

theGuard! CMDB



**Automated Data Collection
in Complex IT Infrastructures.**



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“theGuard! CMDB creates a future-proof foundation for the ITIL-compliant operation of your IT environments.”

Benedikt Kantus, Product Manager theGuard! CMDB

Data collection in complex IT infrastructures

■ Companies need a central database that contains the structures, relationships, and technical details associated with relevant IT components to efficiently manage their IT landscapes. This information creates the foundation needed to operate highly available IT systems and support the strategic development of the IT landscape. This infrastructure data is captured in a configuration management database (CMDB) such as REALTECH's theGuard! CMDB.

The IT structures that need to be analyzed span multiple areas of responsibility and departments within a company. A CMDB allows administrators to assess the effects of technical changes on business processes across all departments. This, however, presupposes the ability to analyze the data obtained from a wide variety of sources and IT systems. Manual data collection is not a recommended option as it is a time-consuming and error-prone process – after all, the objective is to precisely map a multi-layered and complex network of configuration items (CIs). It is also essential that the performance indicators of different IT systems be comparable, which is why they should be available in normalized form.

Its normalized data storage makes theGuard! CMDB a central element of all IT service disciplines within the enterprise.

Consequently, a CMDB must be able to:

- ▶ collect data from any system or source
- ▶ provide fully automated data collection
- ▶ store data in normalized form

theGuard! CMDB supports these requirements and takes on the role as a central CMDB that is used across the enterprise. The system can also be used as part of the whole and as a data supplier for other databases.

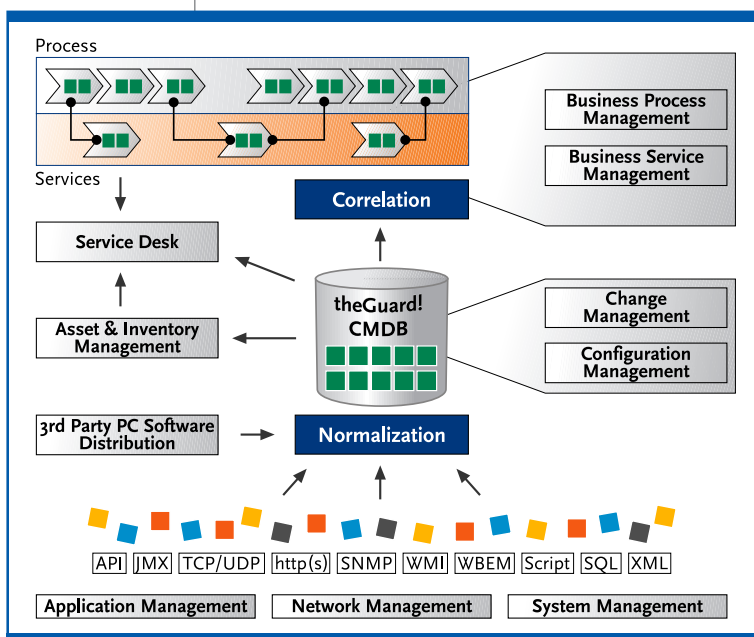
REALTECH developed theGuard! CMDB with a close eye on the guidelines of the IT Infrastructure Library (ITIL) – an established standard for the implementation of IT service processes. theGuard! CMDB helps companies perform the following tasks in accordance with ITIL best practices:

- ▶ identify the components (configuration items) of an IT landscape
- ▶ determine the relationships and dependencies between CIs
- ▶ capture, manage, and document the changes to the system landscape
- ▶ generate status reports on all CIs

Automation and normalization

■ Data is collected by means of an integrated discovery feature that captures all components of an IT infrastructure using standard protocols such as WBEM, WMI, or SNMP. theGuard! also includes interfaces with other management systems and applications in order to retrieve their configuration data.

theGuard! will automatically normalize the captured data in order to facilitate the comparison of metrics and performance indicators. This makes it possible to consolidate a multitude of data sources with the objective of achieving maximum visibility. Users can also choose to add their own company-specific entries to the configuration items and relationship types whenever required.



Examples From the Field

■ Experience shows that IT departments are again and again confronted with similar problems and tasks. The following gives some hands-on examples of how theGuard! CMDB supports IT departments as a central tool.

Change management: An IT-enabled business process or a central business application requires modification. The CMDB will provide a precise overview of the departments and people that need to be involved in the process.

Identify cost drivers: A CMDB will reliably detect those components of an IT landscape that frequently cause problems

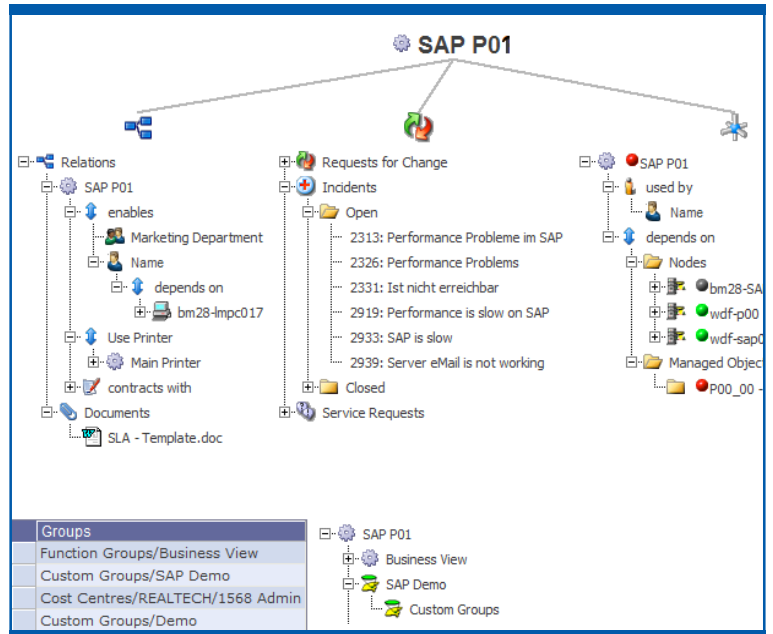
Improve IT support: The CMDB provides information on the hardware and software configuration settings of employees who have submitted a support request.

Minimize downtime: Is the IT landscape fully operational again after the relocation of an entire department?

Risk management: Which systems, users, and processes are affected by the failure of an IT component?

ITIL V3

■ IT organizations that introduce ITIL-compliant processes should also implement a CMDB. theGuard! CMDB has many useful features that help process owners establish ITIL best practices – also including ITIL Version 3. theGuard! already contains a standardized data model (CMDB Design) which, for example, greatly simplifies the definition of relationships. Users can go beyond this pre-configured data model to include custom adjustments.



Companies that implement a comprehensive configuration management strategy with the help of a CMDB are also creating the foundation for a number of other important processes associated with the operation of an IT landscape. The data of a CMDB can, for example, help them introduce additional processes in the fields of change management, problem management, incident management, and release management. This in turn provides the basis for a comprehensive business service management approach. It will allow IT departments to continuously monitor business processes and to establish service level agreements with their customers that include detailed performance indicators.

*Example configuration item (CI)
SAP P01: At-a-glance visibility of its dependencies with other services, systems, and business processes.*

At a Glance

- ▶ Automated and normalized data collection
- ▶ Direct comparison of data and values
- ▶ IT performance indicators are constantly updated
- ▶ Automated discovery of configuration item relationships
- ▶ Greater visibility and flexibility in the definition of business services
- ▶ Reliable and detailed reports

theGuard! Products and Capabilities

	Business Process Management	Business Service Management	IT Service Management	Application Lifecycle Management	Configuration Management	CMDB
theGuard! Service Management Center						
theGuard! Business Process Manager	●					
theGuard! Business Service Manager		●	●		●	●
theGuard! ServiceDesk			●			
theGuard! CMDB		●	●		●	●
theGuard! Change & Configuration Management						
theGuard! ChangePilot				●		
theGuard! TransportManager				●		
theGuard! SyncAssist				●		
theGuard! InterfaceManager	●					

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About REALTECH

REALTECH AG is an international holding company that specializes in SAP technology consulting and the development and marketing of IT service management software.

REALTECH Software Products GmbH is **Europe's leading provider of system management software**. REALTECH's theGuard! suite of products is the world's only highly integrated software portfolio for **enterprise-wide IT management and secure business processes**.

theGuard! Service Management Center includes software for your business process and business service management needs, supports all service management disciplines according to ITIL V3, and offers comprehensive monitoring, analysis, and alerting features. REALTECH's **theGuard! Change & Configuration Management** products ensure the reliable execution of development and change processes across multiple systems and applications. This improves the quality of applications (e.g. SAP) and helps ensure system stability and auditability.

Over 1,000 companies and institutions the world over have been relying on theGuard! software solutions for over a decade now. This includes companies such as OSRAM, John Deere, Atos Origin, EnBW, German savings banks, and the German Army.

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