70.80	3	\$364.00	
3	0003700W1724		2	\$238.16	3	\$2,432.00	
4	0003700W3403		3	\$53.10	4	\$168.01	
5	0007576		4	\$35.40	7	\$501.32	
6	0058209		2	\$109.48	3	\$545.00	\$382.50
7	0076478		2	\$287.17	3	\$1,635.00	\$215.00
8	01L5627		3	\$181.00	5	\$825.00	
9	0310700R8731		3	\$272.23	4	\$205.82	
10	0406V44R0207		2	\$311.49	2	\$6,606.90	
11	0511V44R0300		2	\$805.63	3	\$6,606.90	
12	0511V44R0314		3	\$532.50	3	\$10,101.90	
13	0512V44R0375		2	\$70.80	3	\$6,223.80	\$255.00
14	0512V44R0391		2	\$446.31	2	\$6,990.00	
15	0512v44R0396		2	\$106.20	3	\$6,606.90	
16	11011622		4	\$230.10	4	\$2,677.00	
17	1114021		2	\$385.84	6	\$1,429.30	\$330.00
18	1114347		5	\$141.60	8	\$790.58	\$770.00
19	1121374		9	\$53.10	10	\$585.82	\$1,265.00
20	1128344		7	\$88.50	24	\$1,444.66	\$412.50
21	1131792		5	\$70.80	9	\$699.00	\$763.50
22	1132277		2	\$123.90	4	\$889.00	\$783.75
23	1132294		7	\$53.10	11	\$1,174.09	\$577.50
24	1132326		5	\$84.96	15	\$1,082.72	\$1,067.50
25	1132807		10	\$106.20	8	\$738.65	\$332.50
26	1134784		2	\$35.40	3	\$483.30	\$642.50
27	1136133		3	\$35.40	3	\$430.00	\$393.75
28	1136504		5	\$70.80	5	\$582.62	\$80.00



Configuration Management

Change Management

1. Does the tool facilitate the integration of CMDB data within the Change Management records?

Comments: Yes. The RFC includes the ability to validate and include the affected CI's.

Change Record

1. Change & Configuration Management | 2. Change Management | 3. Search Change Request | 4. Select Change Request | 5. View Change Request

View | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | New

VIEW CHANGE REQUEST [5]

Workflow Status [Not Initiated]

Change Request Name: **Test Change Management Processes**

Category: Major Change | Desired Completion Date: 10/31/2006

Change Type: Documentation

Change Authority: PMO Department Manager

Proposed Change: This is to document the Change Request system for ITIL certification

Description of current or potential non-conformance/justification:

Root Cause: We don't have the certification

Actions Summary:
 1. Document assessment
 2. have the a Pink Elephant
 3. Receive the logo on Corp

Configuration Items

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	140066
Change Request	Contract Assets	140820

View of an Integrated CI

VIEW CONFIGURATION ITEM [140066]

Contract #: 9068-000	POC Phone: 801-300-0700	Extension: 1111	Customer DO #:
POC: Jez	Alternate POC Phone:	Extension:	Customer DO Date:
Alternate POC:	Price:		Maintenance DO #:
CI Number: usdh052630	Price Type:		Maintenance DO Date:
CI Number Log CI Number Summary	Warranty Start:		DO Due Date:
Old CI Number:	Warranty End:		Ship Date:
Item Type: Printer	Agency: HUD		Install Date:
Subcomponent: None	Site/Location: 801		Training Date:
Model: 55i	Address 2:		Billable: <input type="checkbox"/>
Description: Printer	City: Fort Worth		Not Active: <input checked="" type="checkbox"/>
Manufacturer: None	State: TX	Zip: 76102	Last Modified: 6/20
Quantity:	Country: United States		Last Modified By: Vesp
CLIN:	Lifecycle Status: None		<input type="checkbox"/> External Data
Asset Tag:	Response SLA Hours: 0		<input type="checkbox"/> Use PPM Hours for SLA
Urgency: 1 - Low	On-Site SLA Hours: 0		<input type="checkbox"/> Include Saturday in SLA

Configuration Management

2. Does the tool facilitate the assessment and approval of Change requests by providing information on affected CIs?

Comments: Yes. All affected CI's are identified and may be viewed from the change request record. The dependencies may be viewed as well.

Configuration Items

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	140066
Change Request	Contract Assets	140820

View of an Integrated CI

VIEW CONFIGURATION ITEM [140066]

Contract #: 8068-000	POC Phone: 817-878-5745	Extension:	Customer DO #:
POC: Jez	Alternate POC Phone:	Extension:	Customer DO Date:
Alternate POC:	Price:		Maintenance DO #:
CI Number : usdh052630	Price Type:		Maintenance DO Date:
CI Number Log CI Number Summary	Warranty Start:		DO Due Date:
Old CI Number:	Warranty End:		Ship Date:
Item Type: Printer	Agency: HUD		Install Date:
Subcomponent: None	Site/Location: 801		Training Date:
Model: 55i	Address 2:		Billable: <input type="checkbox"/>
Description: Printer	City: Fort Worth		Not Active: <input checked="" type="checkbox"/>
Manufacturer: None	State: TX	Zip: 76102	Last Modified: 6/20
Quantity:	Country: United States		Last Modified By: Vesp
CLIN:	Lifecycle Status: None		<input type="checkbox"/> External Data
Asset Tag:	Response SLA Hours: 0		<input type="checkbox"/> Use PPM Hours for SLA
Urgency: 1 - Low	On-Site SLA Hours: 0		<input type="checkbox"/> Include Saturday in SLA

Configuration Management

3. Does the tool facilitate the identification of different RFCs that pertain to the same CIs?

Comments: Yes. An ad-hoc report can produce a listing of all change record CI's. This report identifies all RFC's that pertain to the same CI.

Output of ad-hoc Report

[Show All](#)
[Back](#)
[Export to Excel](#)

Query Results	
ChangeRequestID	ContractEquipmentID
5	133992
5	175108
8	175108
41	175531
42	175537
43	175134
43	175133

Records Fetched: 7 Page: 1 of 1

This example identifies CI # 175108 as referenced in RFC # 5 and # 8.

CI # 175108

VIEW CONFIGURATION ITEM [175108]

Contract #: 5999-000	POC Phone: _____ Exter
POC: Sung Yoon	Alternate POC Phone: _____ Exter
Alternate POC: _____	Price: _____
CI Number: BZDS72000123	Price Type: _____
CI Number Log CI Number Summary	Warranty Start: _____
Old CI Number: _____	Warranty End: _____
Item Type: Server	Agency: _____
Subcomponent: None	Site/Location: _____
Model: _____	Address 2: _____
Description: ITG-SERVER02 (Decommissioned)	City: _____
Manufacturer: OTHER	State: _____ Zip: _____
Quantity: _____	Country: United States
CLIN: _____	Lifecycle Status: Decommissioned
Asset Tag: 505919	Response SLA Hours: 0
Urgency: 5 - High	On-Site SLA Hours: 0
Impact: 5 - High	Repair SLA Hours: 0
Priority: _____	Sales Order #: _____



Configuration Management

4. Does the tool facilitate the recording of CI status Changes when Changes are proposed or authorized Changes are implemented? For example: Nature of Change, future status, scheduled date of Change.

Comments: Yes. The change record maintains the list of affected CI's. Clicking on an item will bring up the CI record for inclusion of CI status changes. All CI changes are captured in the CI log file.

Change Record

1- Change&ConfigurationManagement 2- ChangeManagement 3- SearchChangeRequest 4- SelectChangeRequest 5- View Change Request

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | New

VIEW CHANGE REQUEST [5]

Workflow Status [Not Initiated]

Change Request Name: **Test Change Management Processes**

Category: Major Change Desired Completion Date: 10/31/2006

Change Type: Documentation

Change Authority: PMO Department Manager

Proposed Change: This is to document the Change Request system for ITIL certification

Description of current or potential non-conformance/justification:

Root Cause: We don't have the certification

Actions Summary:
 1. Document assessment
 2. have the a Pink Elephant
 3. Receive the logo on Corp

Configuration Items

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	140066
Change Request	Contract Assets	140820

View of an Integrated CI

VIEW CONFIGURATION ITEM [140066]

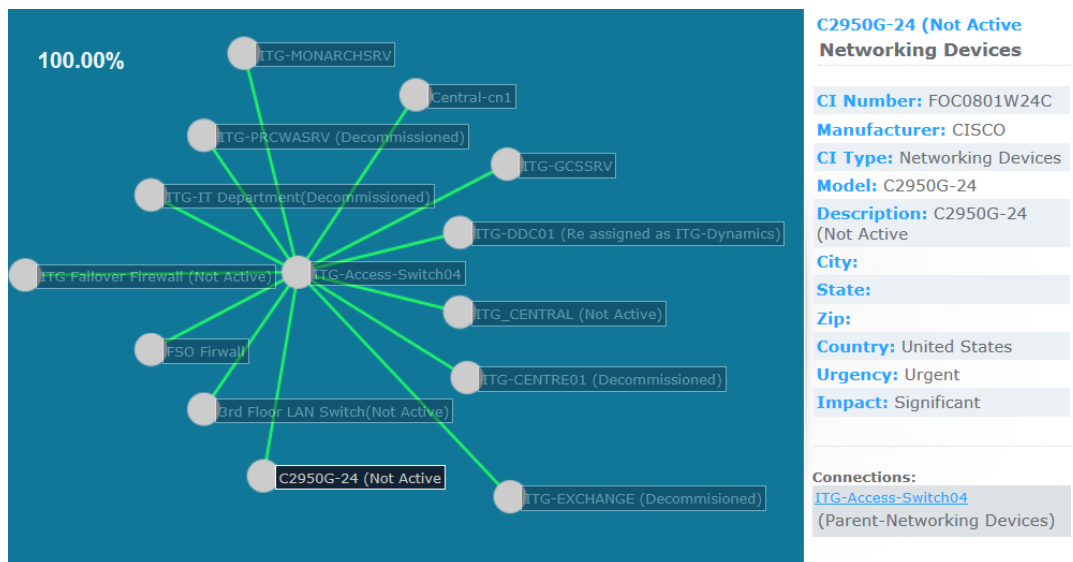
Contract #: 8068-000	POC Phone: 817-200-5769	Extension:	Customer DO #:
POC: Jez ...	Alternate POC Phone:	Extension:	Customer DO Date:
Alternate POC:	Price:		Maintenance DO #:
CI Number: usdh052630	Price Type:		Maintenance DO Date:
CI Number Log CI Number Summary	Warranty Start:		DO Due Date:
Old CI Number:	Warranty End:		Ship Date:
Item Type: Printer	Agency: HUD		Install Date:
Subcomponent: None	Site/Location: 801 ...		Training Date:
Model: 55j	Address 2:		Billable: <input type="checkbox"/>
Description: Printer	City: Fort Worth		Not Active: <input checked="" type="checkbox"/>
Manufacturer: None	State: TX Zip: 76102		Last Modified: 6/20
Quantity:	Country: United States		Last Modified By: Vesp
CLIN:	Lifecycle Status: None		<input type="checkbox"/> External Data
Asset Tag:	Response SLA Hours: 0		<input type="checkbox"/> Use PPM Hours for SLA
Urgency: 1 - Low	On-Site SLA Hours: 0		<input type="checkbox"/> Include Saturday in SLA

Configuration Management

FUNCTIONAL CRITERIA

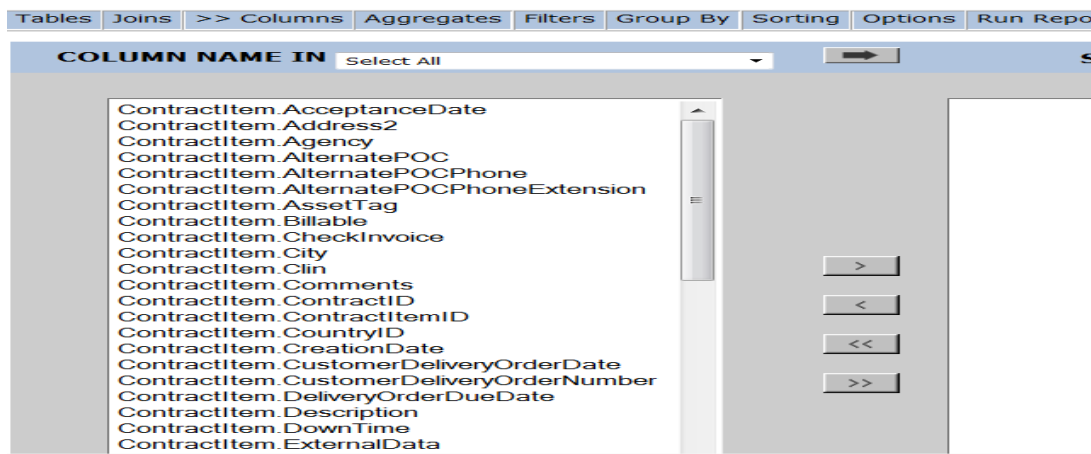
1. Does the tool provide a form of (graphic) display to show the relationships between CIs?

Comments: Yes



2. Does the tool facilitate scheduled Configuration audits?

Comments: Yes. The tool's Ad-hoc reporting system can produce flexible reports to facilitate configuration audits. Selections can be made by contract, dates, criticality, or any other singular or combination of data fields



Configuration Management

3. Can Configuration Management information be used to automate the updating of the live environment? For example, integration with software Release packages for software or virus definition updates.

Comments: Yes. CENTRE can produce output files via the Ad-hoc reporting system in txt, xls, and other industry standard formats. Software management applications accept standard industry formatted input files.

Example of an Ad-hoc Report which may be exported to Excel.

[Show All](#)
[Back](#)
[Export to Excel](#)

Test Report															
Agency	AssetTag	Comments	Contract	EquipmentID	ContractID	Criticality	Impact	LifeCycle	StatusID	Description	EquipConfig	AltPOC	SerialNumber	WarrantyStartDate	Alt
ITG			133992	44		1	1			Printer Whole Laser Unit			013684		
ITG			169838	377		1	1			Work Station			3333		
ITG			138326	345		1	1			Server		Johnathan Waters	39200203		
ITG			175167	44		1	1			PC			505675		
ITG			166381	427		1	1			laptop			ITG74747		
ITG			166845	377		1	1			test			itz98765		



Configuration Management

4. Is the tool able to customize the CI relationship models to meet organizational requirements?

Comments: Yes. CI relationships are customizable to organizational needs.

Contract Asset

Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [175131]

Contract #: 5999-000	POC Phone: 703-698-8282	Extensio
POC: George Harris	Alternate POC Phone:	Extensio
Alternate POC: Sung Yoon	Price:	
CI Number: CHK0647V1FQ	Price Type:	
CI Number Log CI Number Summary	Warranty Start:	
Old CI Number:	Warranty End:	
Item Type: Networking Devices	Agency: ITg HQ	
Subcomponent: None	Site/Location: Server Room	
Model: cisco WS-C3550-12T	Address 2: 2745 Hartland Road	
Description: ITG-Access-Switch04	City: Falls Church	
Manufacturer: CISCO	State: VA	Zip: 22043

Dependencies

Back to Item | Add Relationship | CI Graph | Help

CONFIGURATION ITEM RELATIONSHIPS

CI Number: CHK0647V1FQ City: Falls Church Urgency: 3 - Me
 Manufacturer: CISCO State: VA Impact: 3 - Me
 Configuration Item Type: Networking Devices Zip: 22043
 Model: cisco WS-C3550-12T Country: United States
 Description: ITG-Access-Switch04

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Ad
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	
PARENT TO	FOC0806Z304	CISCO	Networking Devices	C2950G-48	Falls Church	VA	22043	United States	5 - High	3 - Medium	

NEW CONFIGURATION ITEM RELATIONSHIPS

The mandatory editing fields are indicated with an asterisk *

*Select Relationship Type for Current Configuration Item: Select a Relationship

Description	Model	Manufacturer	Select a Relationship	*Select Current Configuration Item Node Type	**Select New Related Configuration Item's Node Type
ITG-Access-Switch04	cisco WS-C3550-12T	CISCO	Select a Relationship License Master-Slave Parent-Child Peer-Peer	Select	Select

Summary Screen with Options

CONFIGURATION ITEM RELATIONSHIP SUMMARY

CI Number: CHK0647V1FQ City: Falls Church Urgency: 3 - Medium
 Manufacturer: CISCO State: VA Impact: 3 - Medium
 Item Type: Networking Devices Zip: 22043
 Model: cisco WS-C3550-12T Country: United States
 Description: ITG-Access-Switch04

Relationship Type	Relationship Count	Assign Relationships to Another Configuration Item	Remove Relationships
PARENT TO	11	Create new PARENT TO configuration item for these relationships	Remove existing PARENT TO relationships

Configuration Management

Customizable lookup Table

SELECT RELATIONSHIP TYPE	
Relationship Type	Relationship Type Value
<input type="radio"/> License	1 - many
<input type="radio"/> Master-Slave	1-Many
<input type="radio"/> Parent-Child	1-Many
<input type="radio"/> Peer-Peer	1-Many

Does the tool facilitate the automated re-establishment of parent and child relationships when CIs are added, deleted, or updated?

Comments: Yes. Relationships can be modified (adds, deletions) via the contract equipment dependencies screen.

Add or Remove dependencies

Back to Item | [Add Relationship](#) | [CI Graph](#) | [Help](#)

CONFIGURATION ITEM RELATIONSHIPS

CI Number: CHK0647V1FQ **City:** Falls Church **Urgency:** 3 - Medium
Manufacturer: CISCO **State:** VA **Impact:** 3 - Medium
Configuration Item Type: Networking Devices **Zip:** 22043
Model: cisco WS-C3550-12T **Country:** United States
Description: ITG-Access-Switch04

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Add/Remove
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	-
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	-
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	-
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	-

Re-establish a Parent or Master to the Child or Slaves

CONFIGURATION ITEM RELATIONSHIP SUMMARY

CI Number: CHK0647V1FQ **City:** Falls Church **Urgency:** 3 - Medium
Manufacturer: CISCO **State:** VA **Impact:** 3 - Medium
Item Type: Networking Devices **Zip:** 22043
Model: cisco WS-C3550-12T **Country:** United States
Description: ITG-Access-Switch04

Relationship Type	Relationship Count	Assign Relationships to Another Configuration Item	Remove Relationships
PARENT TO	11	Create new PARENT TO configuration item for these relationships	Remove existing PARENT TO relationships



Configuration Management

Organization Name	Integration Technologies Group, Inc.
Brand name of Product	CENTRE (Common ENTerprise, REsource, system)
Version of Product to be Assessed	Release 4.6.3 07/24/2007 -- Revised 12/16/2013
Client Contact Name and Title	Robert R. Vespe Consultant
Address	2745 Hartland Road, 2nd Floor Falls Church, VA 22043
Phone #	305 909-3591
Email	Robert.Vespe@ITGOnline.com