

## Working with CMDB's

A CMDB is a configuration management database, which stores data about technology assets. Organisations use CMDBs to discover, control and keep track of the relationships between IT assets, while also holding details about their individual configurations.

Many organisations look to implement ITIL (Information Technology Infrastructure Library) initiatives to make better decisions about their information systems. A CMDB will assist system administrators, IT and applications managers with managing change, incidents, problems, availability, and release.

A CMDB holds information on:

- Assets (often referred to as configurable items or CIs). This may include hardware, software, documentation, facilities, staff, and vendors.
- Relationships or dependencies of CIs and other related entities, including incidents, issues, changes, and deployments.
- Configuration data

A CMDB requires an initial process of both manual and automated population to be implemented into any organisation. An implemented CMDB will find a core home with an organisation's technology team at an infrastructure or application level of the business.

### Pros & Cons

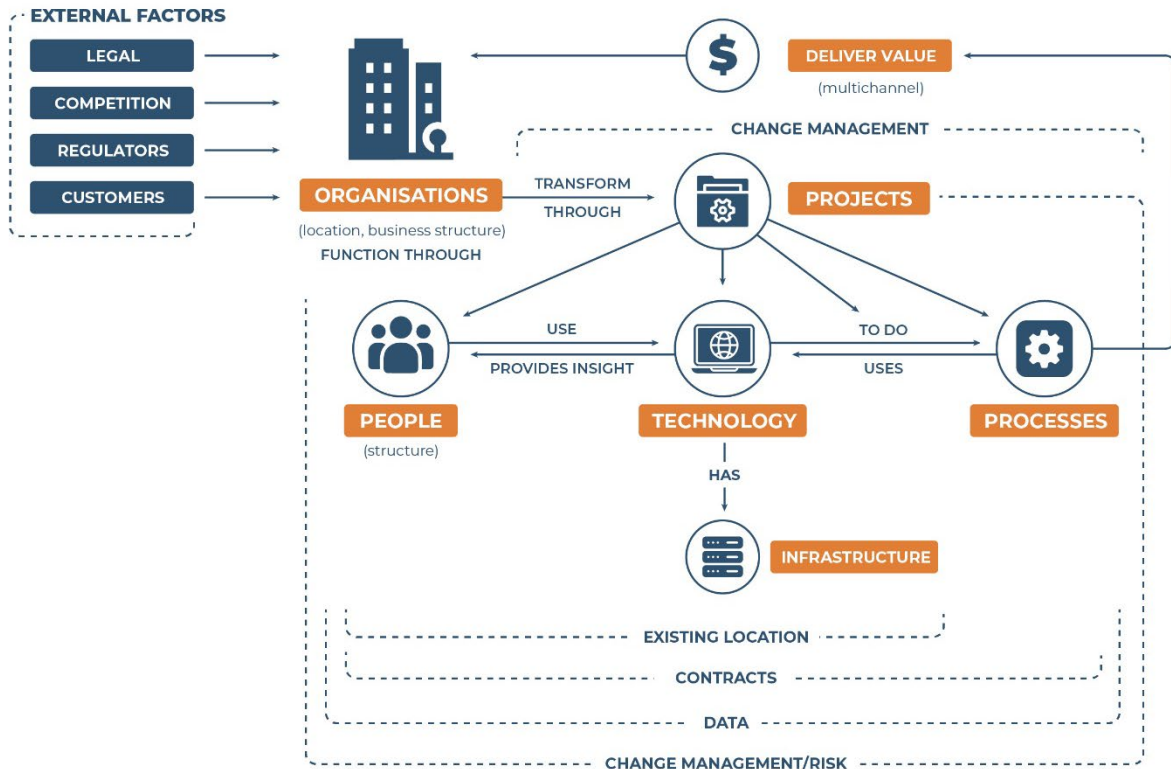
Whether inhouse or used as part of an external vendor's managed services, CMDB's have many benefits which can support the IT team if challenges are understood and mitigated at point of implementation.

Benefits	Challenges
<ul style="list-style-type: none"> <li>• Reduces infrastructure downtime</li> <li>• Minimises equipment repair costs through automated tasks</li> <li>• Performs root cause analysis (RCA) to understand CI issues</li> <li>• Provides a master data source on the organisation's IT infrastructure, such as servers.</li> <li>• Delivers records of service codes and billing</li> <li>• Supports regulatory compliance standards</li> </ul>	<ul style="list-style-type: none"> <li>• Information from assets require frequent refreshing to ensure data accuracy</li> <li>• Does not provide context to the wider business (i.e., siloed data)</li> <li>• Wrong data ingestions may lead to ineffective decision making</li> </ul>

### STATE3 Enterprise and CMDB's

STATE3 Enterprise is an Azure based platform which provides a logical representation of your physical technology and business environment. Components include technology,

infrastructure, data, contract and vendor information, business architecture and process, people profiles and geolocation information (see diagram below).



STATE3 Enterprise Ecosystem

STATE3 Enterprise brings each component together and maps the relationships between each. Like a CMDB, STATE3 Enterprise helps understand the relationships between infrastructure and its embedded technology (see gold box above) but goes further to provide a wider business context. STATE3 Enterprise goes beyond how infrastructure (e.g., a server) hosts a technology (e.g., application), and can understand how this affects everything across the business.

We integrate into any data source from a customer and use Lansweeper to extract and import information to connect into the STATE3 Enterprise system.

A CMDB is a natural master for your organisation’s infrastructure assets and is a perfect ingestion source for STATE3 Enterprise.

**CONTACT US FOR  
A FREE CONSULTATION**

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