

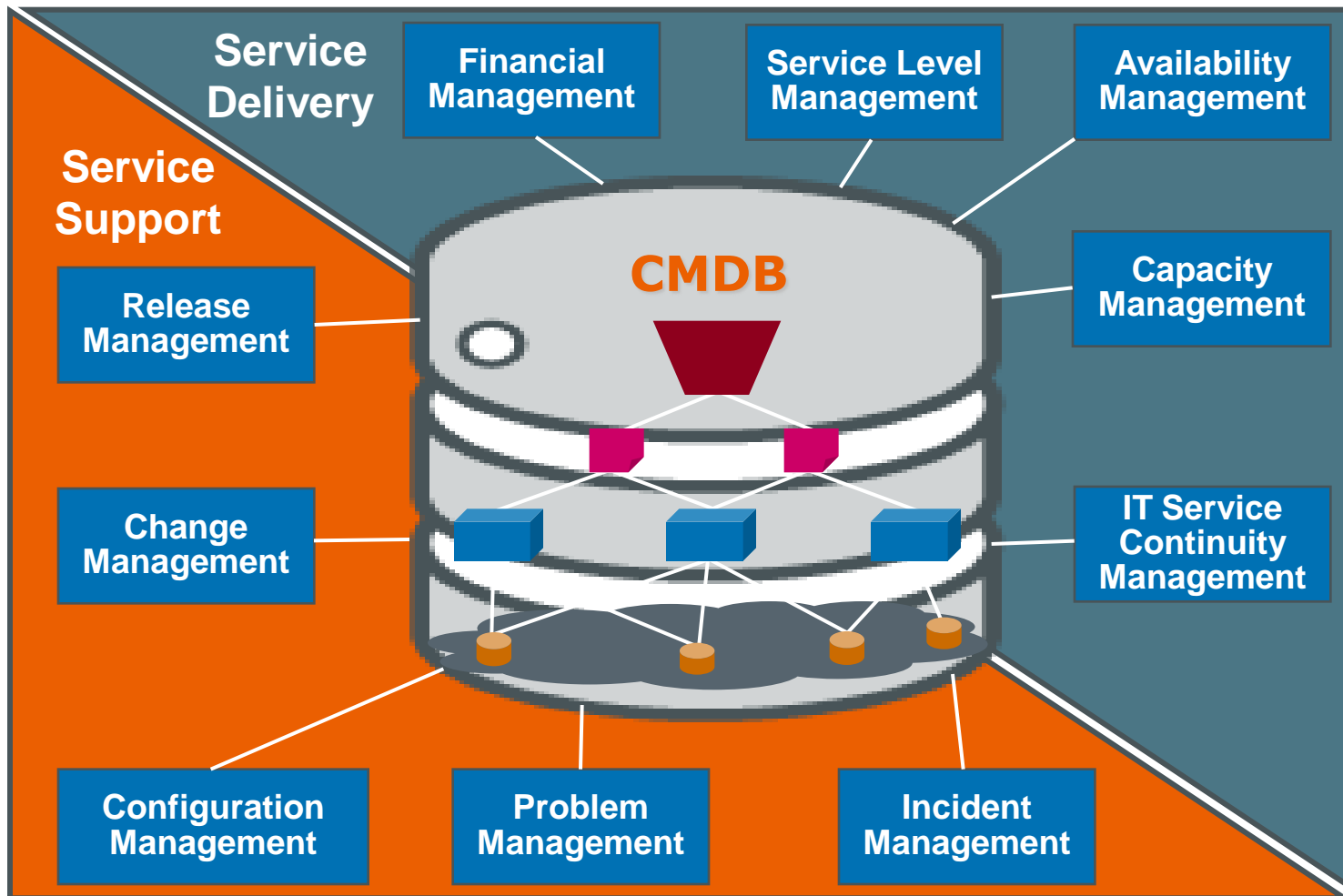
# HP Universal CMDB

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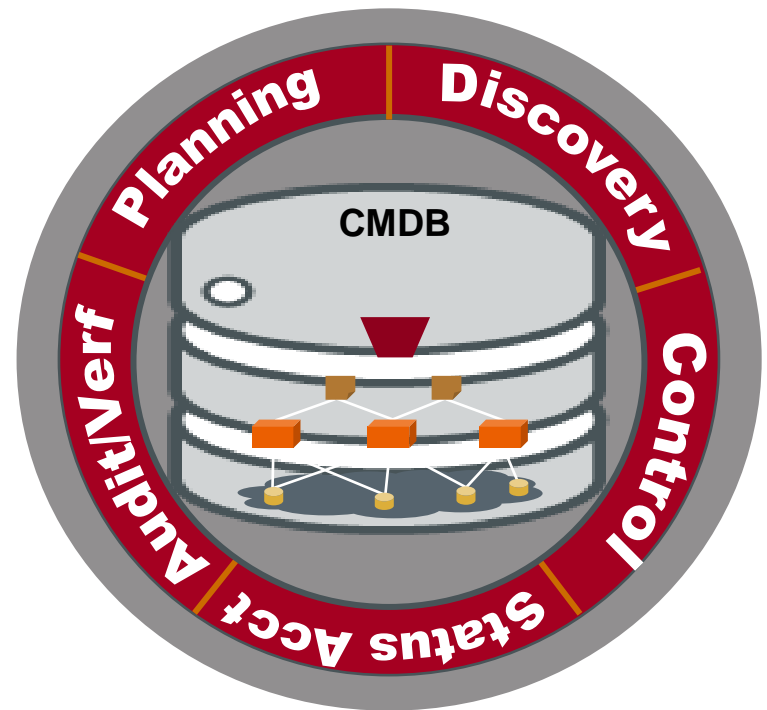
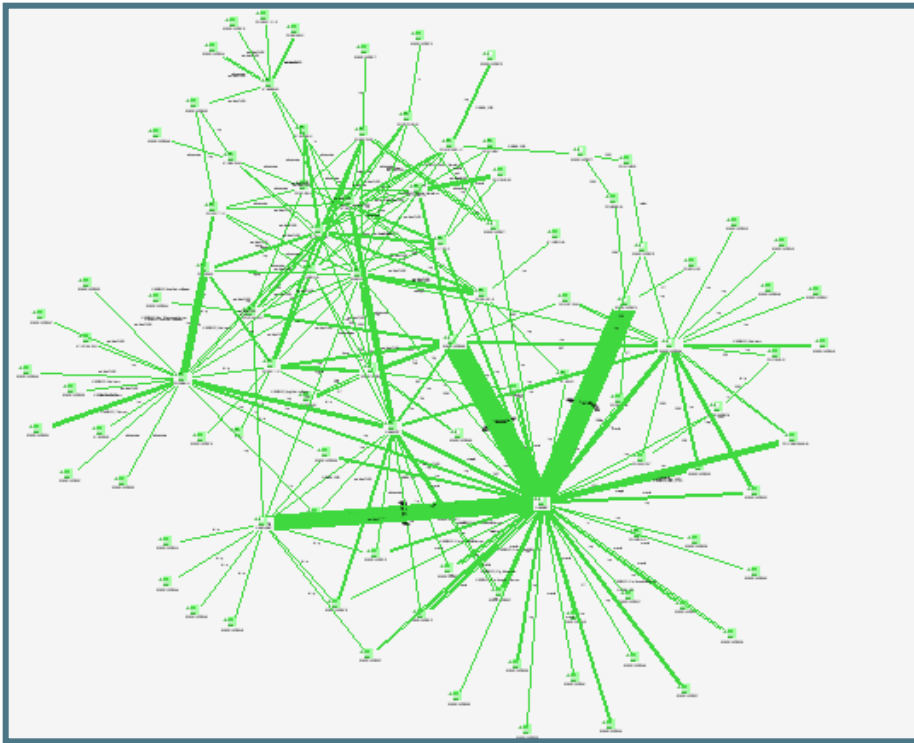


# IT Service Management ermöglichen

Die CMDB ist das Herz jeder ITIL Implementation



# Application Mapping



# Discovery

## Layer 6 and 7

- Application specific queries using JDBC, JMX, MQ, LDAP, JMS, WMI etc. . .
- Resources discovered: Applications, Application Links, Queues, EJBs , Servlets, Connection Pools, Domains, Users, Databases, etc...



## Discover Layer 4 and 5

- Host and OS specific queries using SNMP, Telnet, SSH, WMI, NTCMD. . .
- Resources discovered: Server Farms/Clusters (Unix, NT, Others), Processes, OS, CPU, Memory, Disk, Interfaces, etc ...



## Discover Layer 2 and 3

- Network specific queries using, SNMP, ICMP, Telnet, SSH
- Resources discovered: Unique IP's, Networks, Routers, Switches, IPs, Interfaces, Load Balancers, Firewalls, VLAN, Links, Connections, Etc...



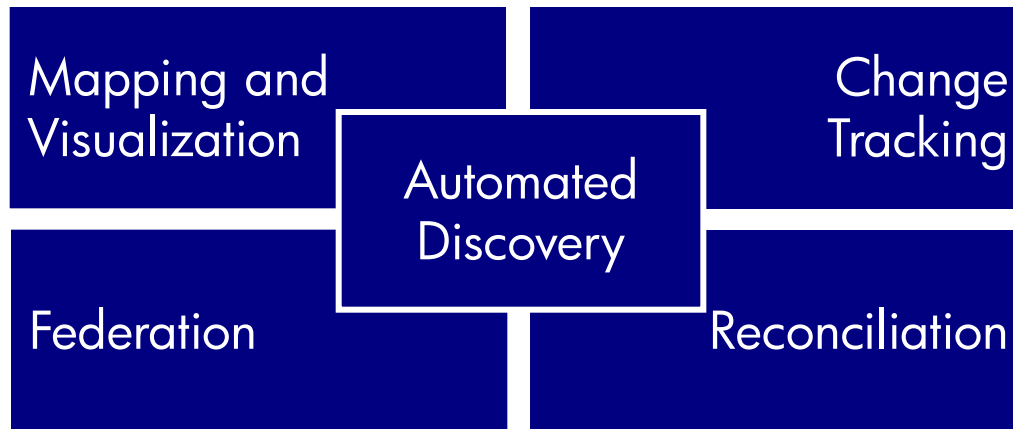
**Over 150  
Layer  
Specific  
Discovery  
Patterns!**

Spiral  
Discovery

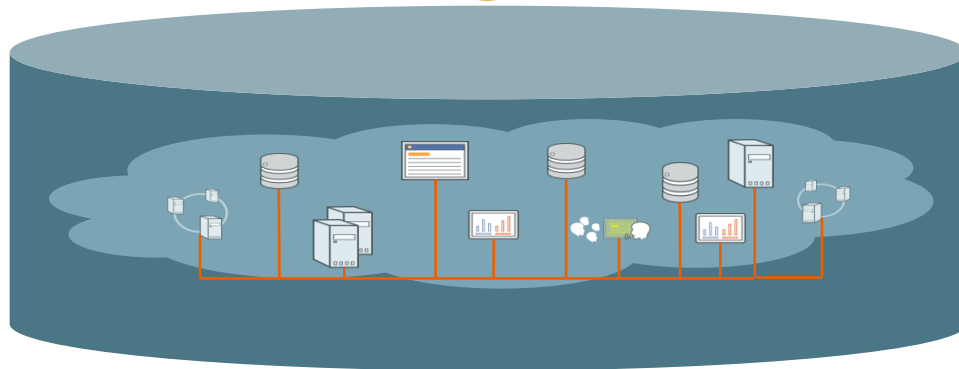


# Introducing HP's Universal CMDB

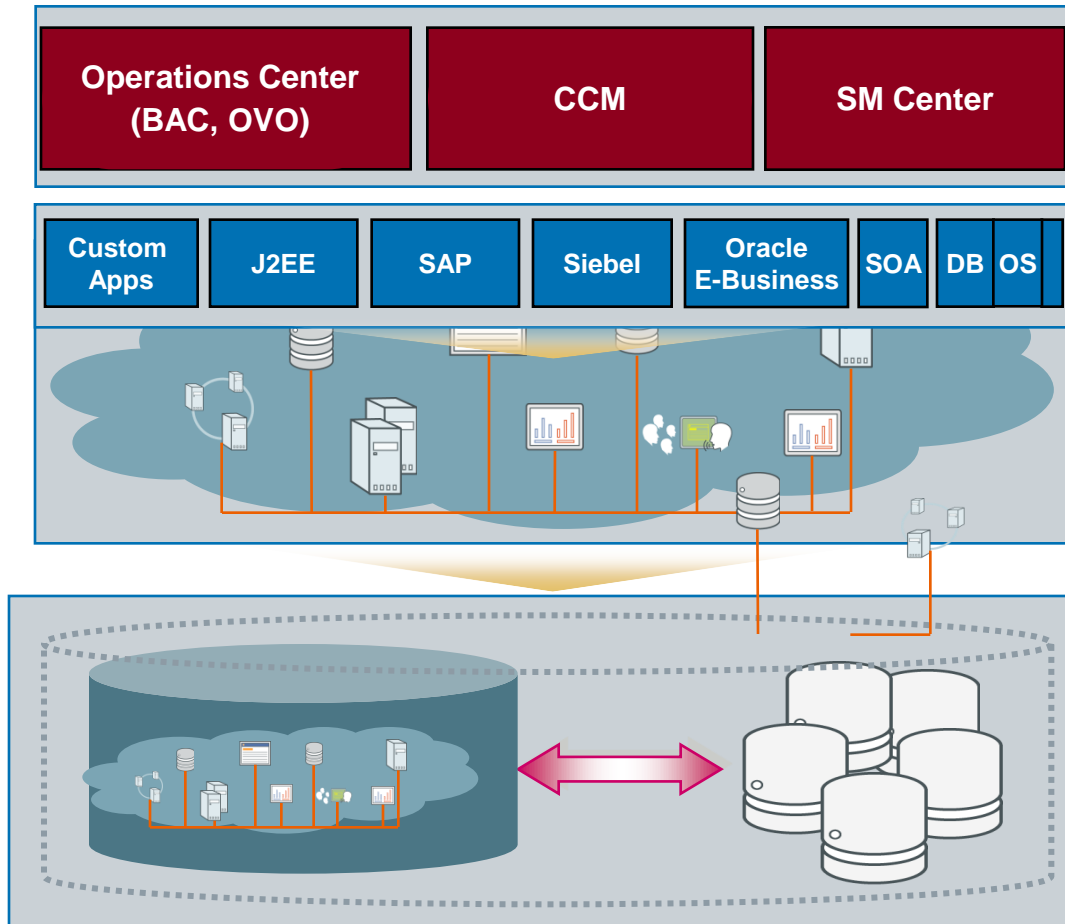
A Business Services and process centric CMDB



Maintains a comprehensive and current record of all Configuration Items (CIs) and relationships from multiple sources and provides capabilities to unlock value of CMDB information



# HP uCMDB



## ✓ **CMDB Solutions**

- Fit to purpose
- Modular

## ✓ **Application Mapping**

- Application mapping & blueprints
- Deeper configuration detail
- Includes Universal CMDB

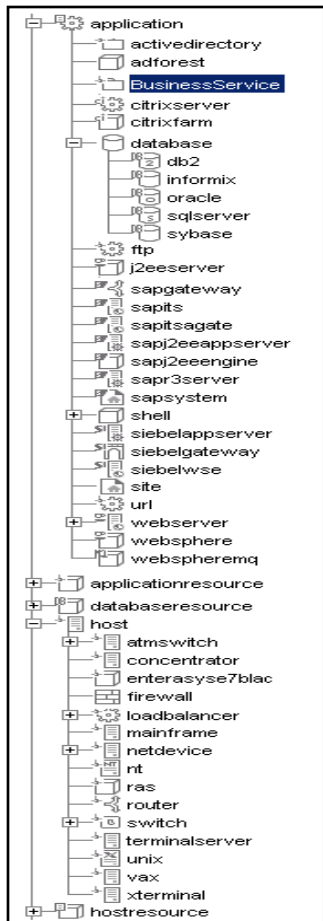
## • **Universal CMDB**

- Open and federated architecture
- Dynamically updated
- 3<sup>rd</sup> party integration
- Functions

- Federation and reconciliation
- Mapping and visualization
- Change tracking
- Impact analysis
- Reporting and Dashboard
- Security and Access Control
- Web Services SDK
- Management & Customization

# The HP uCMDB Data Model

What sort of data is supported within the CMDB



Part of the class model in the CMDB

- **IT application and services**
  - Service dependency mapping
  - Application and service modeling
- **Configuration items**
  - Physical assets (Network to Mainframe)
  - Application elements (Custom Apps to ERP/CRM)
  - Complex relationships (not simple parent/child)
  - Documentation (configuration files)
  - Problems/changes/incidents
    - BAC, ITG, Peregrine, Remedy & HP SD
- **Architecture**
  - Open enabling federation
  - Object Oriented CMDB with extensible class model

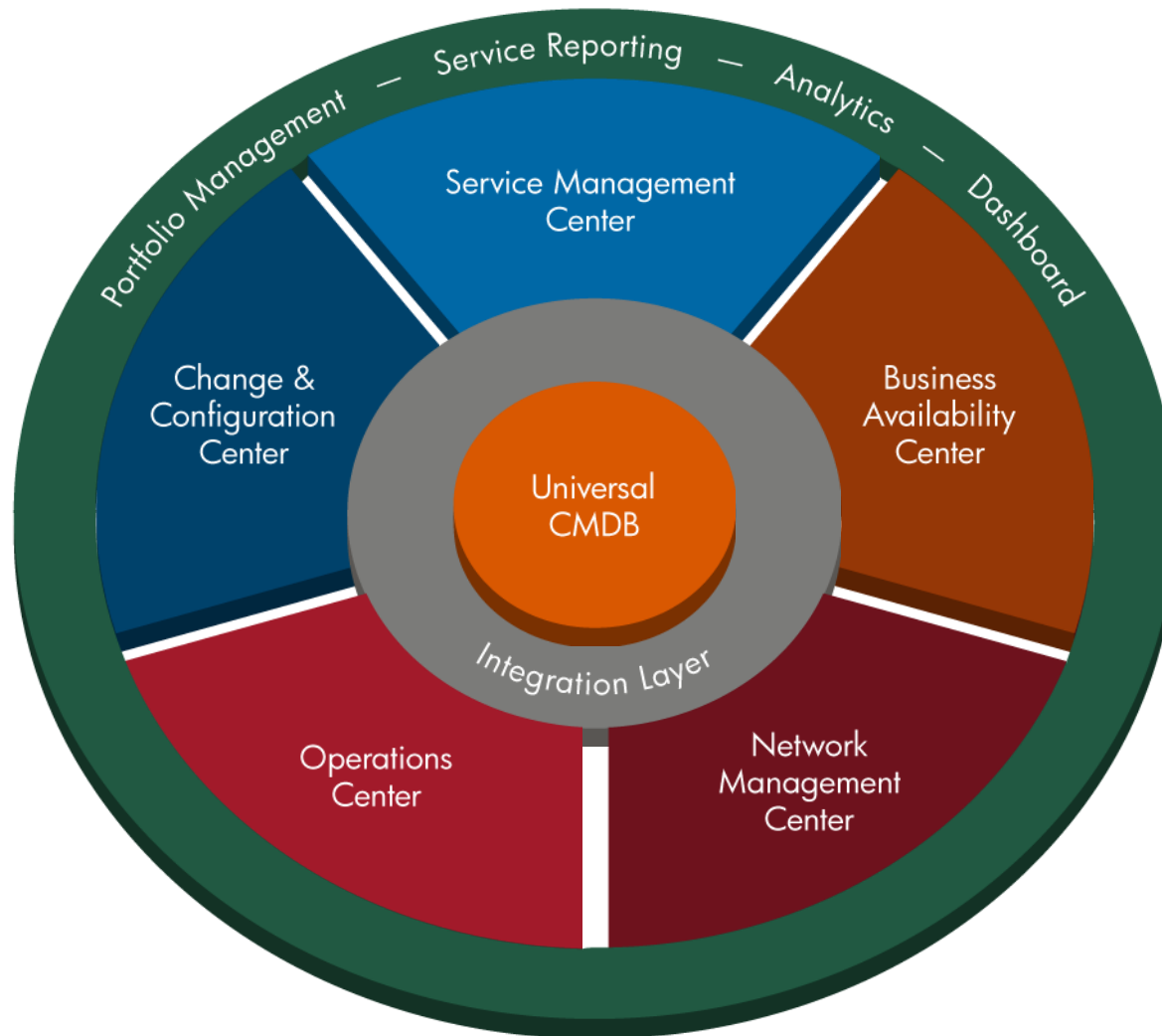
# Live Demo

# Operations Manager

## Dependency Mapping Automation

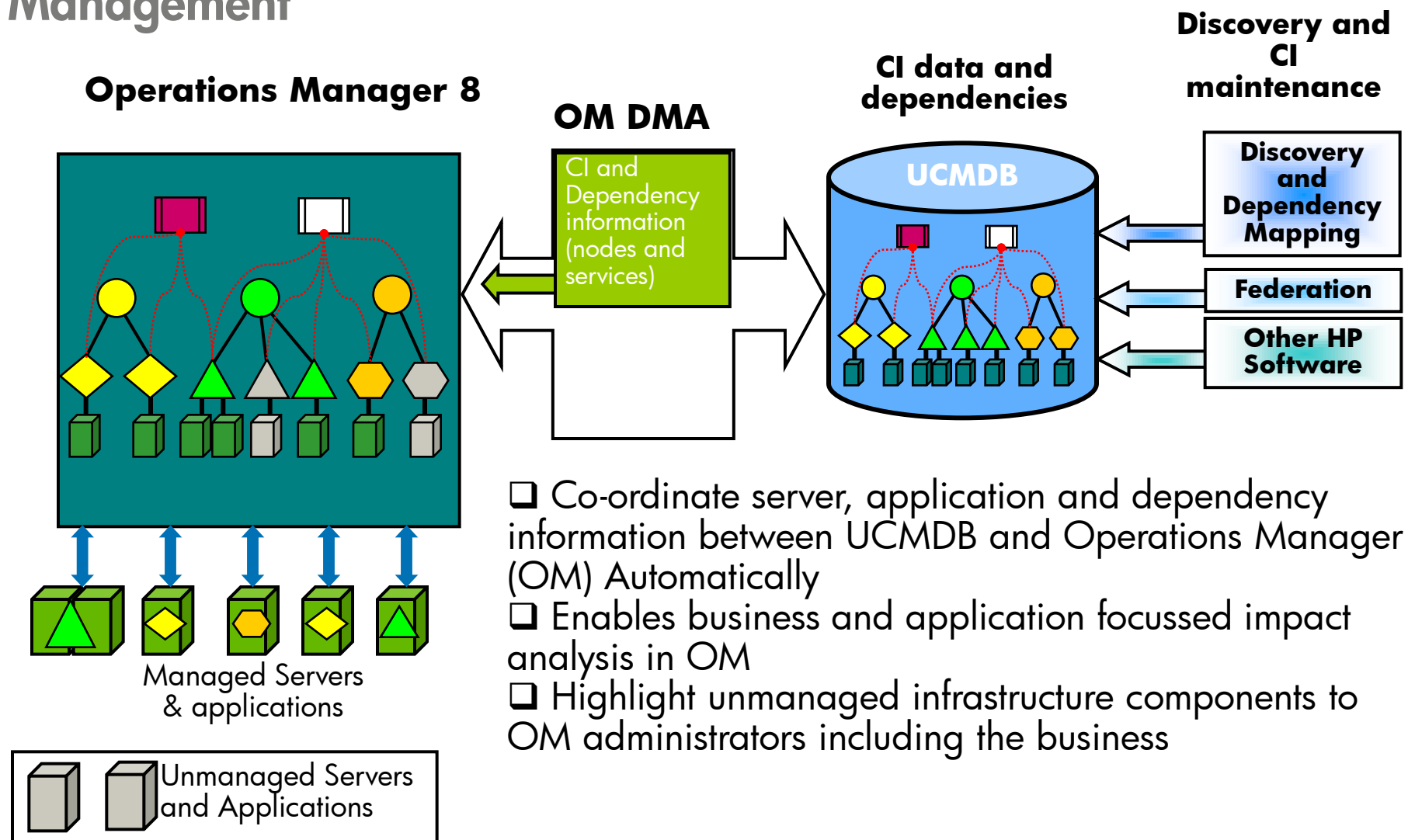


# UCMDB is the core



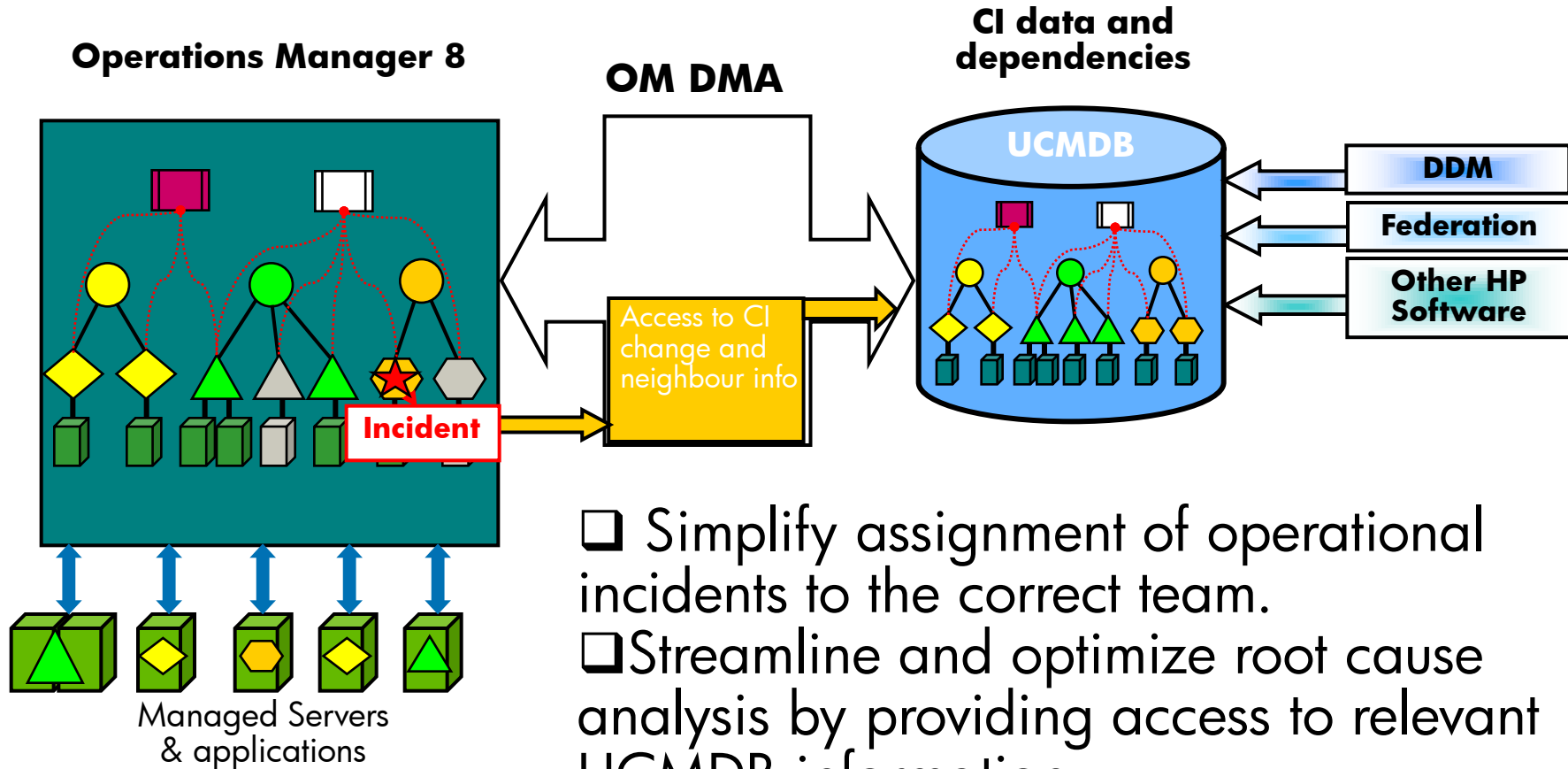
# OM DMA

## Automate Dependency Mapping and Optimize Operational Management



# OM DMA

*Streamline* incident analysis and root cause indication

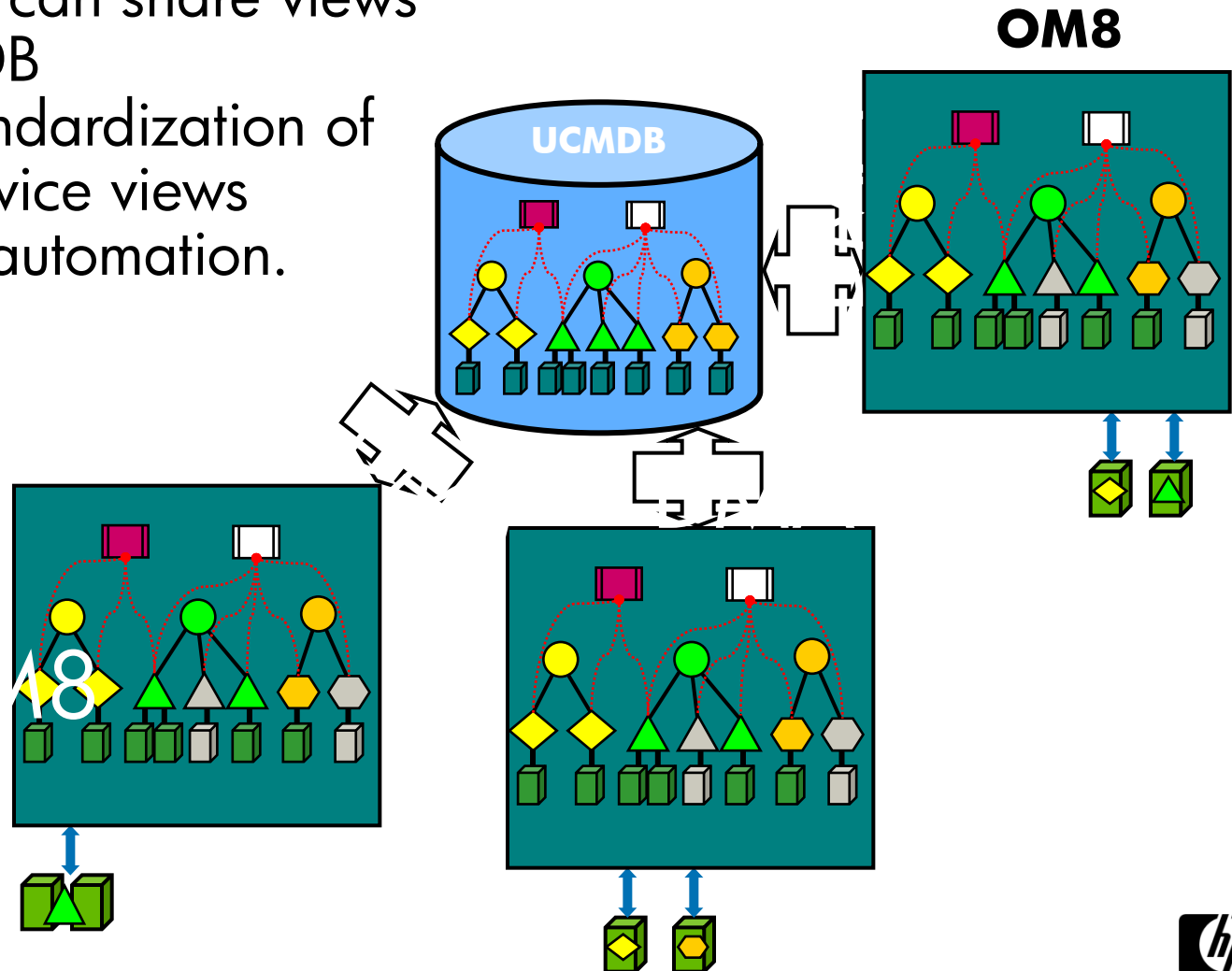


- ❑ Simplify assignment of operational incidents to the correct team.
- ❑ Streamline and optimize root cause analysis by providing access to relevant UCMDB information.

# OM DMA

*Automate* maintenance of configurations across OM servers

- ❑ OM servers can share views into the UCMDB
- ❑ Enables standardization of Node and Service views through DMA automation.



# Automation is the key...

SDOSERVER \Services

View in display: Contains or Uses

Business Services: Operations Center

Customer Service

ERP

Internet Ordering

FTP Connect Status

Monitor Group SDOServer Health

Web Farm

Customer FTP

SDOSERVER \Nodes

Severity	Duplicates	S	U	I	A	O	N	Received	Service	Node	Application	Object	Text
Warning	-	-	-	-	-	-	-	8/23/2007 11:18...	SDOSERVER - 1...	SDOSERVER (M...	SiteScope	SDOSE...	99% used

0 0 0 1 0 0 0 0 0 1

