

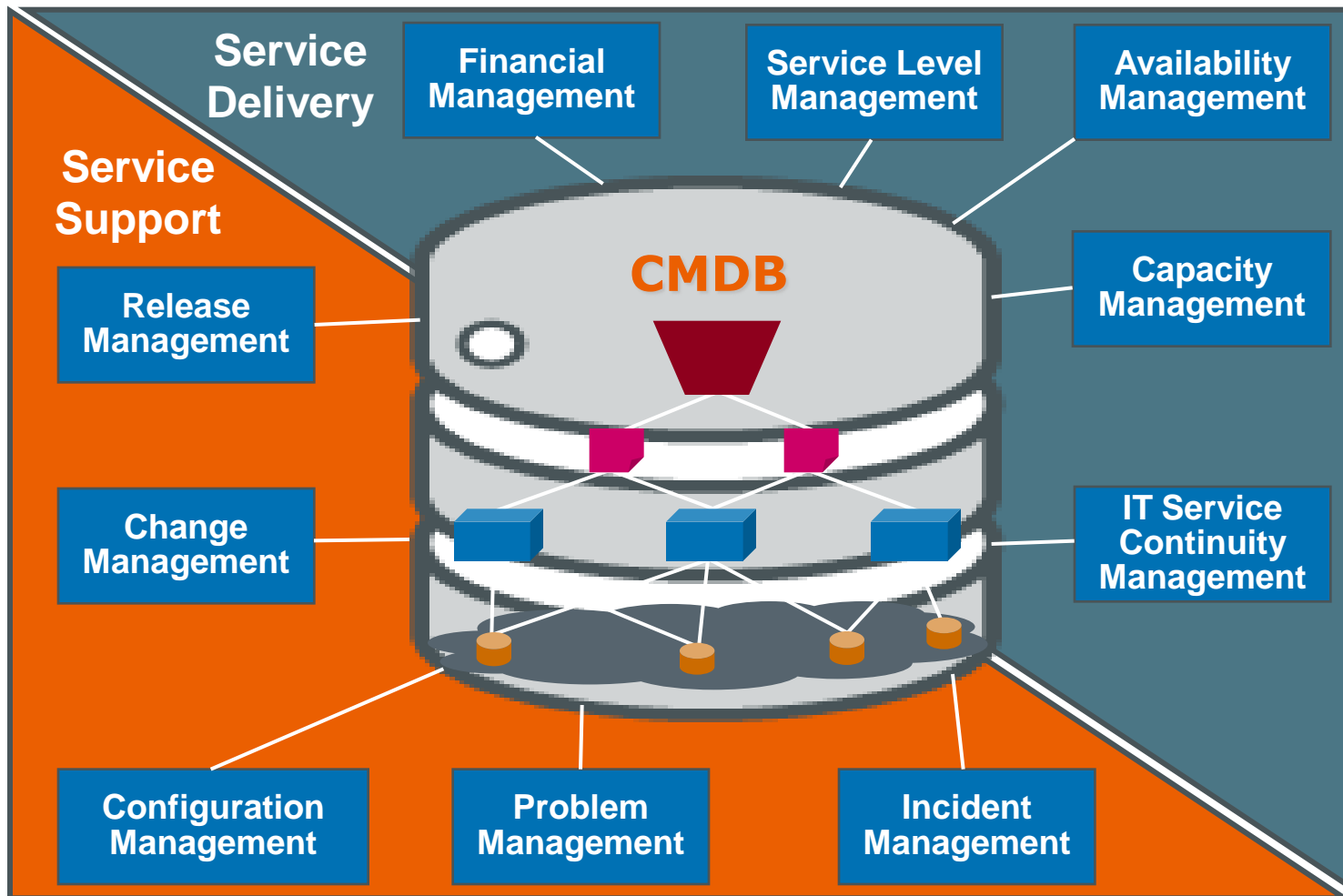
HP Universal CMDB

Thomas Wirtz
Senior Presales Consultant

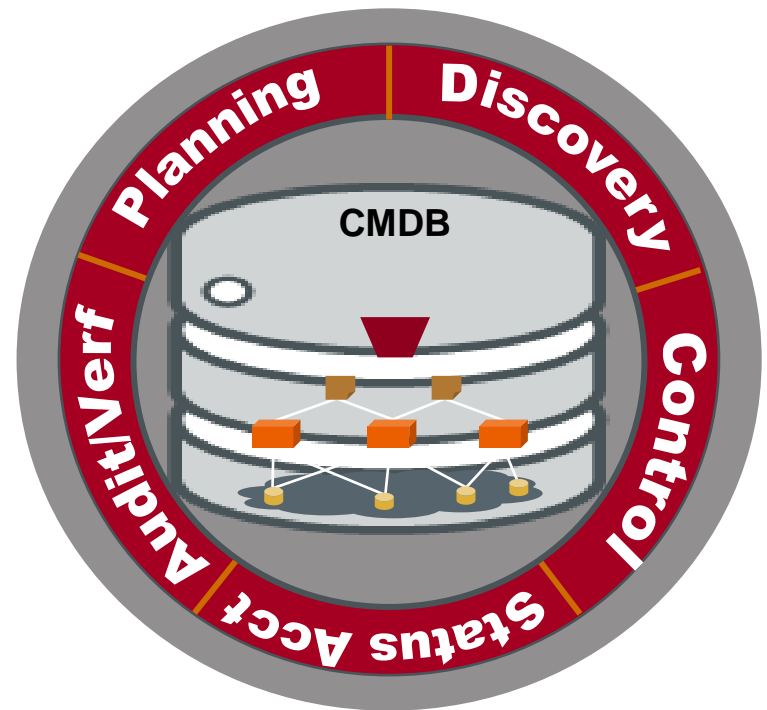
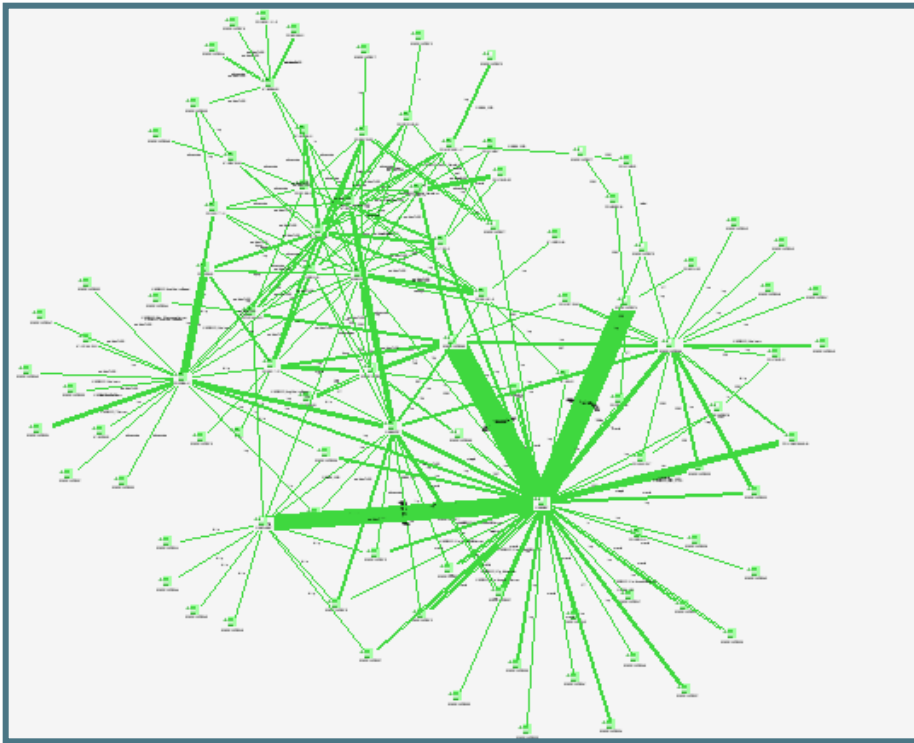


IT Service Management ermöglichen

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...

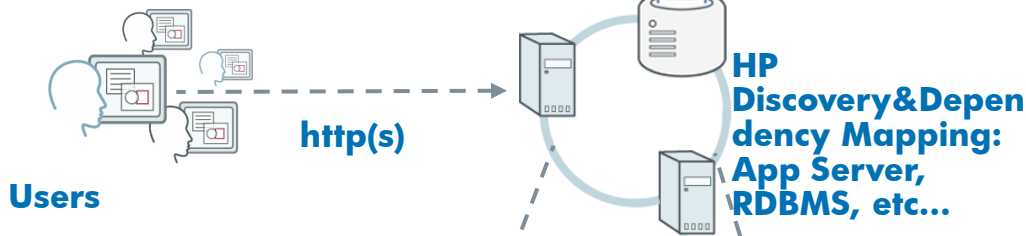


**Over 150
Layer
Specific
Discovery
Patterns!**

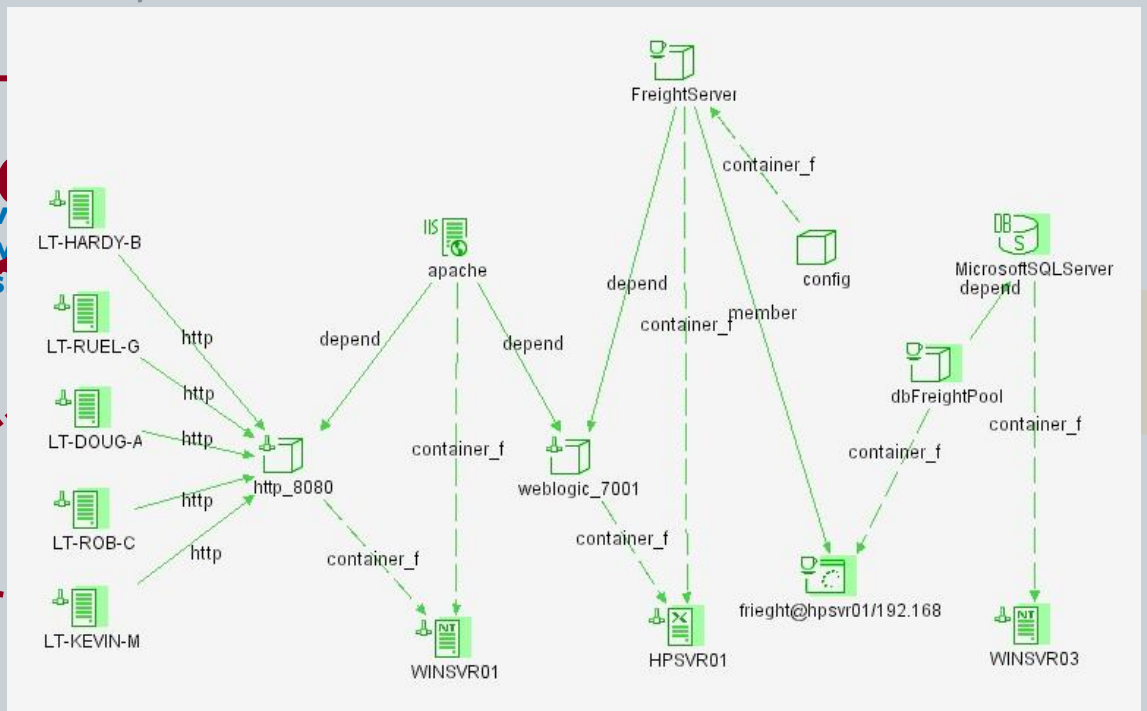
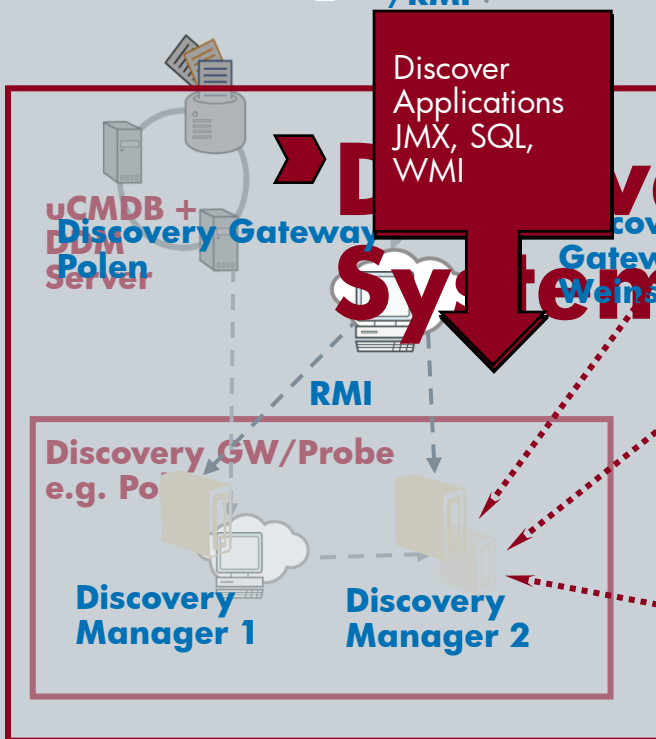
Spiral
Discovery

Architektur & iteratives Discovery

HP Dependency Discovery Manager (DDM)

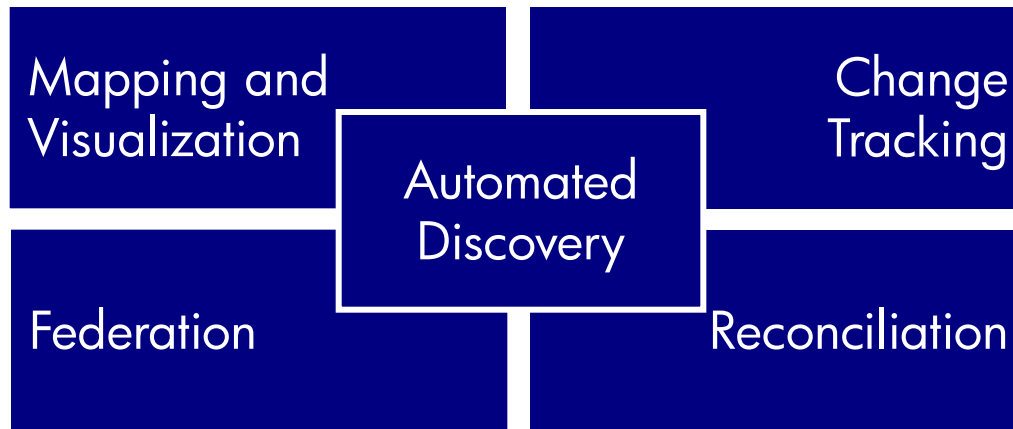


Ecosystem

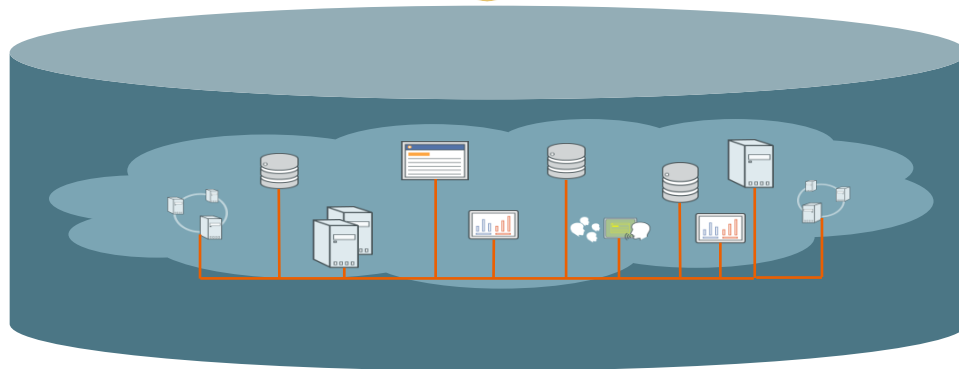


Introducing HP's Universal CMDB

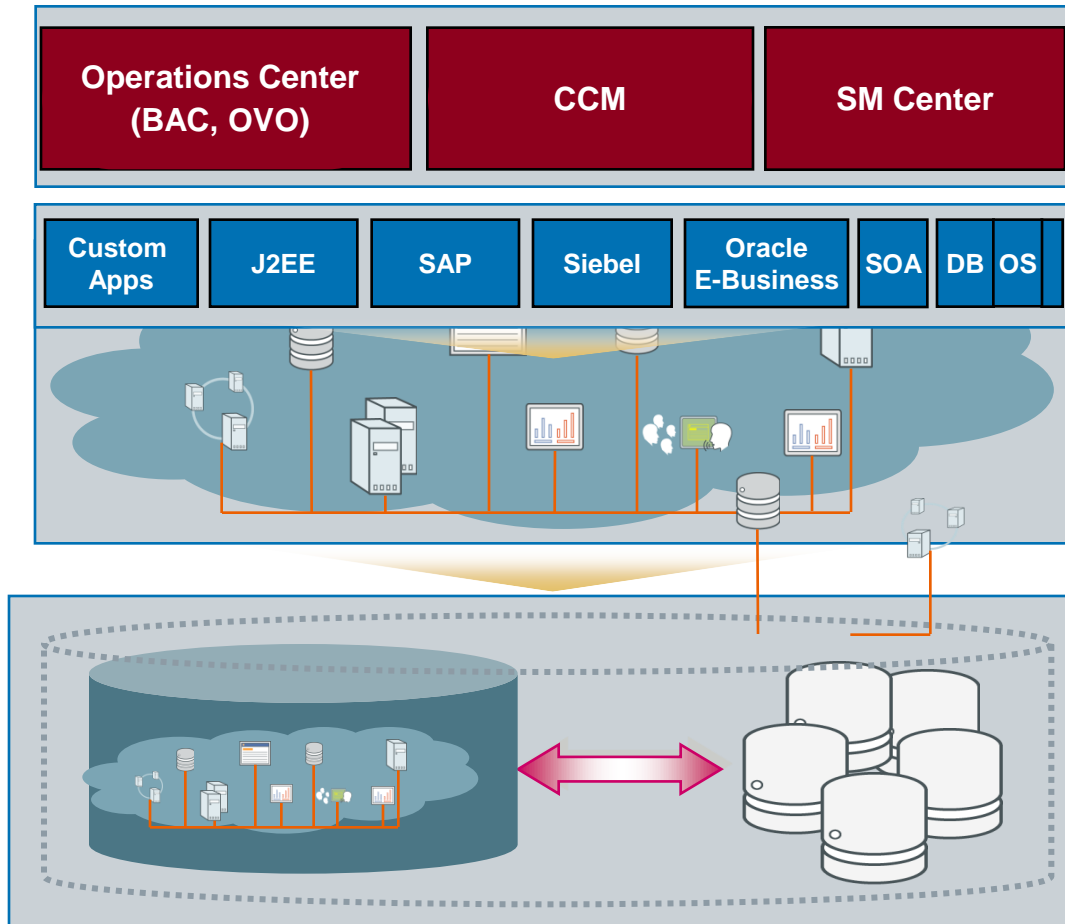
A Business Services and process centric CMDB



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

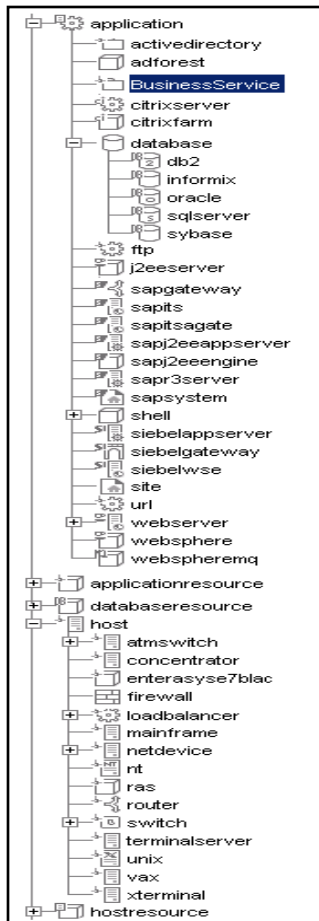
• **Universal CMDB**

- Open and federated architecture
- Dynamically updated
- 3rd 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

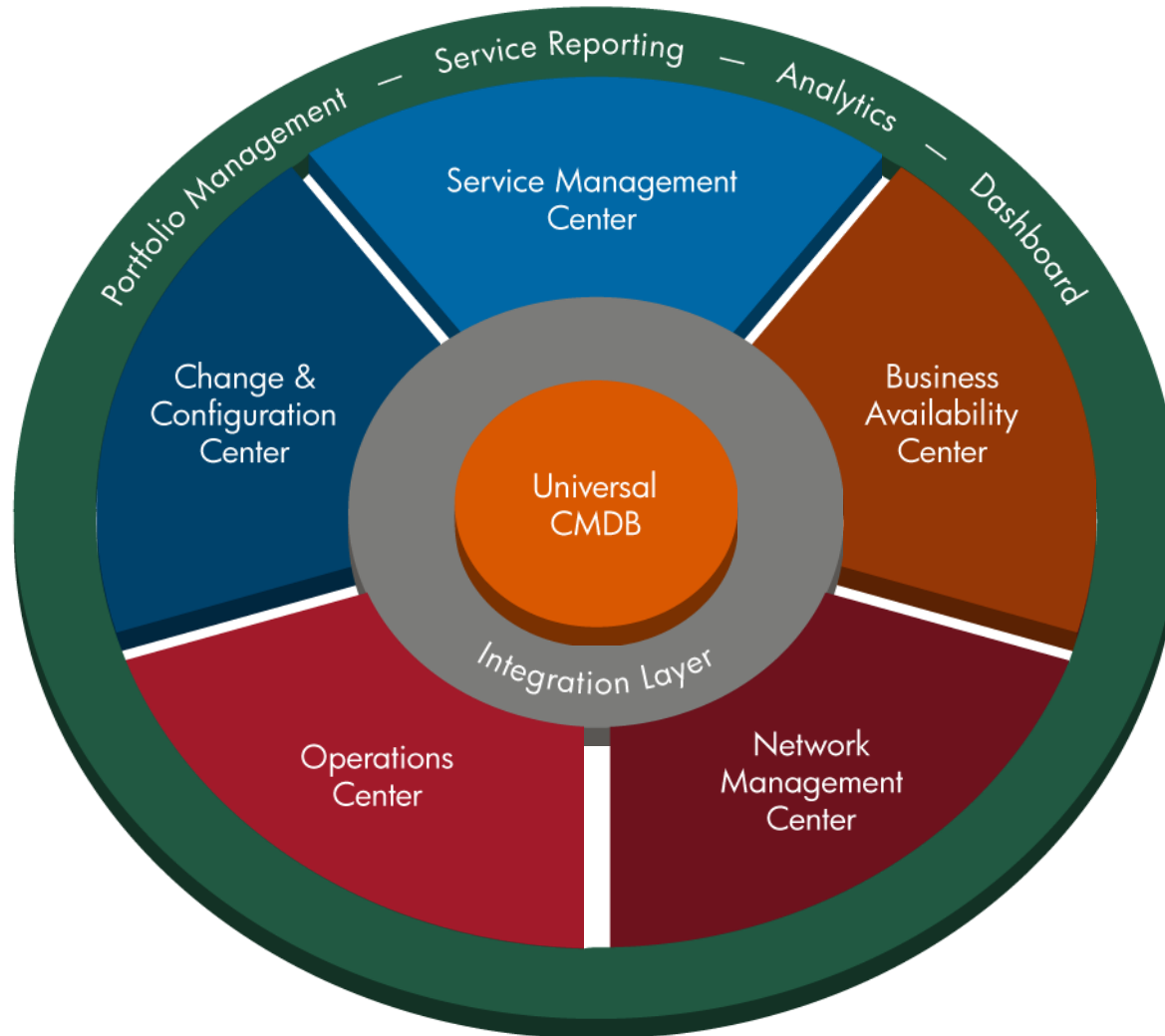
Live Demo

Operations Manager

Dependency Mapping Automation

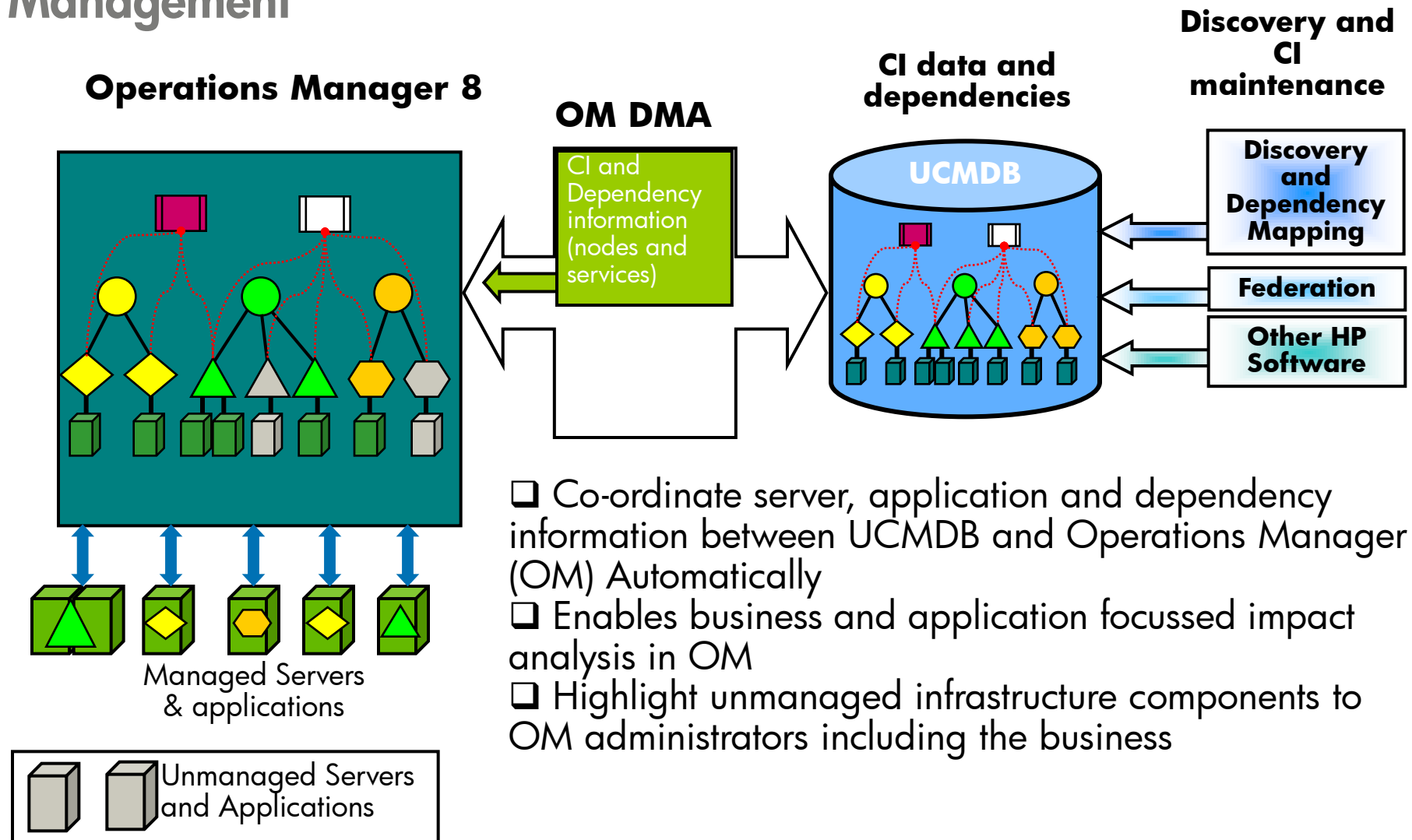


UCMDB is the core



OM DMA

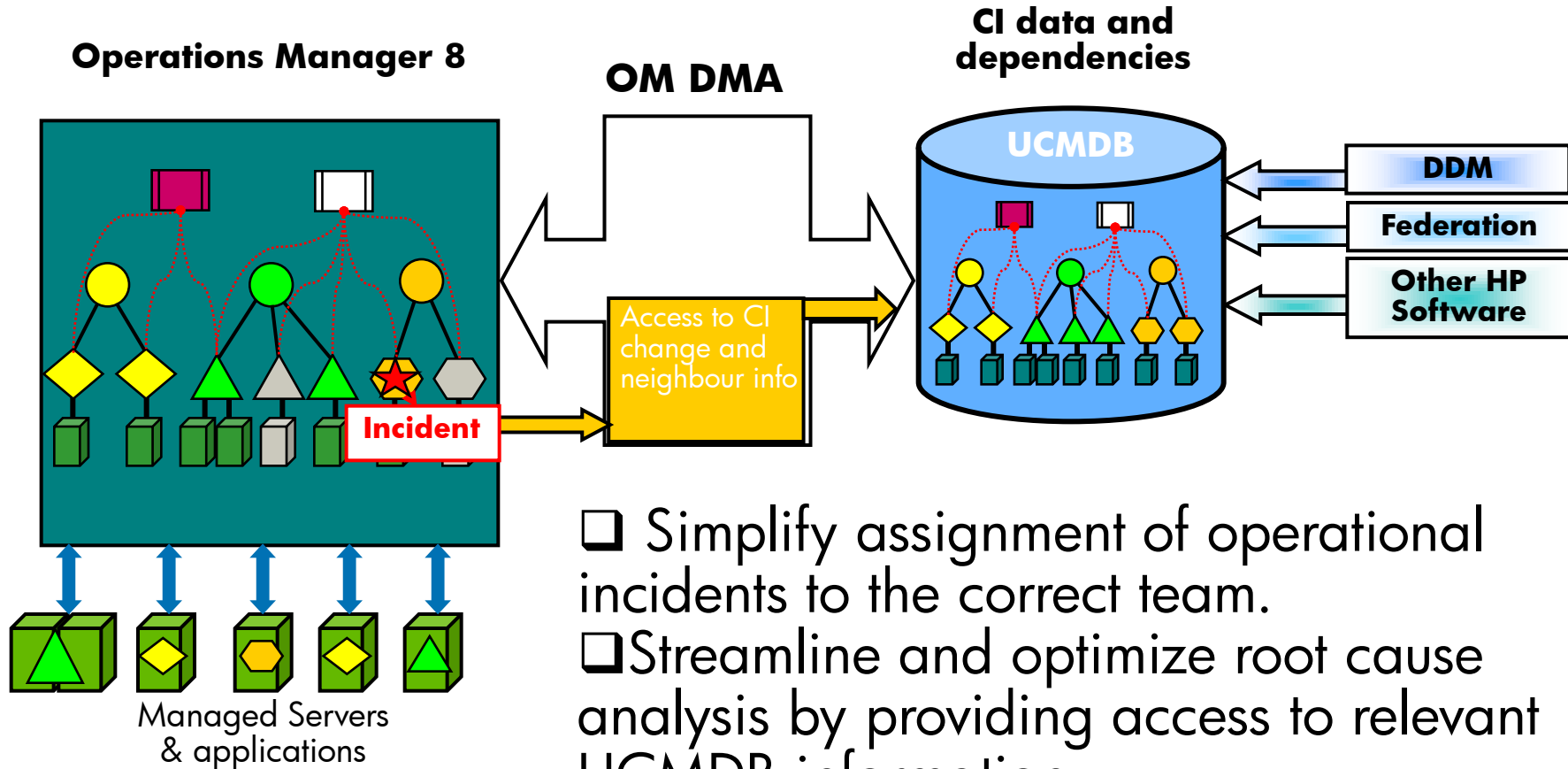
Automate Dependency Mapping and Optimize Operational Management



- ❑ Co-ordinate server, application and dependency information between UCMDB and Operations Manager (OM) Automatically
- ❑ Enables business and application focussed impact analysis in OM
- ❑ Highlight unmanaged infrastructure components to OM administrators including the business

OM DMA

Streamline incident analysis and root cause indication

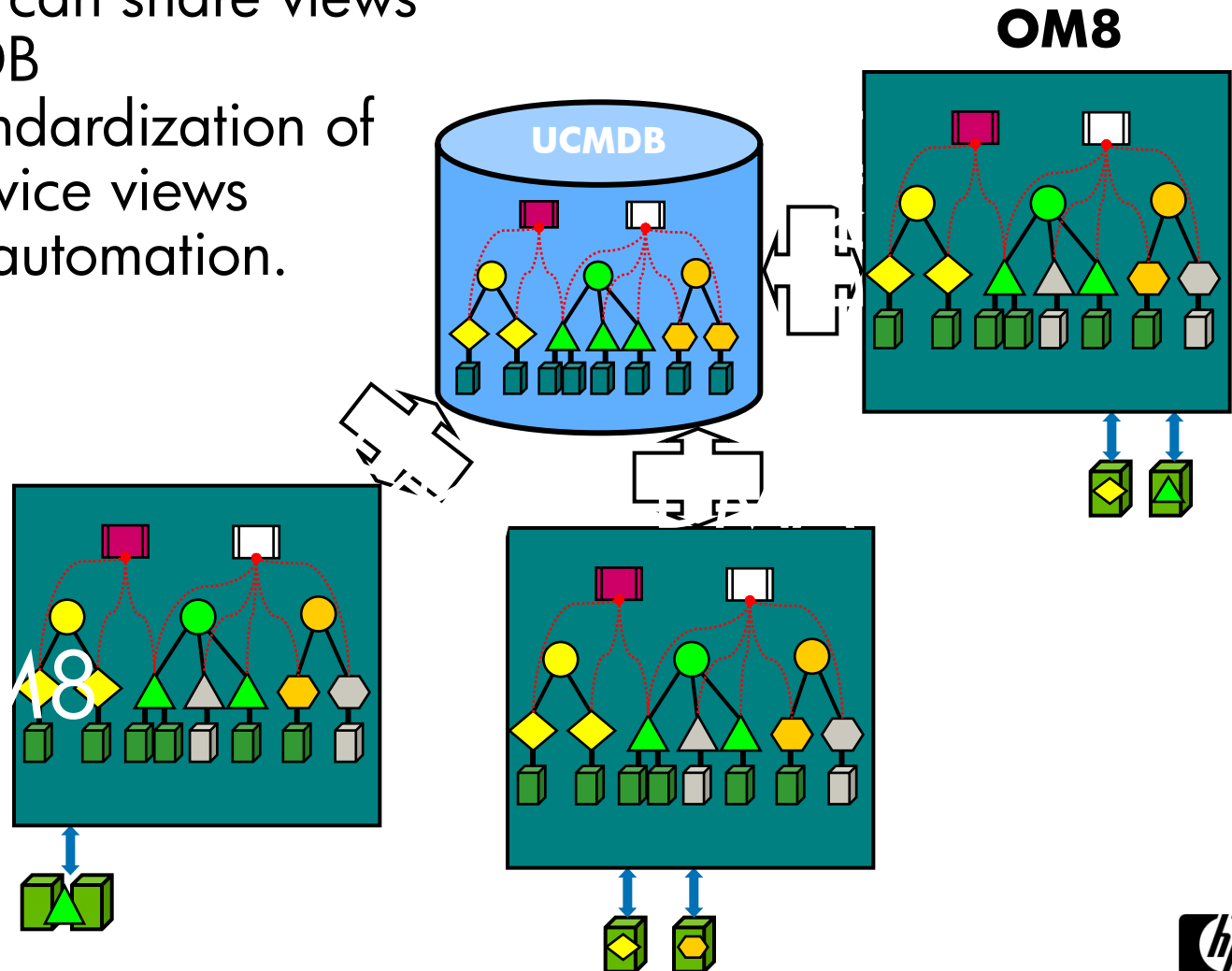


- ❑ Simplify assignment of operational incidents to the correct team.
- ❑ Streamline and optimize root cause analysis by providing access to relevant UCMDB information.

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...

The screenshot displays the HP Service Center interface for SDOSERVER. The main area shows a service map with 'Internet Ordering' as the central node. It branches into several sub-services: 'Business Services: Operations Center', 'Purchasing', 'Databases', 'Web Farm', 'Customer FTP', and 'FTP Connect Status'. 'Business Services: Operations Center' further branches into 'Ship...', 'Customer Service', and 'ERP'. 'Web Farm' branches into 'Marge:Internet Info...', 'Lisa:Internet Inform...', and 'Selma:Internet Information Server 6.0'. A red arrow points from a warning message in the 'Nodes' pane to the 'Monitor Group SDOServer Health' node.

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

Summary: 0 Critical, 0 Warning, 0 Error, 1 Info, 0 Success, 0 Disabled, 0 Stopped, 1 Total

