



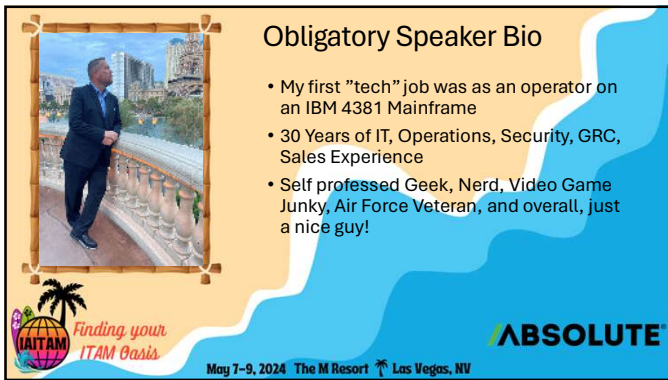
IAITAM ACE
 May 7-9, 2024 The M Resort Las Vegas, NV

The CMDB. In Twenty Years Have We Learned Anything?

Torsten Larson
 Senior Sales Engineer, Absolute Software

Finding your IAITAM Oasis

1



Obligatory Speaker Bio

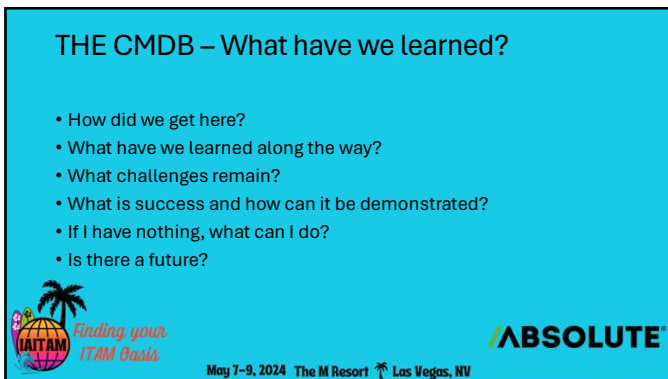
- My first "tech" job was as an operator on an IBM 4381 Mainframe
- 30 Years of IT, Operations, Security, GRC, Sales Experience
- Self professed Geek, Nerd, Video Game Junky, Air Force Veteran, and overall, just a nice guy!

Finding your IAITAM Oasis

ABSOLUTE

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

2



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?

Finding your IAITAM Oasis

ABSOLUTE

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

3

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





Finding your ITAM Basis

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

4

QUESTION #1:

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



Finding your ITAM Basis


ABSOLUTE

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

5

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



Finding your ITAM Basis

ABSOLUTE

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

6

QUESTION #2:
For defining services, is
Horizontal better than
Vertical?

Vertical vs. Horizontal

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

7

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

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

8

What is Success?

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

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

9

CMDB ROI Top 10

- 1. Reduced Time to Resolution** $((trr_b - trr_a) \times \text{Cost of Downtime} \times \text{Number of Incidents})$
- 2. Decrease of Downtime** $(\text{Downtime}_b - \text{Downtime}_a) \times \text{Cost of Downtime}$
- 3. Change success rate** $(\text{CSR}_b - \text{CSR}_a) \times \text{Avg Cost Failed Change} \times \text{Number of Changes}$
- 4. Compliance and Risk Management** $(\text{Risk}_b - \text{Risk}_a) \times \text{Potential Penalty}$
- 5. Resource Utilization** $(\text{Utilization}_b - \text{Utilization}_a) \times \text{Cost per Unused Resource}$
- 6. Operational Efficiency** $(\text{Op. Efficiency}_b - \text{Op. Efficiency}_a) \times \text{Labor Cost Savings}$
- 7. Improved Service Delivery** $(\text{SD}_b - \text{SD}_a) \times \text{Revenue Increase}$
- 8. Cost Avoidance** $(\text{IncidentCS} + \text{DowntimeCS} + \text{ComplianceCS})$
- 9. Streamlined Audit and Reporting** $(\text{Time}_b - \text{Time}_a) \times \text{Labor Cost}$
- 10. Revenue Increase** $(\text{Rev}_b - \text{Rev}_a)$



Finding your ITAM Basis




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


10

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



Finding your ITAM Basis




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


11

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



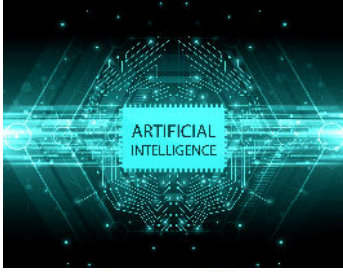
Finding your ITAM Basis



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

12

QUESTION #3:
Will AI solve the CMDB challenges?



ABSOLUTE


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

Finding your ITAM Oasis

13

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



ABSOLUTE

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

Finding your ITAM Oasis

14

Connect with Me

 **Torsten Larson**
Absolute Software
Name & Company

 tlarson@absolute.com
Email & Phone

 www.absolute.com
[@absolutecorp](https://twitter.com/absolutecorp)
Social **ABSOLUTE**

ABSOLUTE

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

Finding your ITAM Oasis

15
