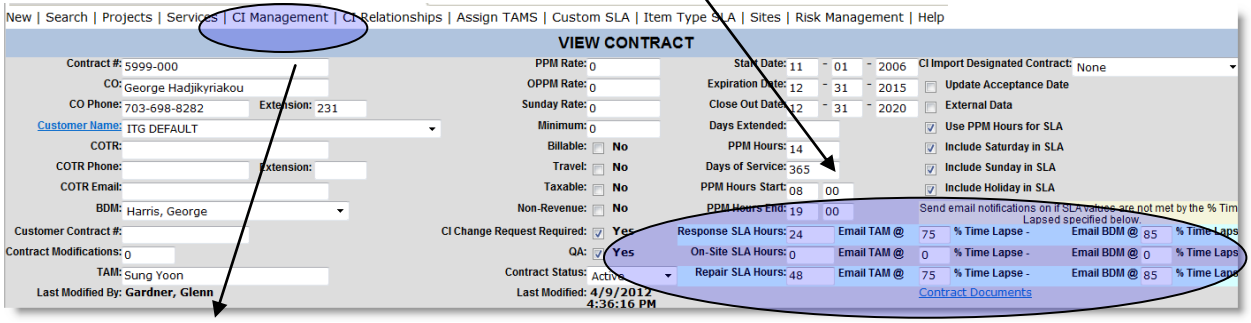
MANDATORY CRITERIA

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

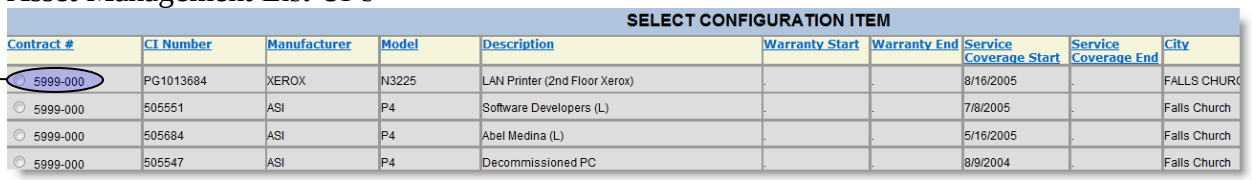
1. Does the tool facilitate the registration and management of an organization's Configuration Items (CIs)? For example, hardware, Software, Contracts/ SLAs.

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

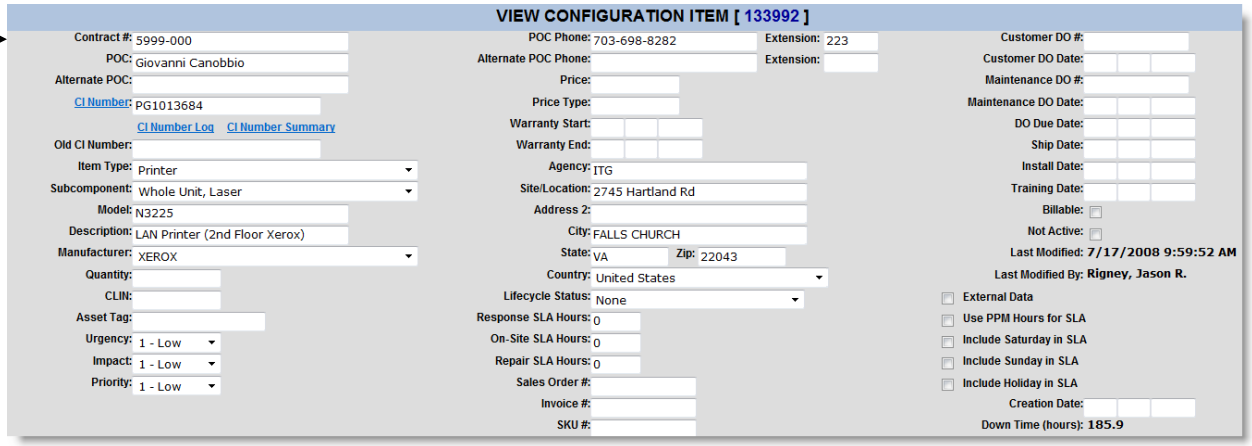
Contract record



Asset Management List CI's

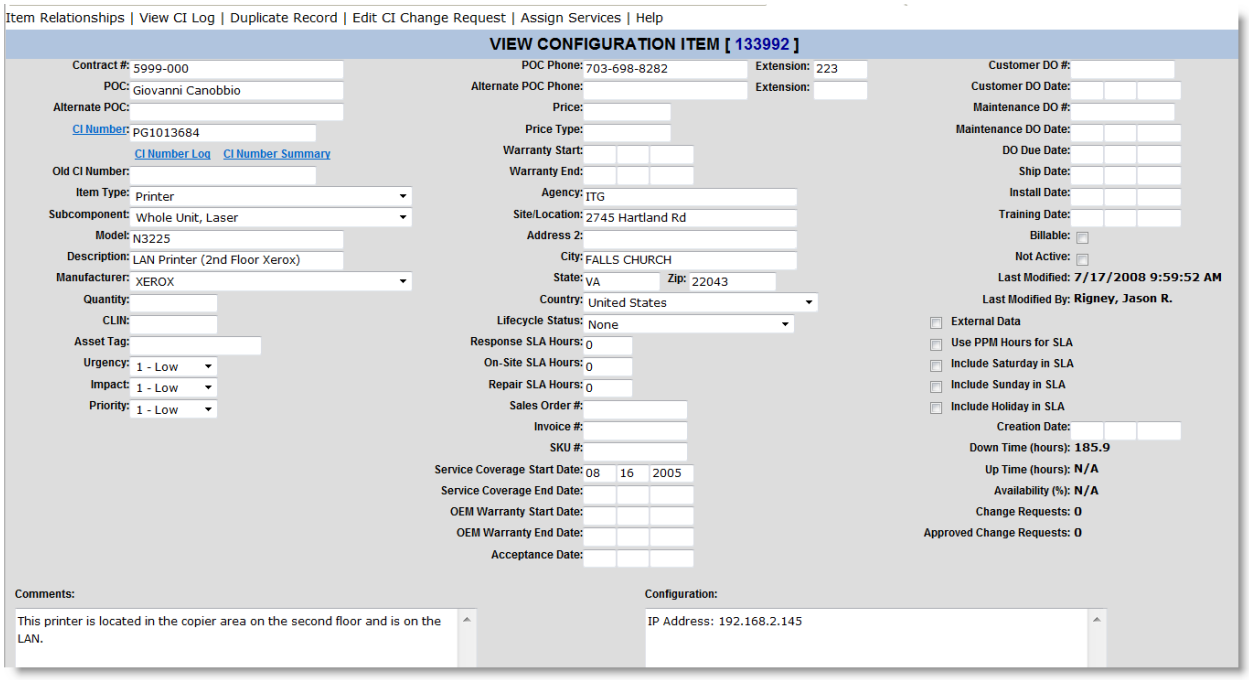


CI



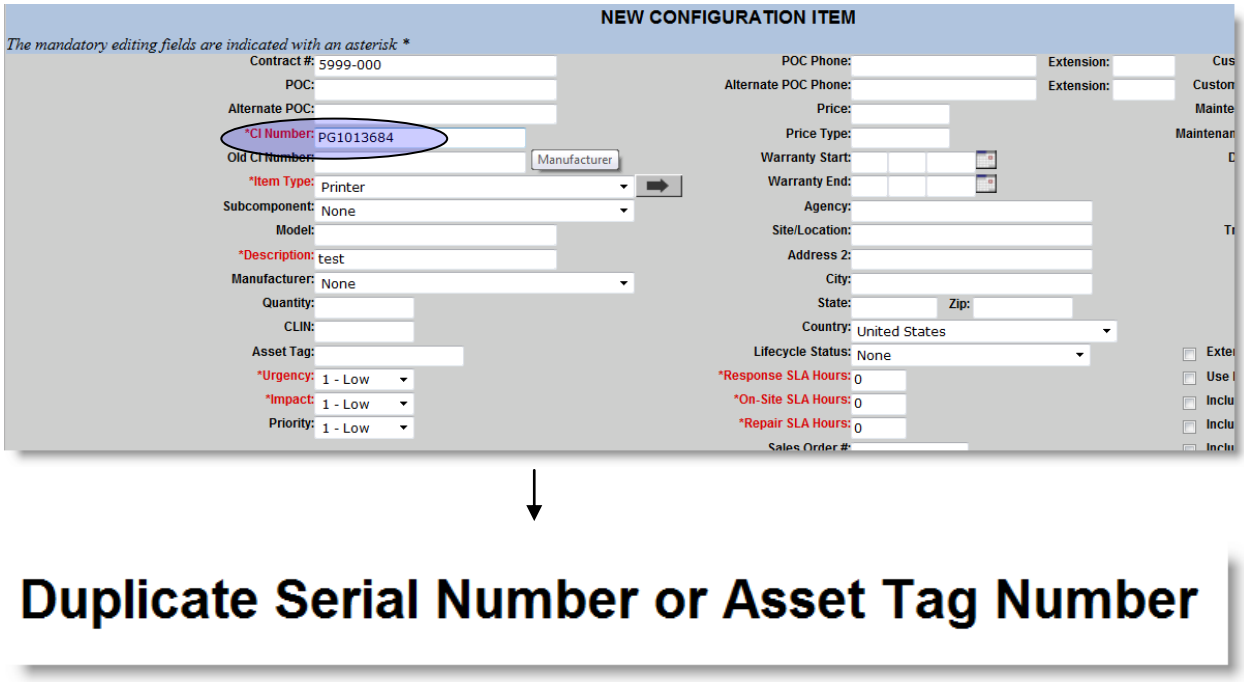
2. Does the tool facilitate the recording of CI attributes? For example, serial number, version, and location attribute.

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



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

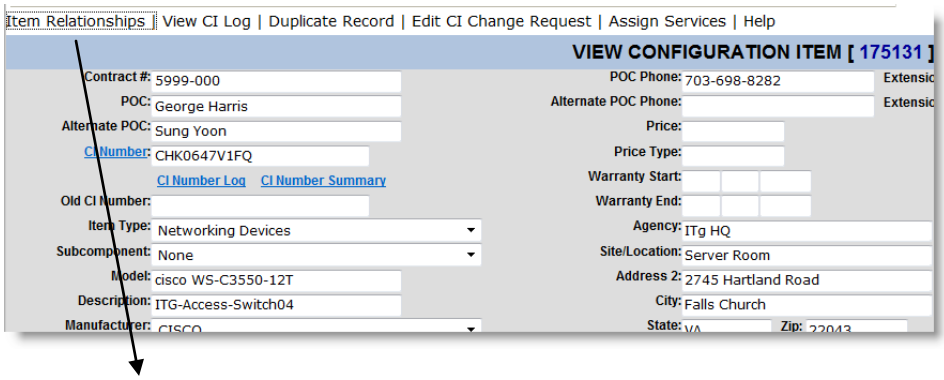
Comments: Yes. All CI's are identified by a unique serial number and asset tag identifier. The tool automates the validation of serial number and asset tag on input. In this example, the item exists (as shown on previous page).



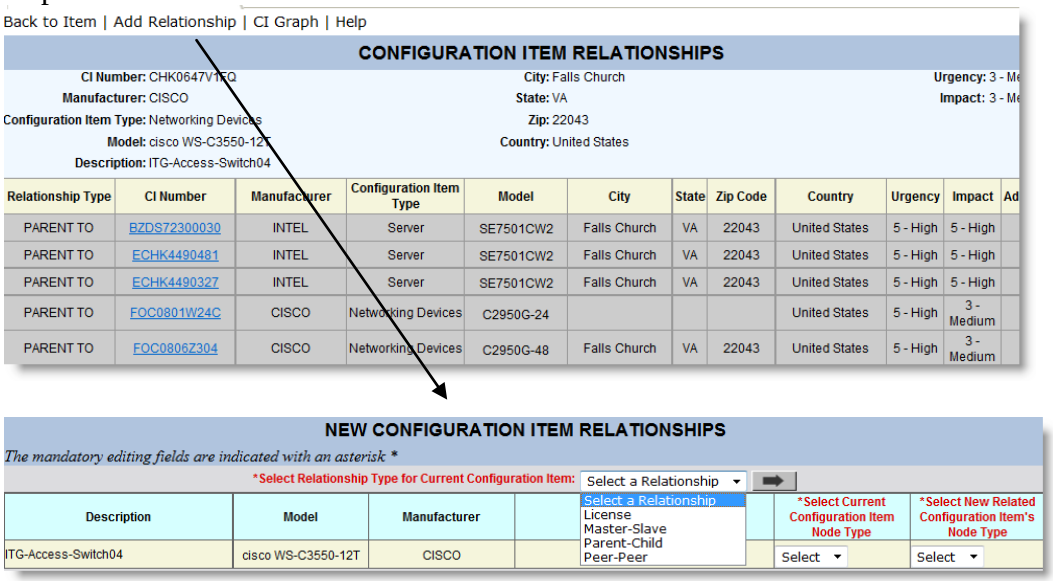
4. Does the tool facilitate the establishment of relationships between CIs? For example, parent / child, peer-to-peer, upstream / downstream relationships.

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

Contract Asset



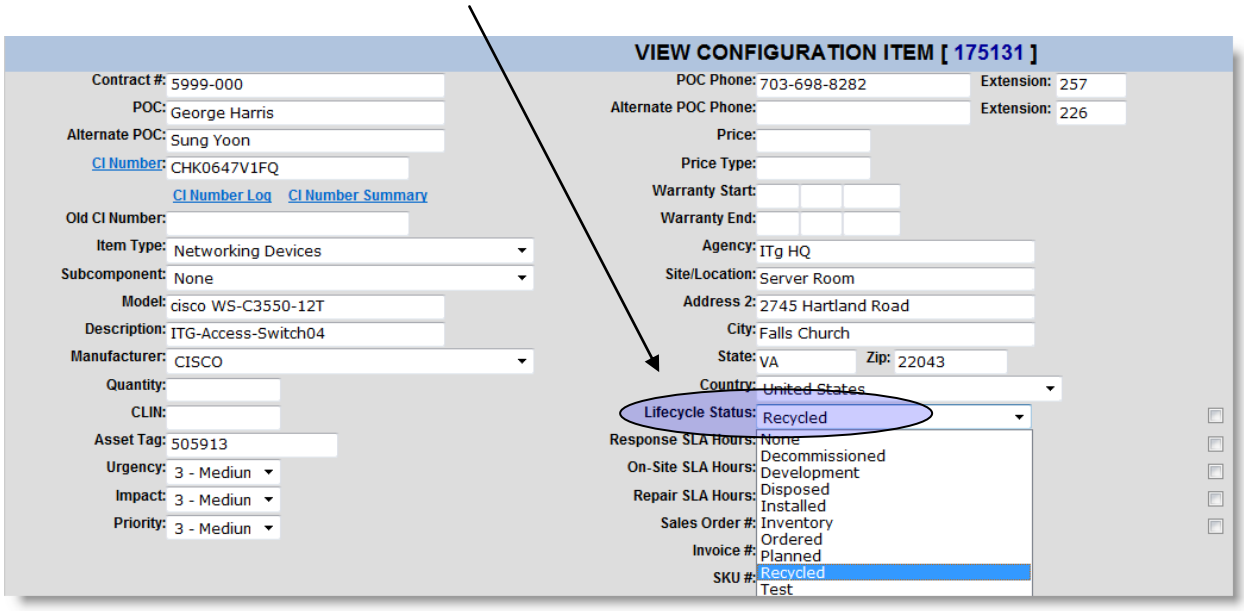
Dependencies



Summary Screen with Options

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.



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

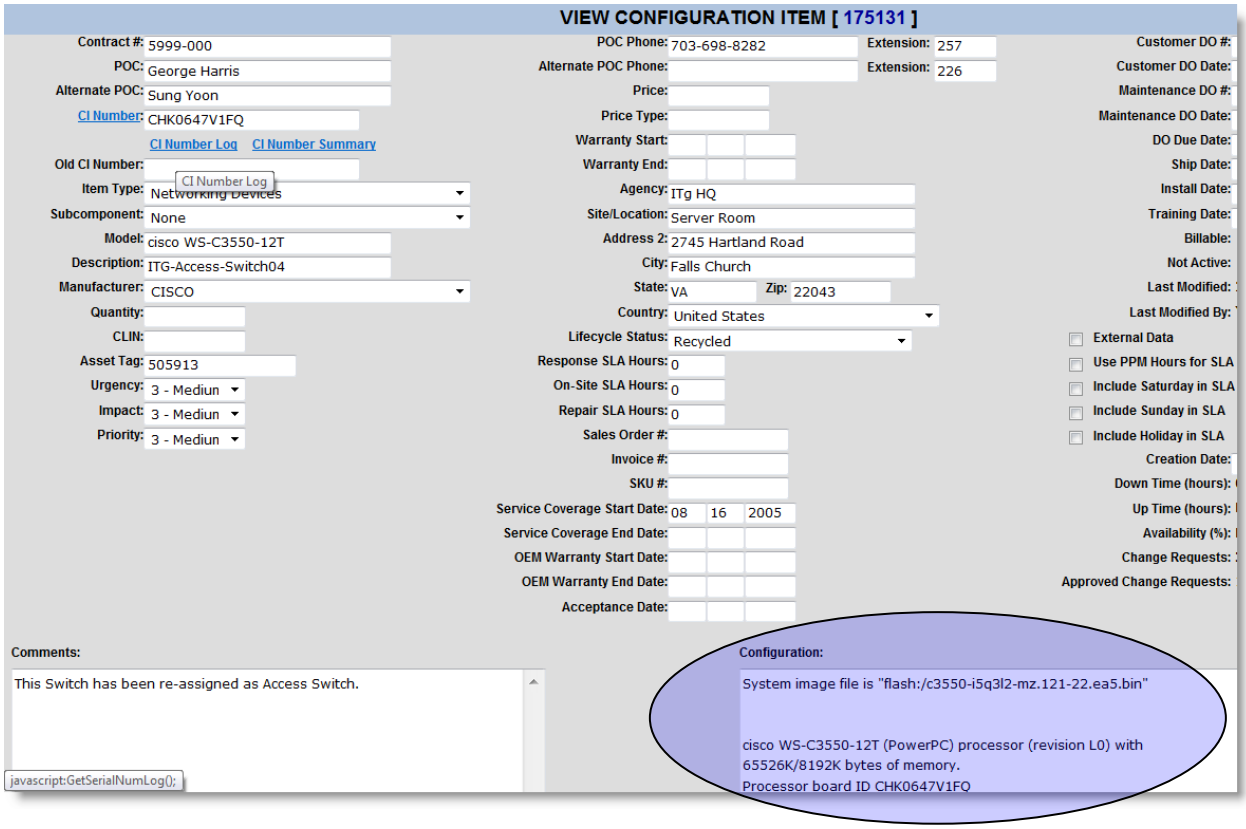
Comment: Yes. All access is controlled via group privileges for view and edit rights.

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.***

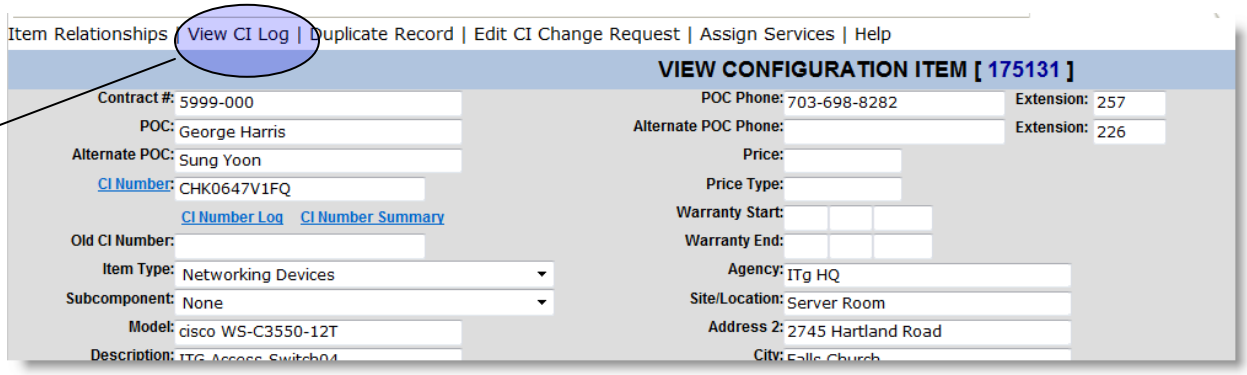
7. Does the tool facilitate the recording of CI baseline information? For example, reverting to a previous version of CI Configuration in the event that a Change fails.

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.



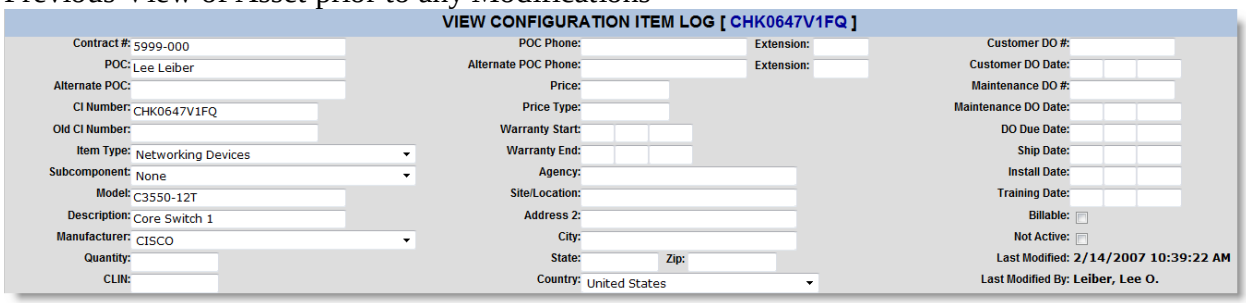
8. Does the tool facilitate the logging of historical Changes to the CI record for auditing purposes? For example, installation date, records of Changes, previous locations.

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.



Asset Change Log File

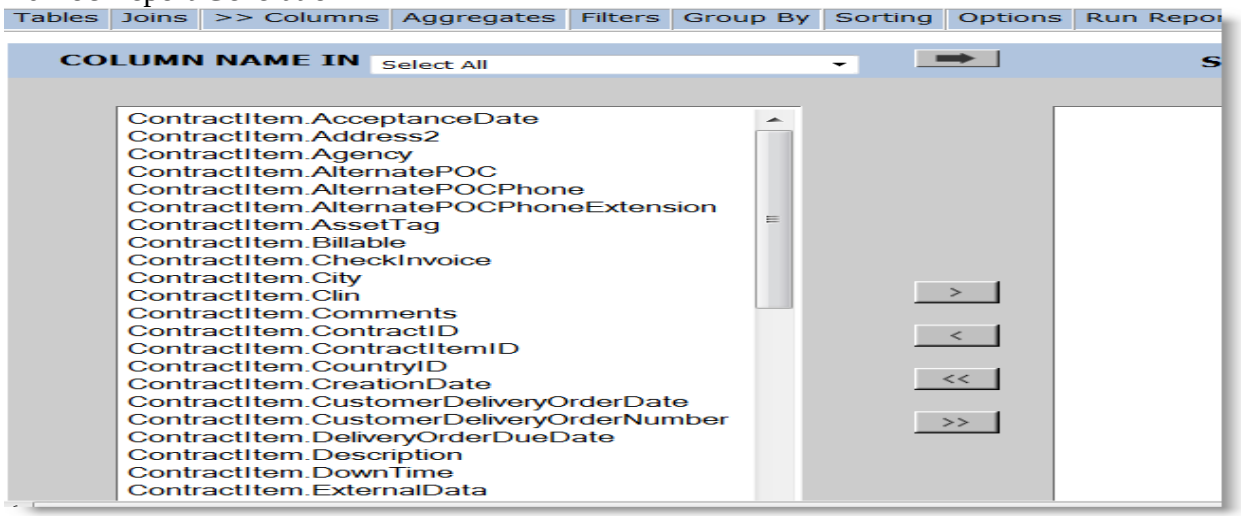
Previous View of Asset prior to any Modifications



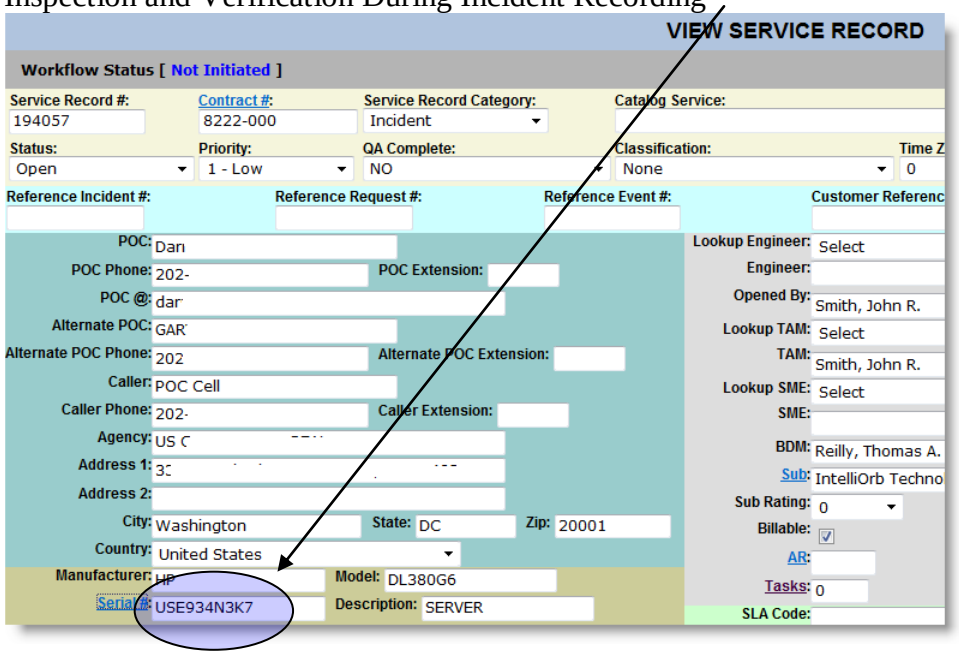
9. Does the tool facilitate the verification of the CI data with the actual physical infrastructure by automated or manual means? For example, the use of Systems management tools to validate real time vs. static information.

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

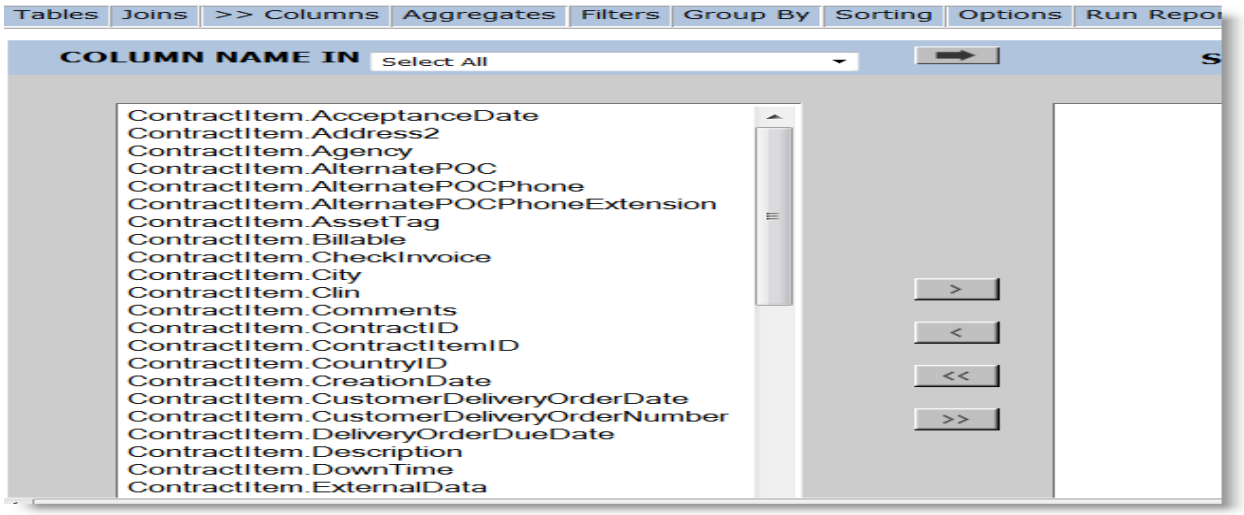


Inspection and Verification During Incident Recording



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.



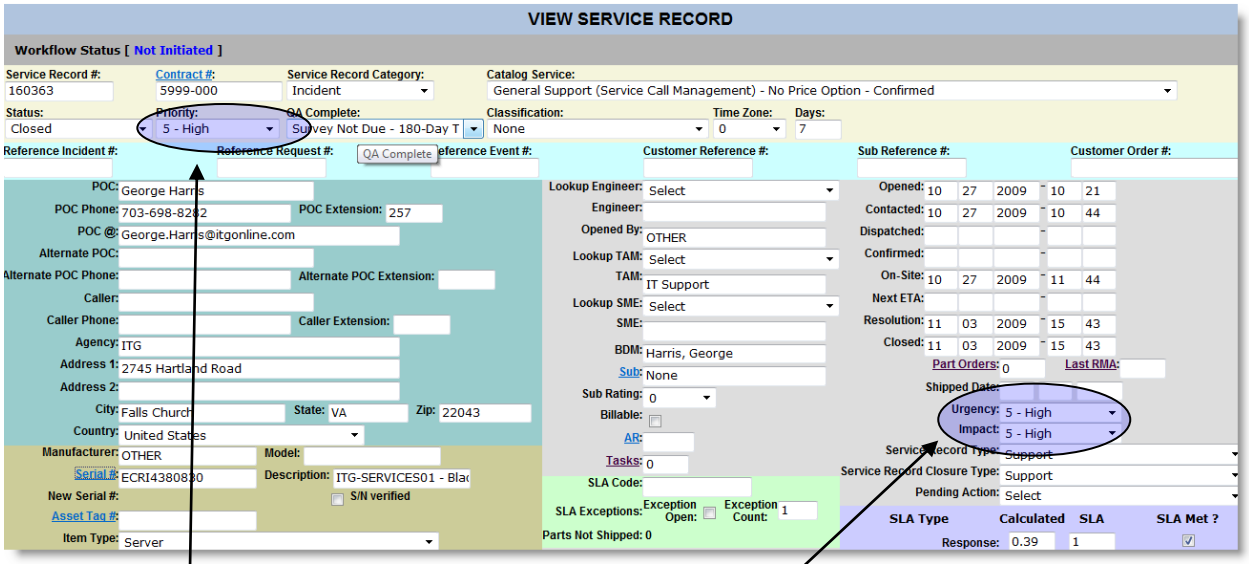
INTEGRATION CRITERIA

Incident Management

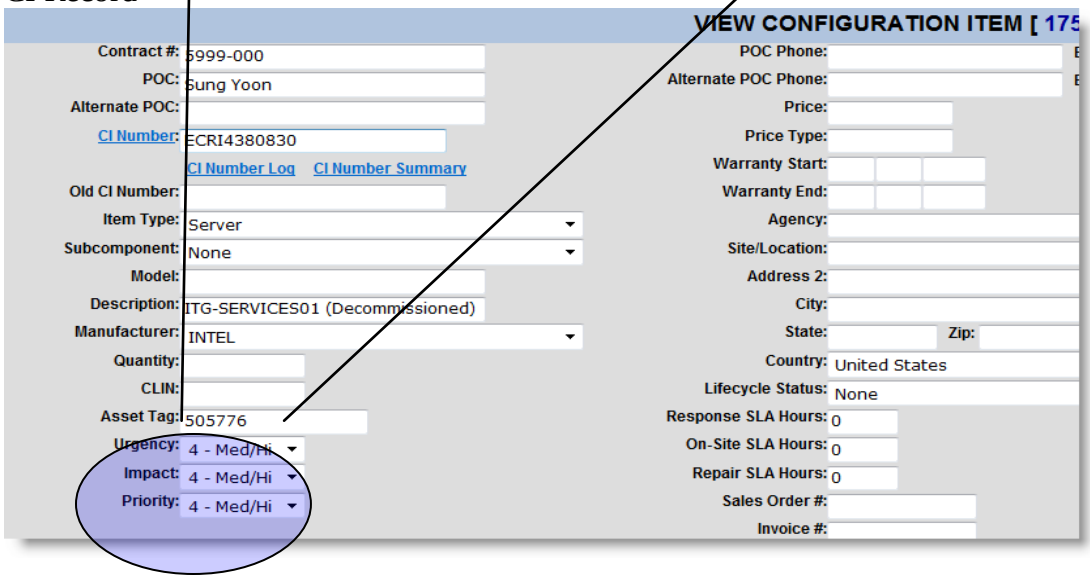
1. Does the tool facilitate the integration of CMDB data with Incident records?

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:



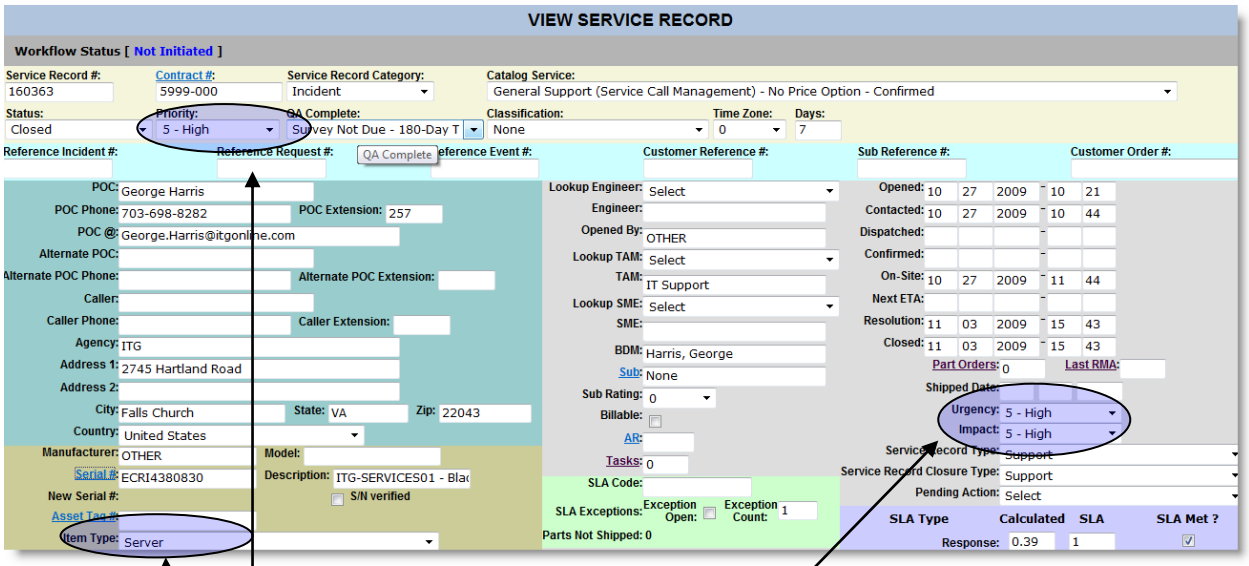
CI Record



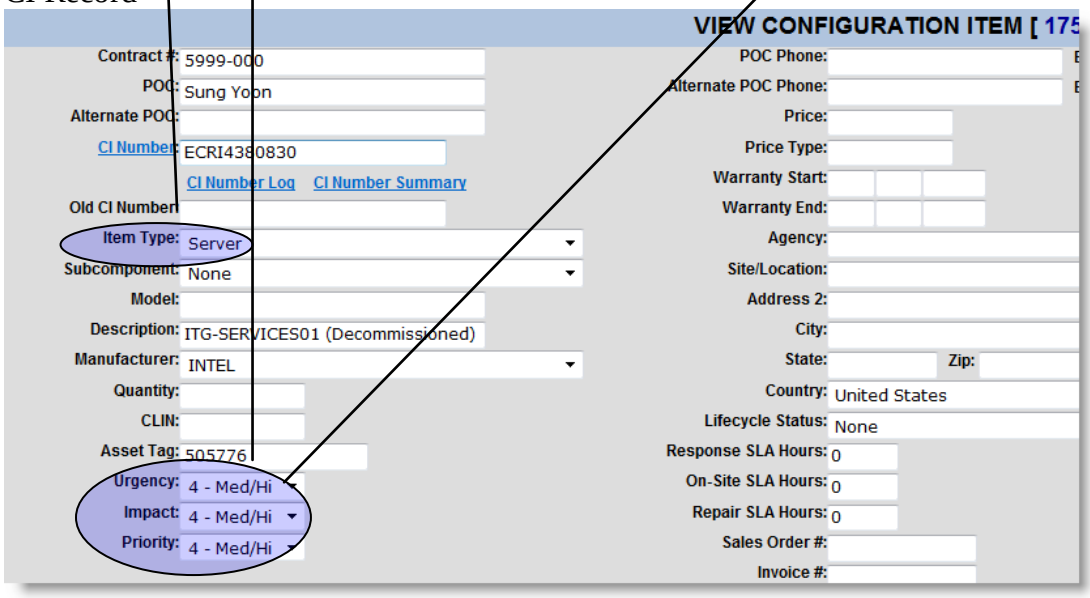
2. Does the tool facilitate Incident Management in providing criticality and impact indicators of failed CIs for classification of Incident records?

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:



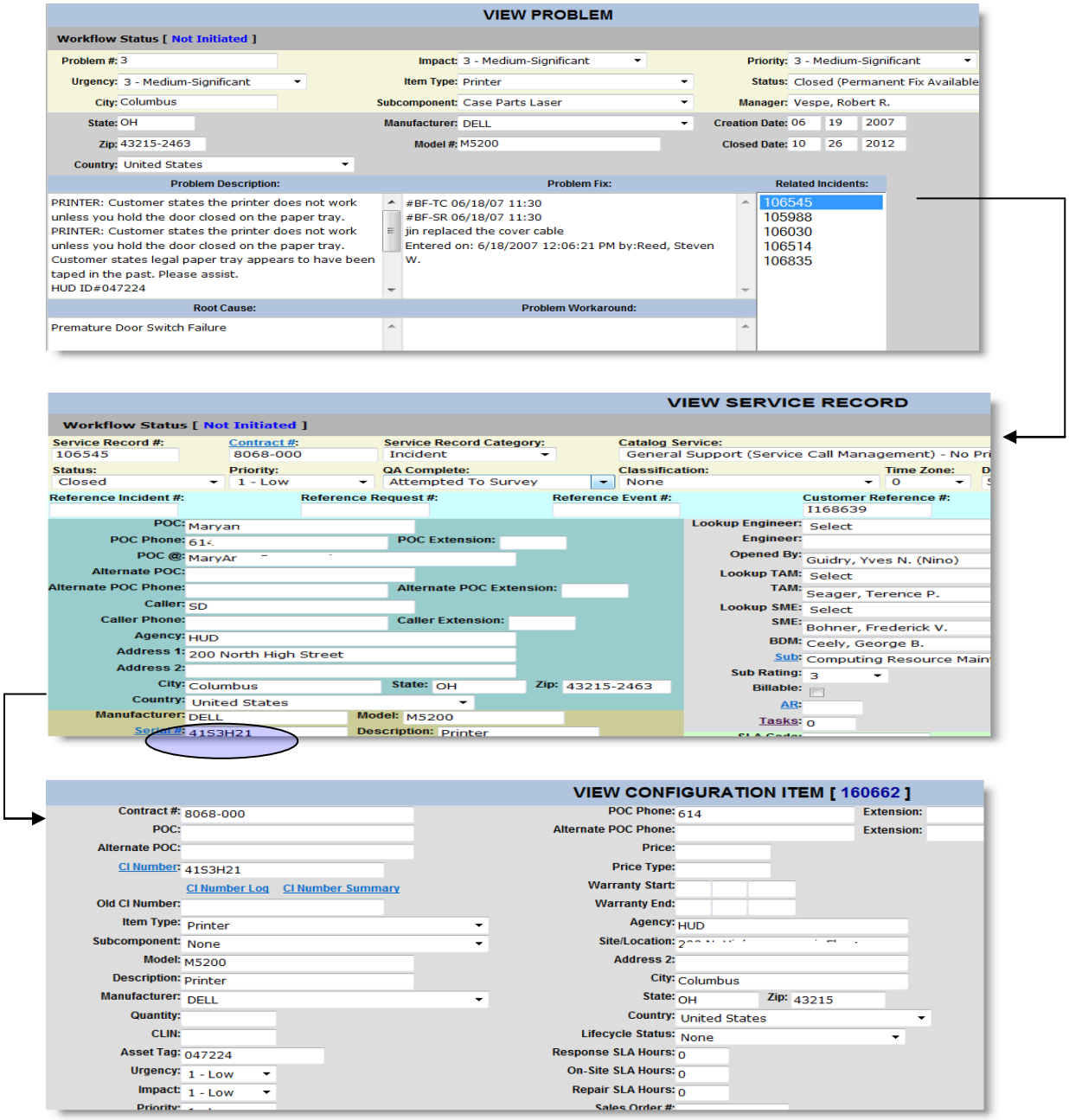
CI Record



Problem Management

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

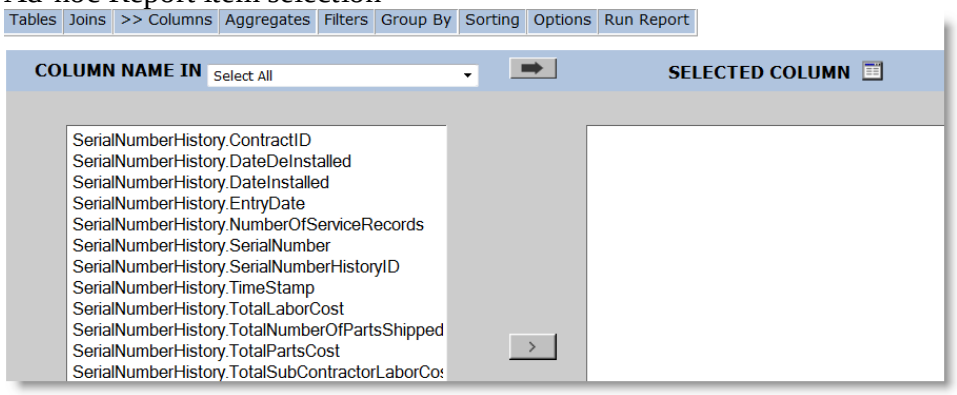
Comments: Yes. The Problem Management record maintains the CMDB Item Type, Manufacturer, Model, and links all associated Incident records which link directly to the associated CI.



2. 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



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

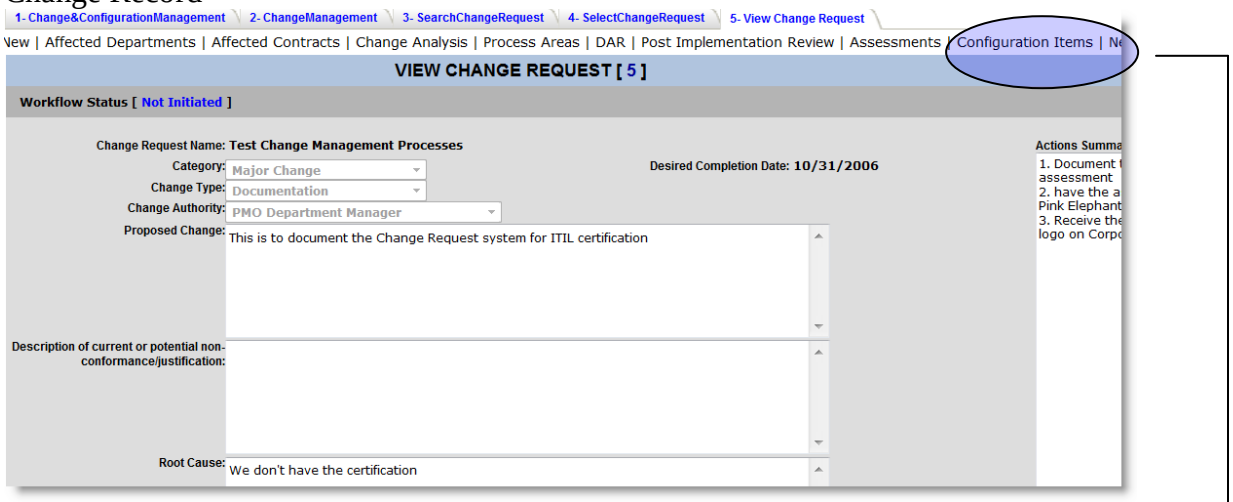
	A	B	C	D	E	F	G
1	SerialNumber	DateInstalled	Number OfCalls	Total LaborCost	Total Number Of Parts shipped	Total Parts Cost	Total SubContractor Labor Cost
2	000182		3	$70.80	3	$364.00	
3	0003700W1724		2	$238.16	3	$2,432.00	
4	0003700W3403		3	$53.10	4	$168.01	
5	0007576		4	$35.40	7	$501.32	
6	0058209		2	$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

Change Management

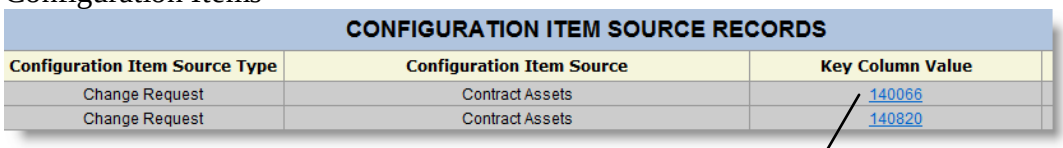
1. Does the tool facilitate the integration of CMDB data within the Change Management records?

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

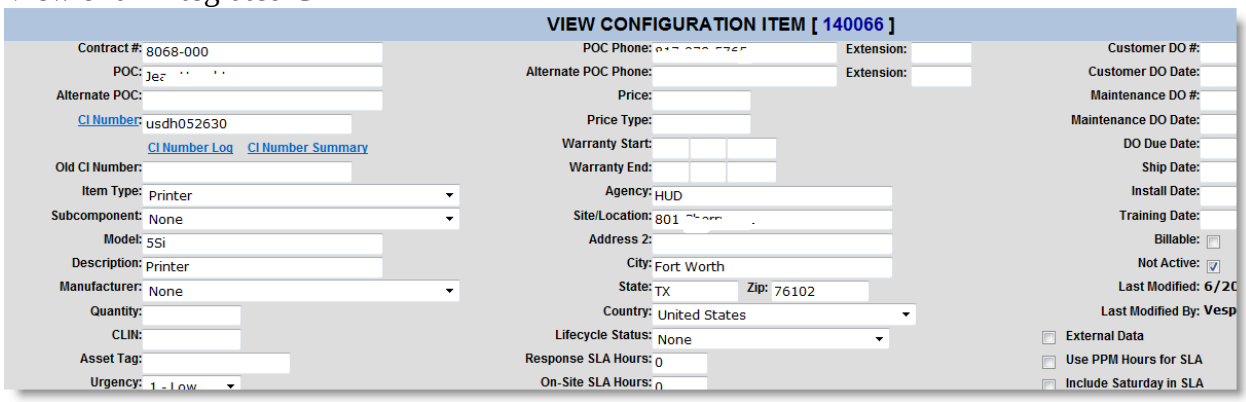
Change Record



Configuration Items



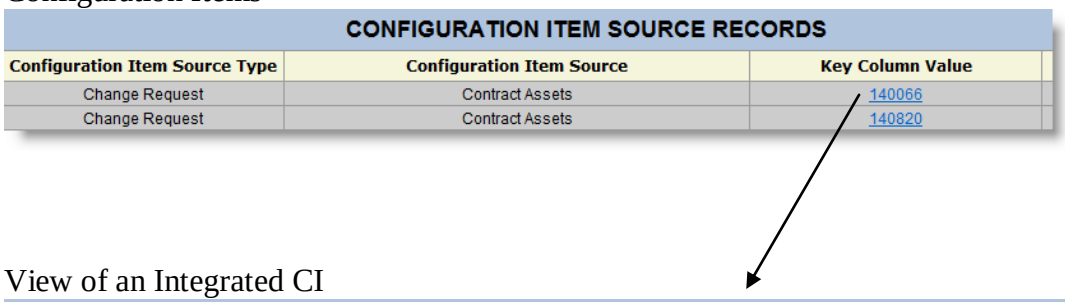
View of an Integrated CI



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.

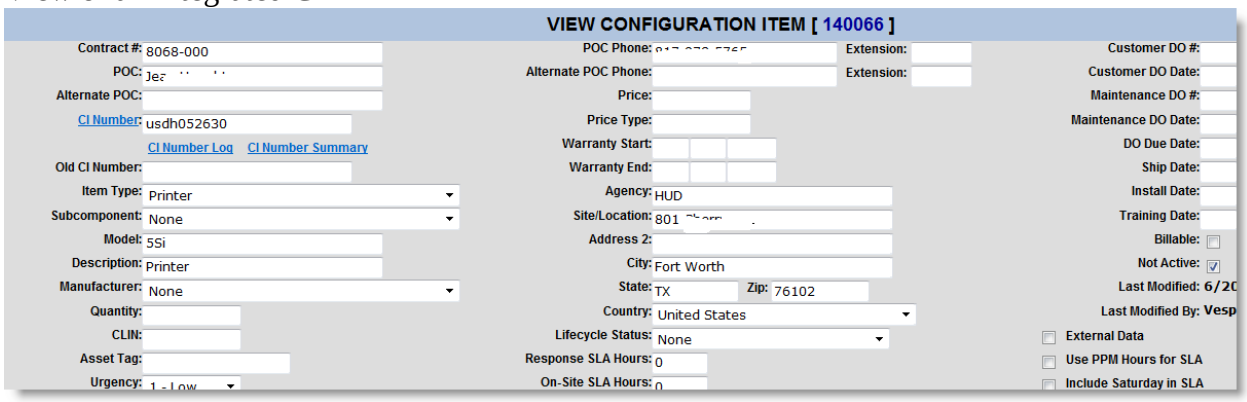
Configuration Items



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:
Alternate POC:
CI Number: usdh052630
CI Number Log CI Number Summary
Old CI Number:
Item Type: Printer
Subcomponent: None
Model: 5Si
Description: Printer
Manufacturer: None
Quantity:
CLIN:
Asset Tag:
Urgency: 1 - Low

POC Phone:
Extension:
Alternate POC Phone:
Extension:
Price:
Price Type:
Warranty Start:
Warranty End:
Agency: HUD
Site/Location: 801
Address 2:
City: Fort Worth
State: TX Zip: 76102
Country: United States
Lifecycle Status: None
Response SLA Hours: 0
On-Site SLA Hours: 0

Customer DO #:
Customer DO Date:
Maintenance DO #:
Maintenance DO Date:
DO Due Date:
Ship Date:
Install Date:
Training Date:
Billable:
Not Active:
Last Modified: 6/2
Last Modified By: Vesp
External Data
Use PPM Hours for SLA
Include Saturday in SLA

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

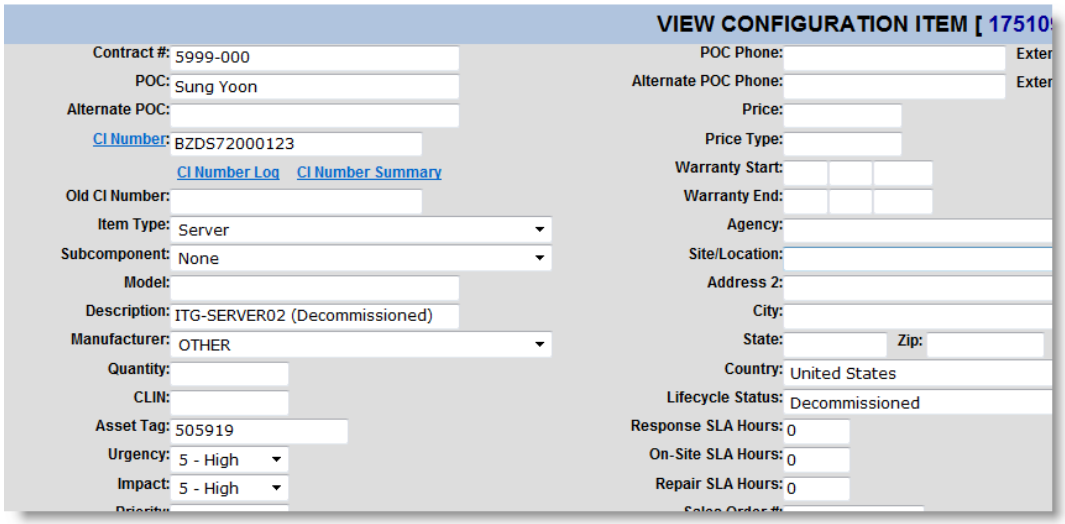
Query Results

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.

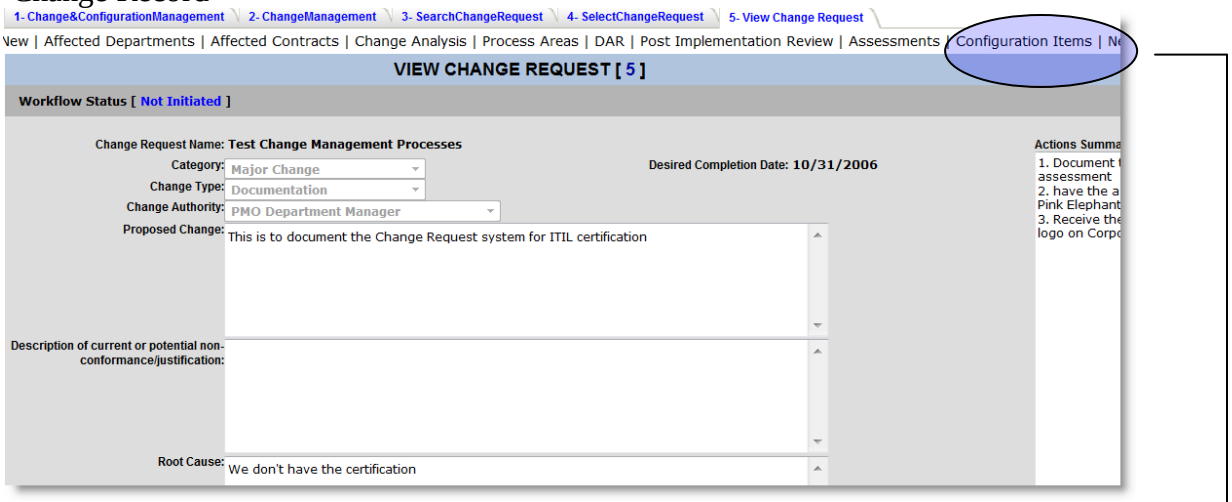
CI # 175108



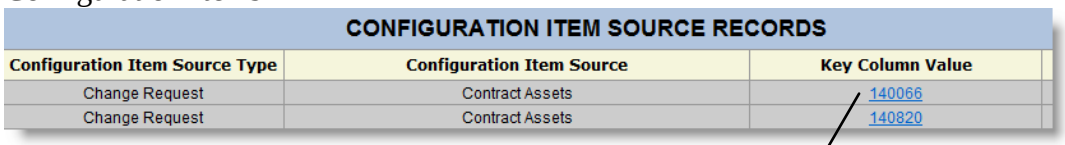
4. Does the tool facilitate the recording of CI status Changes when Changes are proposed or authorized Changes are implemented? For example: Nature of Change, future status, scheduled date of Change.

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.

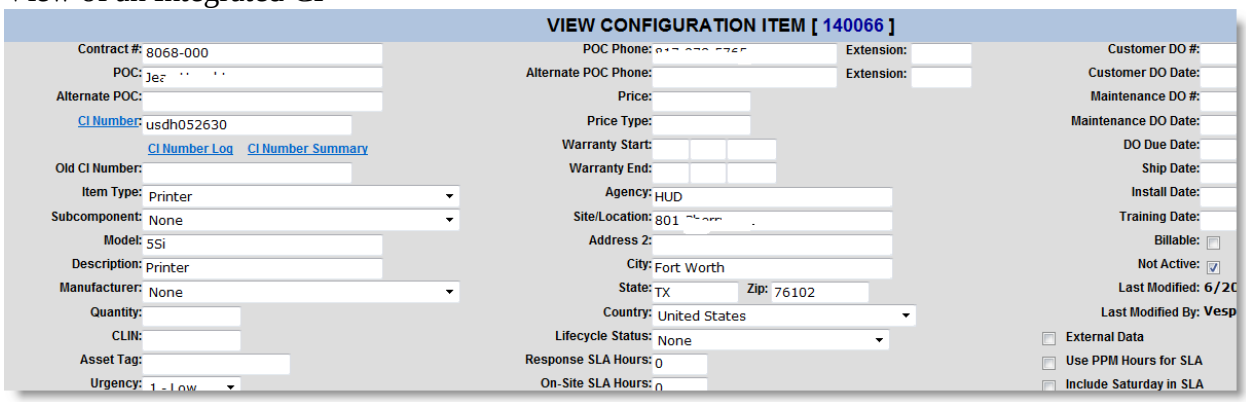
Change Record



Configuration Items



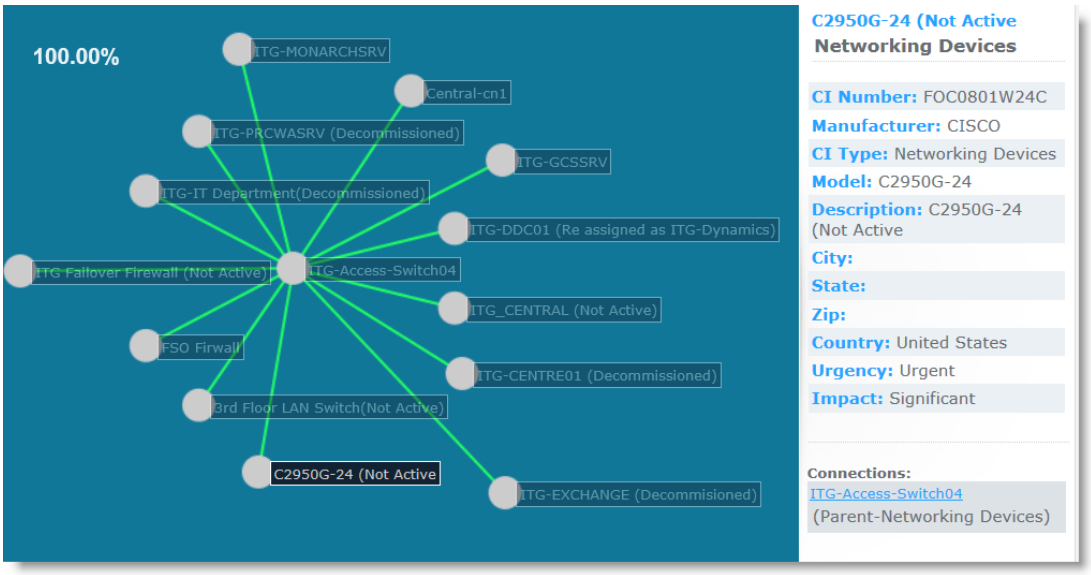
View of an Integrated CI



FUNCTIONAL CRITERIA

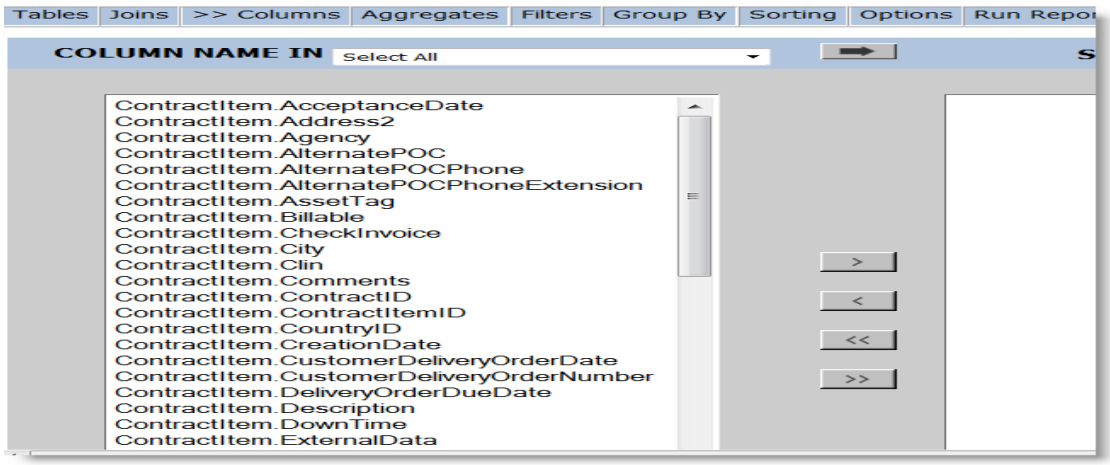
1. Does the tool provide a form of (graphic) display to show the relationships between CIs?

   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



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

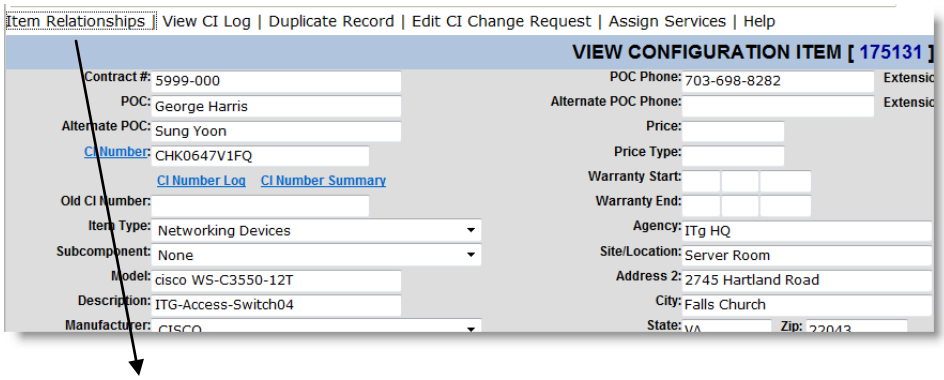
Test Report

Agency	AssetTag	Comments	ContractEquipmentID	ContractID	Criticality	Impact	LifeCycleStatusID	Description	EquipConfig	AltPOC	SerialNumber	WarrantyStartDate	Al
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			itg98765		

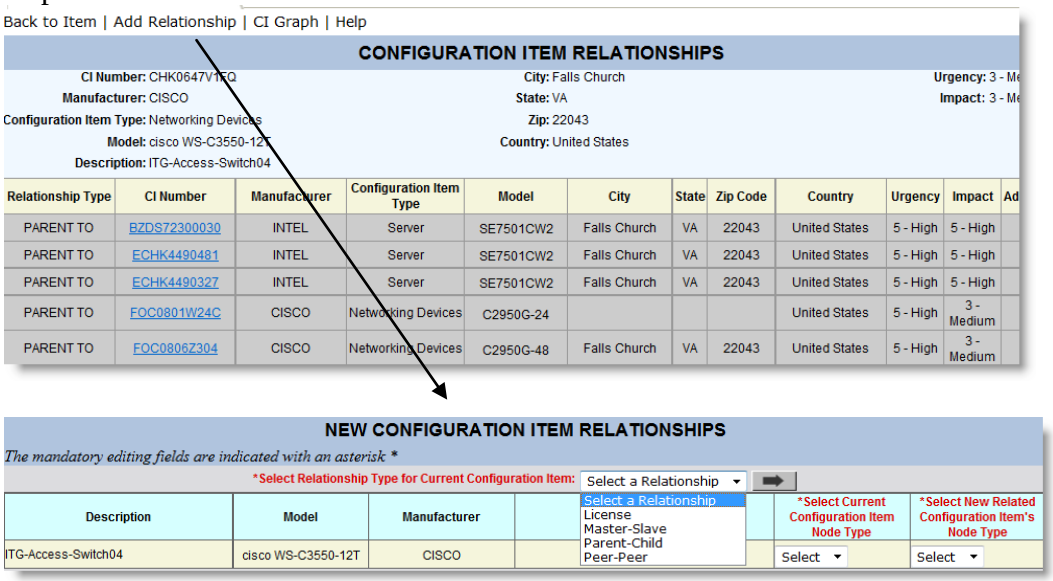
4. Is the tool able to customize the CI relationship models to meet organizational requirements?

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

Contract Asset



Dependencies



Summary Screen with Options

Customizable lookup Table

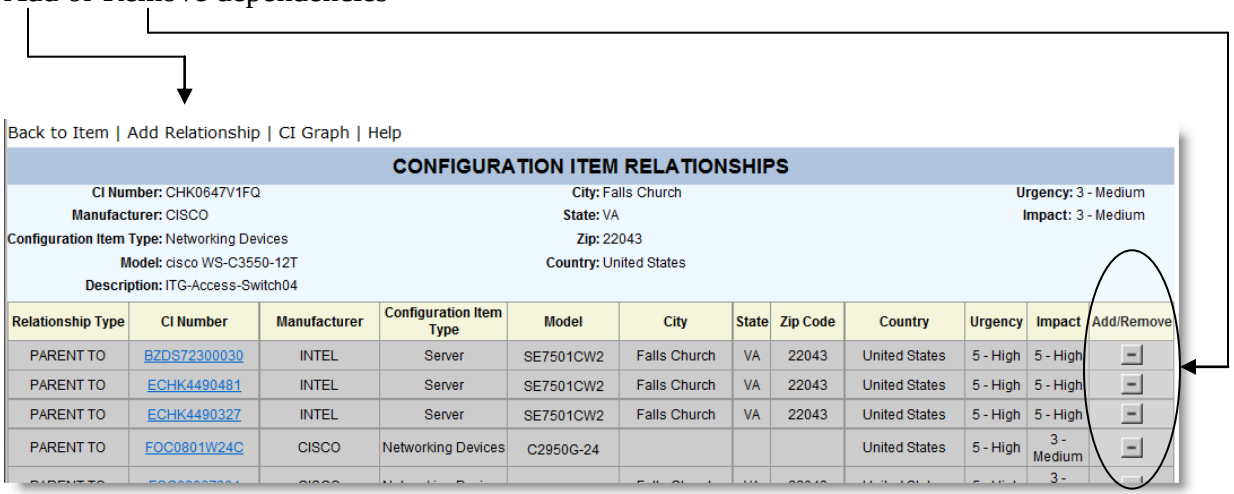
SELECT RELATIONSHIP TYPE

Relationship Type	Relationship Type Value
License	1 - many
Master-Slave	1-Many
Parent-Child	1-Many
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



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

CONFIGURATION ITEM RELATIONSHIP SUMMARY

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

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**
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