IAITAM ACE

May 7–9, 2024 The M Resort Las Vegas, NV

The CMDB. In Twenty Years Have We Learned Anything?

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Finding your IAITAM Oasis

Obligatory Speaker Bio

- My first ”tech” job was as an operator on an IBM 4381 Mainframe
- 30 Years of IT, Operations, Security, GRC, Sales Experience
- Self professed Geek, Nerd, Video Game Junky, Air Force Veteran, and overall, just a nice guy!

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THE CMDB – What have we learned?

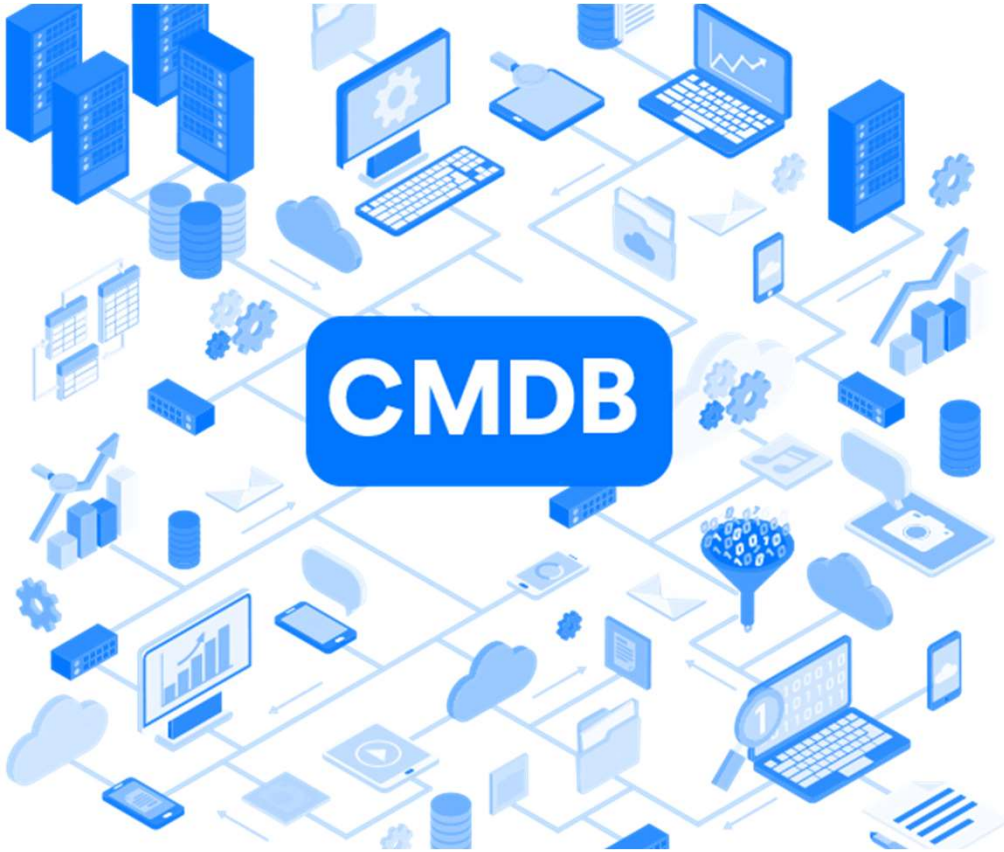
- How did we get here?
- What have we learned along the way?
- What challenges remain?
- What is success and how can it be demonstrated?
- If I have nothing, what can I do?
- Is there a future?

How Did We Get Here?

- Y2K
- Business and Regulatory Requirements
  - SOX, PCI, NIST, Yada Yada Yada . . . .
- Evolution of Technology and the Workplace
- Problems, Downtime, and Effects
- Maximize Investment, Eliminate Redundancy

QUESTION #1:

How many of you believe that your current CMDB is adequate for your organization?

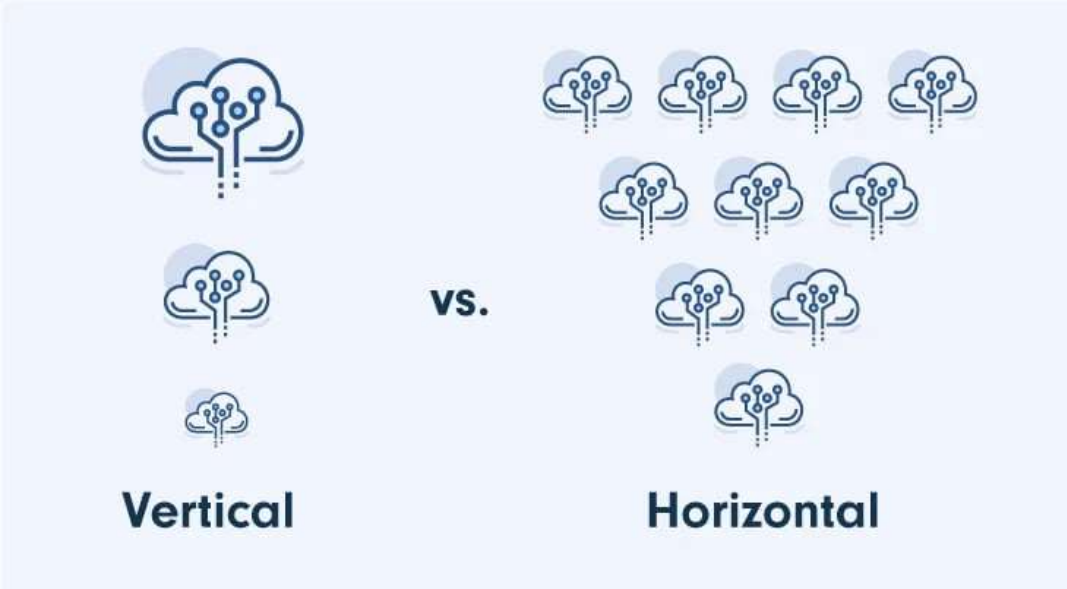


What have we learned?

- The CMDB is a living, growing beast, that can easily escape control! – Focus on Scale
- Collaboration – The CMDB is not an island!
- Quality over quantity
- User Adoption – Can't use it, won't use it
- Maintenance, Repeat, Repeat, Repeat …
- Evolve, Always Evolve

QUESTION #2:

For defining services, is Horizontal better than Vertical?



What Challenges Remain?

- Evolution of Technology (de-evolution of tech)
- Showing Return on Investment (ROI)
- Integration of AI
- Cybersecurity and Regulatory Changes
- Automation, Data Clarity

What is Success?

- ROI. What are we getting for all this $$$?

CMDB ROI Top 10

1. **Reduced Time to Resolution** ((ttr_b – ttr_a) x Cost of Downtime x Number of Incidents)
2. **Decrease of Downtime** ($Downtime_b$ – $Downtime_a$) x Cost of Downtime
3. **Change success rate** (CSR_a - CSR_b) x Avg Cost Failed Change x Number of Changes
4. **Compliance and Risk Management** ($Risk_b$ – $Risk_a$) x Potential Penalty
5. **Resource Utilization** ($Utilization_b$ – $Utilization_a$) x Cost per Unused Resource
6. **Operational Efficiency** ($Op.\ Efficiency_b$ – $Op.\ Efficiency_a$) x Labor Cost Savings
7. **Improved Service Delivery** (SD_a – SD_b) x Revenue Increase
8. **Cost Avoidance** (IncidentCS+DowntimeCS+ComplianceCS)
9. **Streamlined Audit and Reporting** ($Time_b$ – $Time_a$) x Labor Cost
10. **Revenue Increase** (Rev_a – Rev_b)

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What is Success?

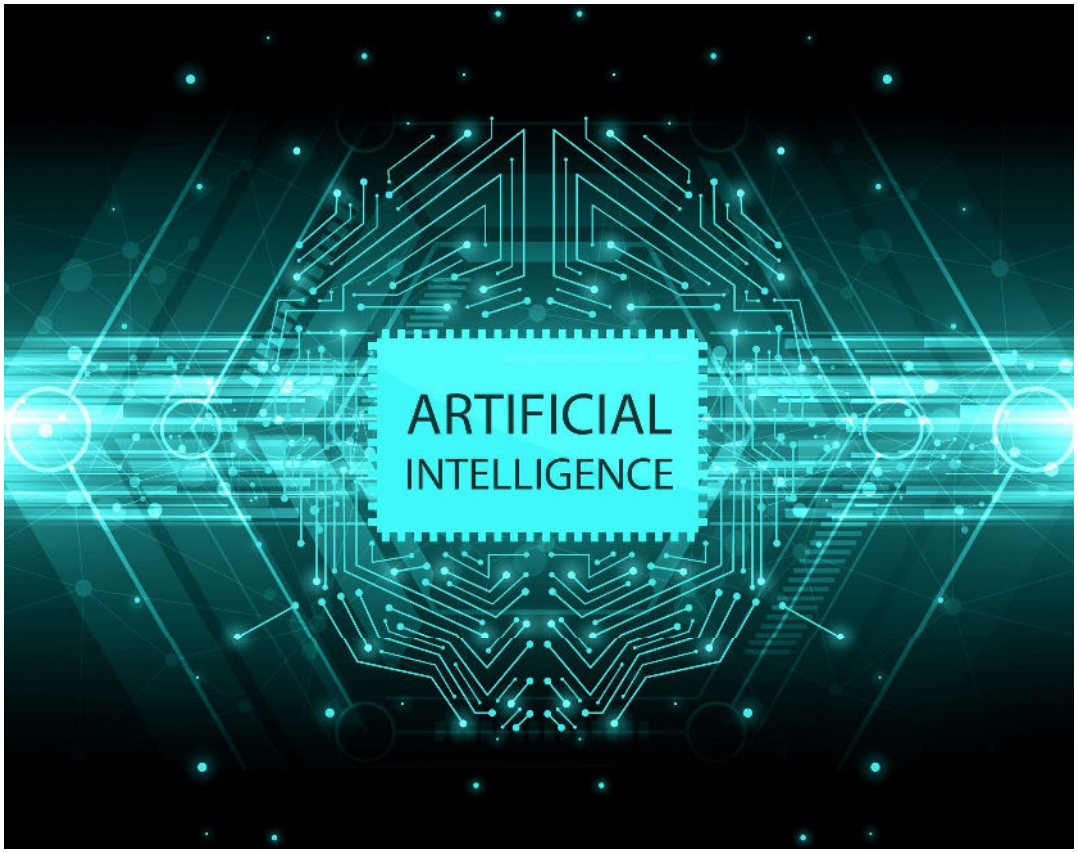
- ROI. What are we getting for all this $$$?
- Adoption with Satisfaction – Do you measure?
- Ability to Adapt/Evolve
- Aligns with Business Goals
- Ability to meet or exceed SLA's

If I Have Nothing, What Can I Do?

- Look at what you already have…Do I need it?
- Can I afford it? Do Analysis!
- Other Options?
- Got to have a CMDB
  - Get executive, departmental, and financial buy-in
  - Start Small – Scope what you can handle
  - Focus on a single service
  - Be prepared for length/cost of the project

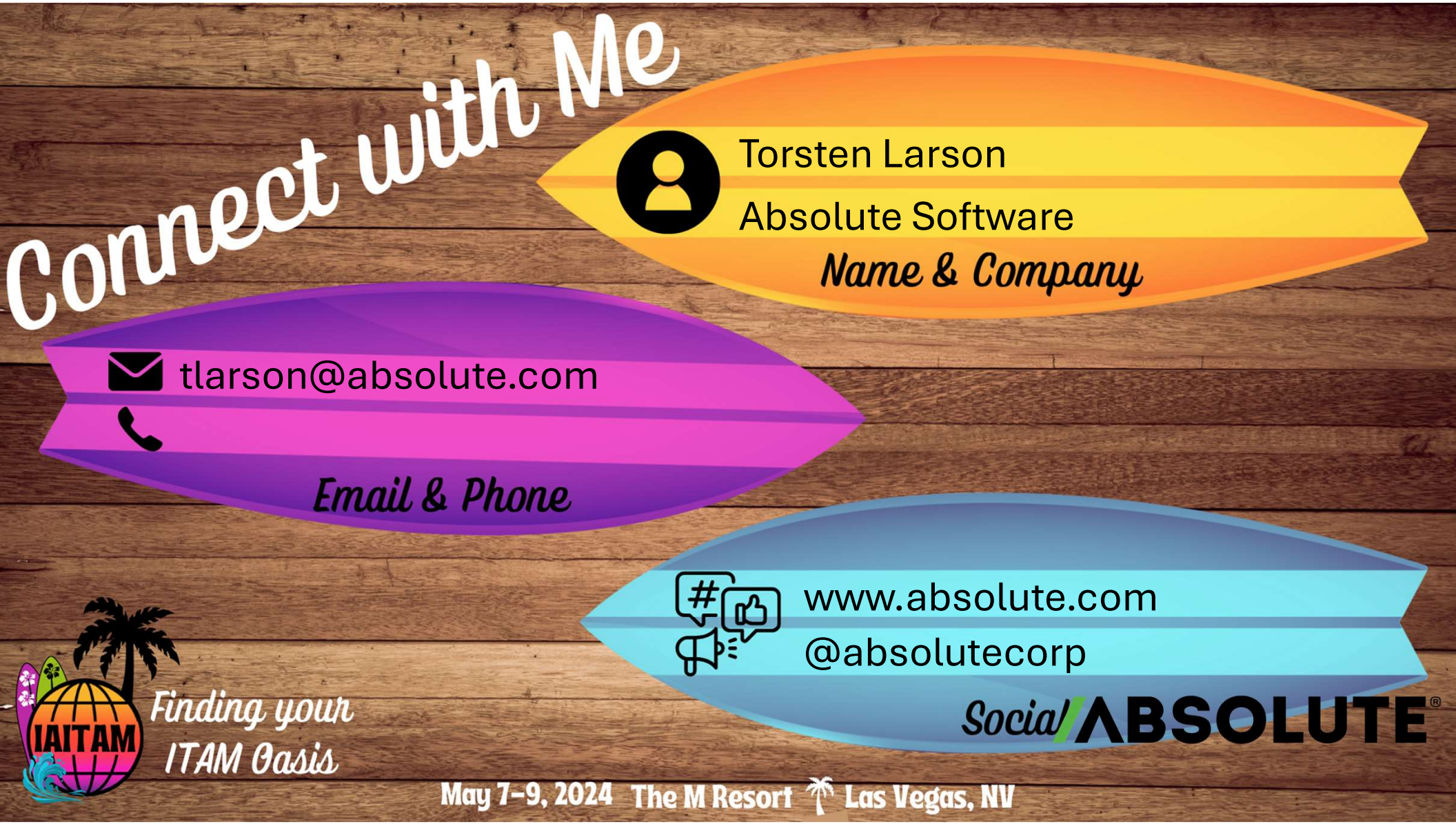
QUESTION #3:

Will AI solve the CMDB challenges?



What About The Future

- For those that have and want, the CMDB is not going away
- AI – The tool that we all want! Maybe…
- Weaponization of the CMDB
- What was old is new again
- Changes will happen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