

IAITAM ACE 2025

ITAM - Another Brick In The Wall

What Breaks or Makes CMDB?



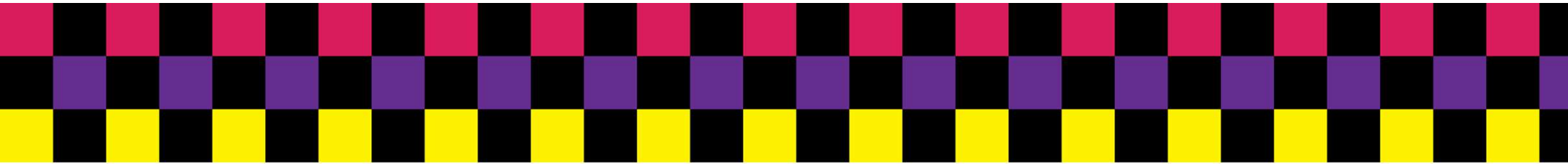


- ✓ Technology Strategy and Transformation Consultant @ EY
- ✓ 25+ years of IT industry experience
- ✓ Local and global roles
- ✓ 15+ years of relationship with ITAM and CMDB
- ✓ Pragmatic thought leader!



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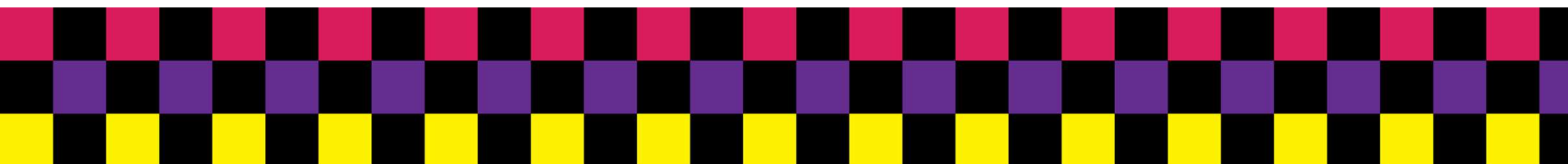
Session gets into the roots of bad data in the CMDB and provides an antidote!

- ✓ Why should ITAM care about CMDB?
- ✓ What are the foundational elements of a strong CMDB?
- ✓ What is missing for a reliable CMDB?
- ✓ What is the antidote?
- ✓ What breaks or makes CMDB?



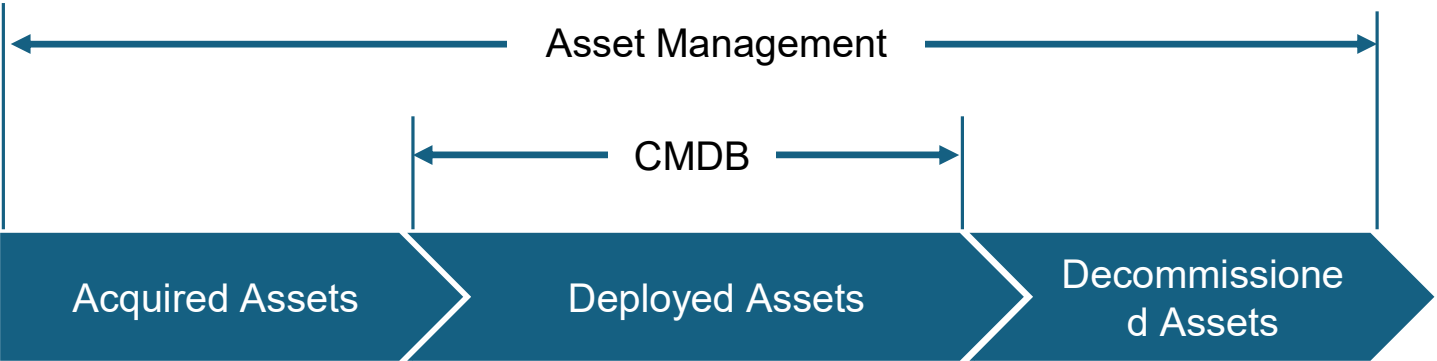
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Why should ITAM care about CMDB?

There is a strong relationship between CMDB and Asset Management

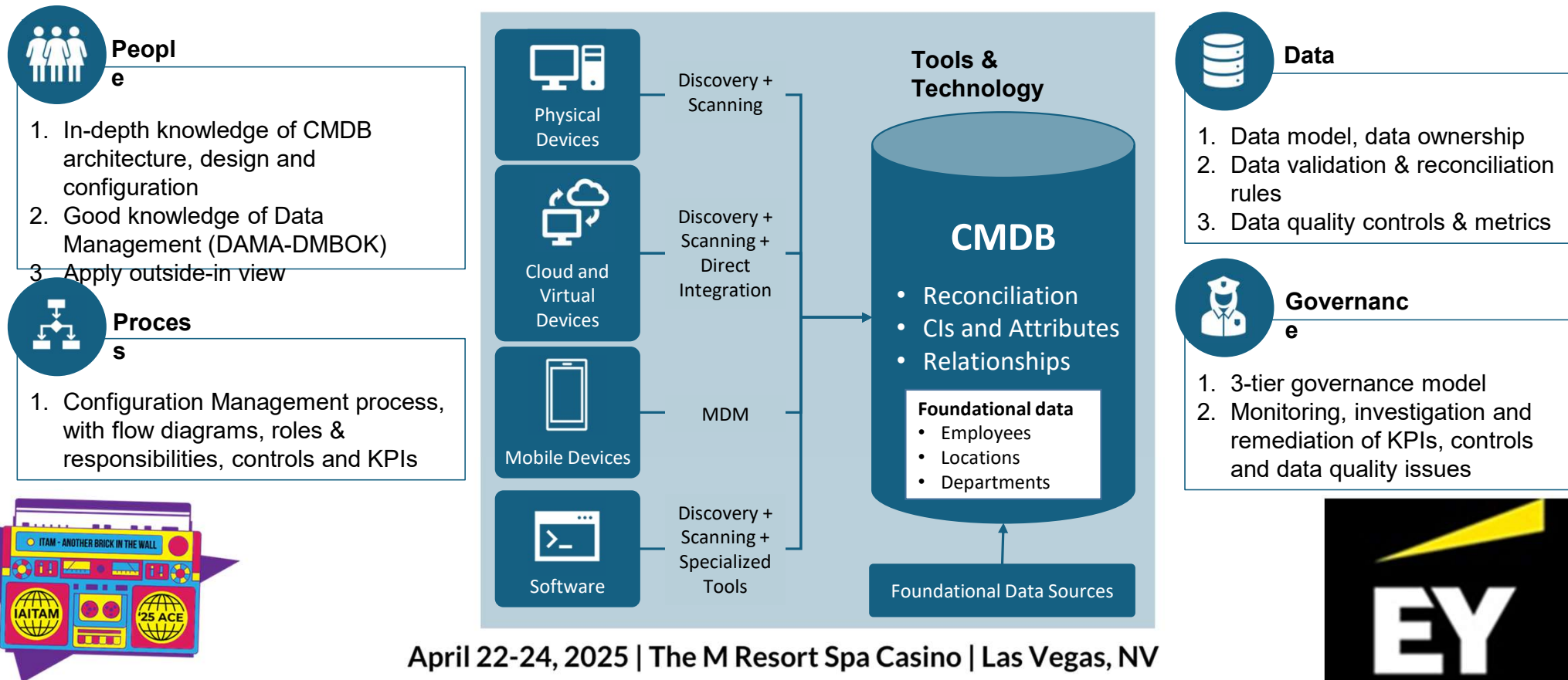


What about virtual or cloud assets?

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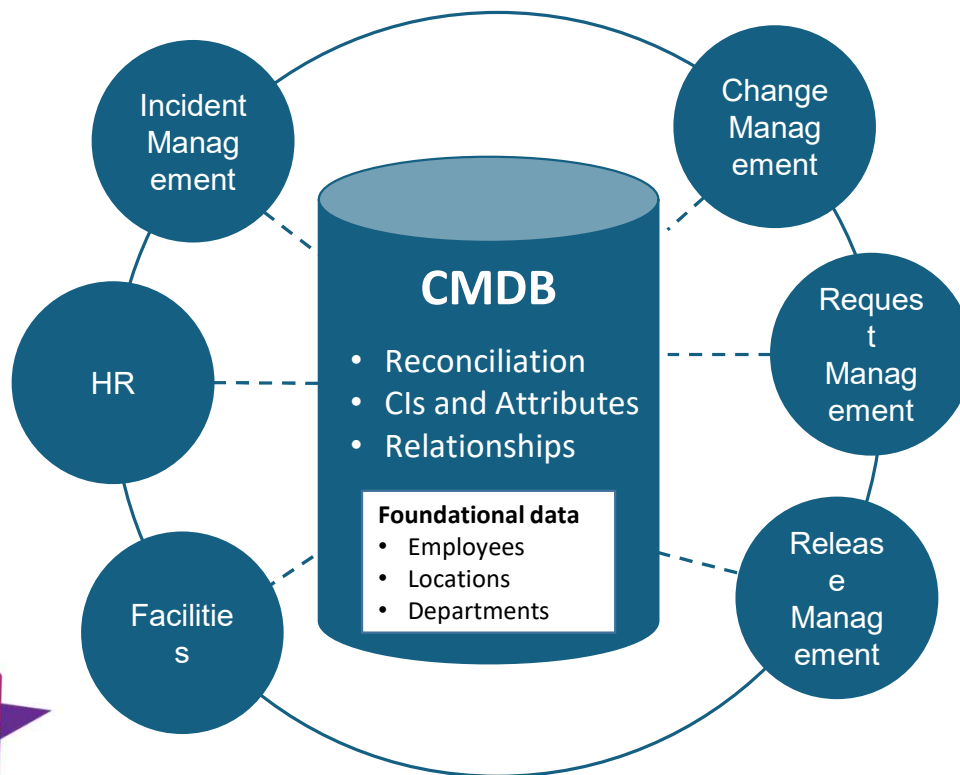


What are the foundational elements of a strong CMDB?



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What is missing for a reliable CMDB?



What processes are used for these?

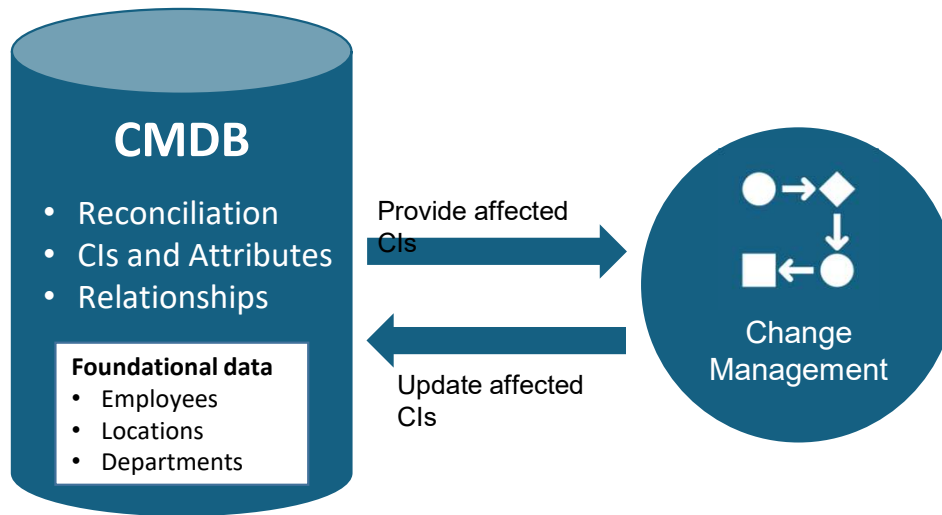
1. Physical Data Center infrastructure, production
2. Physical Data Center infrastructure, non-production
3. Physical End-User devices
4. Virtual Data Center infrastructure, production
5. Virtual Data Center infrastructure, non-production
6. Public Cloud environment
7. Mainframe platform

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What is the antidote?

CMDB must have bi-directional integrations with processes impacting asset/CI data



There are two basic rules of integration between CMDB and Change Management:

1. Change Management must use/link one or more valid CIs from the CMDB before a change is approved*
2. Change Management must update linked CIs in the CMDB before the change is closed

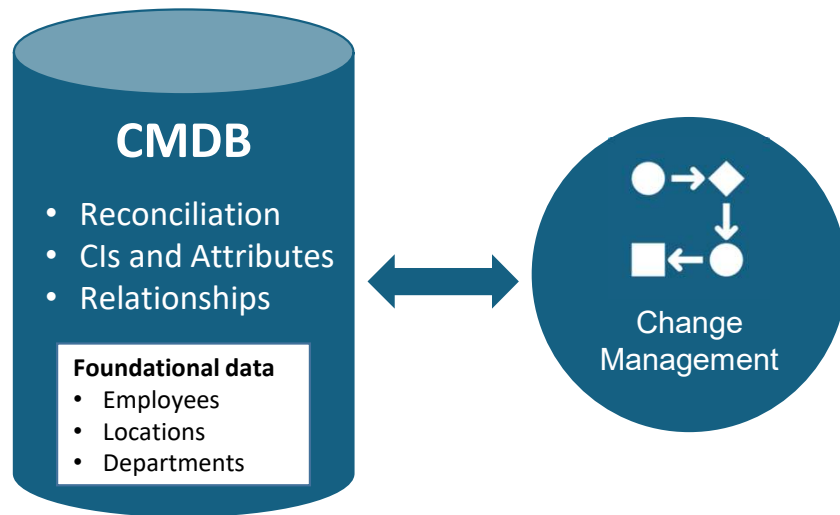
* Based on the platform (physical, virtual, cloud) this rule will have variations



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Automation of the bi-directional integration requires careful design



Design of Change Management needs to include the following:

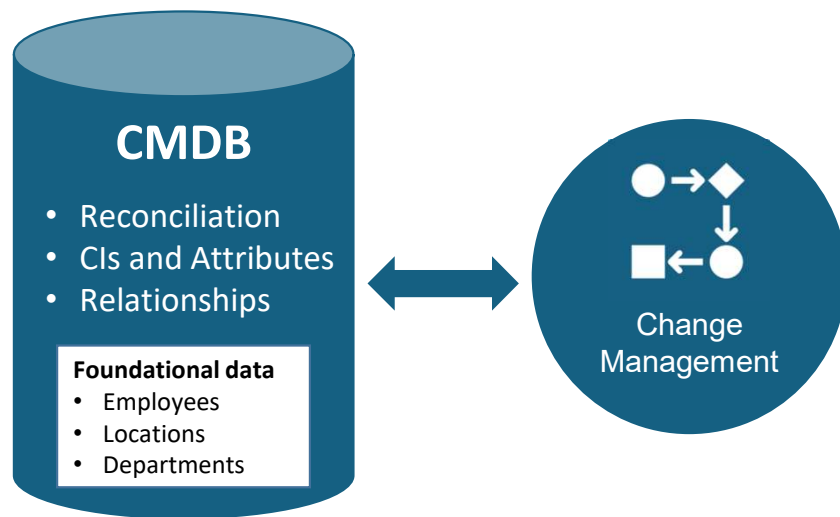
1. Standardized change activity, i.e. what is the change doing? Examples:
 - Rack & Stack
 - Build
 - Deploy
 - Replace
 - Disable/Cooldown
 - Enable/Power-on
2. Criteria to identify asset/CI types to be used for each change activity
 - **Rack & Stack** – physical CIs only
 - **Build** – physical or virtual CIs
 - **Deploy** – physical, virtual or application/software
3. A control to make asset/CI selection mandatory before the change is approved

What can be done when a required asset/CI is not in the CMDB?

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Automation of the bi-directional integration requires careful design, continued...



Design of Change Management needs to include the following:

4. No additional control until the change is resolved, so that the change can meet its resolution SLA
5. Identification of asset/CI attributes to be updated for each type of change activity and their default values (as applicable)
 - **Rack & Stack** – location, CI operational state (non-operational), asset status/sub-status (In Stock/Pending Deployment)
 - **Build** – logical identity, CI operational state (operational, if discoverable), asset status/sub-status
 - **Deploy** – location*, specifications, CI operational state, asset status/sub-status, managed by, supported by, used by, relationships
6. A control to update/verify linked asset/CI record(s) in the CMDB before the change is closed

* When asset does not require racking & stacking, such as end-user assets

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Bringing it all together to build a strong bi-directional integration between CMDB and Change Mgmt.

Change Activity	Applicable CI/Asset	Required Attribute Data	CI Operational State	Asset Status	Asset Sub-Status
Rack & Stack	Hardware Device	- Location	Non-Operational	In Stock	Pending Deployment
Build	Hardware Device	- Logical identity (e.g. name, IP address)	Operational*	In Stock	Pending Deployment
Build	Virtual Device	- Logical identity	Operational*	In Stock	Pending Deployment
Deploy	Hardware Device	- Location (for end-user computer) - Specification (e.g. CPU, Cores) - Operational (e.g. CI State, Asset Status) - Managed By - Supported By - Used By / Assigned To - Relationships - Approved By	In Use	In Use	<<blank>>
Deploy	Virtual Device	- Specification - Operational - Managed By - Supported By - Used By / Assigned To - Relationships - Approved By	In Use	In Use	<<blank>>
Deploy	Application OR Application Service	- Specification - Operational - Managed By - Supported By - Used By / Assigned To - Relationships - Approved By	In Use	N/A	N/A

* If the asset/CI is discoverable, then set its CI state to "Operational"



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What breaks or makes CMDB?

Three guiding principles derived from years of experience that make or break the CMDB

1. People, process, tools, data and governance are key foundational components to make a strong CMDB
2. CMDB breaks without strong integrations between the CMDB and processes impacting its asset/CI data
3. Accuracy and currency of CMDB data can only be maintained by integrating processes that “change” them



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