

# Configuration Management System best practices

## Solution brief

### Overview

As you begin work on your IT Infrastructure Library (ITIL) version 3 Configuration Management System (CMS) or revisit your current CMS initiative, beyond choosing a technology solution you will need to undertake activities such as defining your enterprise IT data model, identifying data providers and data consumers, and developing data discovery and data federation plans. HP Software and Solutions can help you address these activities using a best practice approach that will result in both a highly effective CMS solution as well as one that delivers a high return on investment (ROI). This solution brief outlines how to get started building your CMS leveraging HP CMS Best Practices for designing, deploying, and operating an ITIL v3 CMS.

### From CMDB to CMS

Enterprises continue to mature in their understanding and use of a best practice approach to the delivery of IT services as embodied by ITIL v3. Fundamental to the successful delivery of IT services is the existence of robust capabilities for managing and reporting on the configurations of IT elements that support critical IT processes such as incident, change, and problem management.

ITIL v2 recognized the need for high integrity data around configurations and introduced the concept of a configuration management database (CMDB). However, most early CMDB efforts attempted to implement a single monolithic CMDB that was intended to hold all configuration data from across the enterprise. Unfortunately, this approach proved unworkable for most large enterprises given the scale and complexity of their IT environments.



ITIL v3 evolved the original concept of CMDB to that of a federated CMS. Rather than creating and maintaining a single monolithic CMDB that physically stores all service information, a federated CMS features an integrated CMDB that can not only store configuration items (CIs) and model their service dependencies, but also dynamically access other data sources to provide all IT management domains with a more complete, common understanding of business services.

This integrated CMDB provides a single point of access to multiple federated data sources without becoming the single repository. By using a federated approach, IT organizations can quickly access current information across teams and tools in a common service context, resulting in faster, better, business-aware decisions that improve business service quality and reduce cost.

## A best practice approach to CMS

HP introduced the industry's first ITIL v3 CMS solution and has significant experience working with large scale enterprises to deploy CMS solutions. The heart of the HP CMS solution is the HP Universal CMDB that delivers the key functionality required for an integrated CMDB.



While the HP CMS solution has addressed the technology challenge of providing all IT processes with high integrity data related to configurations, the challenge associated with architecting, deploying, and operating a CMS can still be significant. To help you address this challenge, HP has developed a best practice approach that provides specific guidance on how to effectively design, build, and operate a robust CMS.

### The HP CMS Best Practice Library

The HP CMS Best Practice Library is the foundation of the HP approach. The use of the library across HP means that everyone involved in CMS projects has a common understanding of the value a CMS solution delivers and a common approach to unlocking that value.

The HP CMS Best Practice Library defines best practices for a broad range of topics related to building and maintaining an ITIL v3 CMS including:

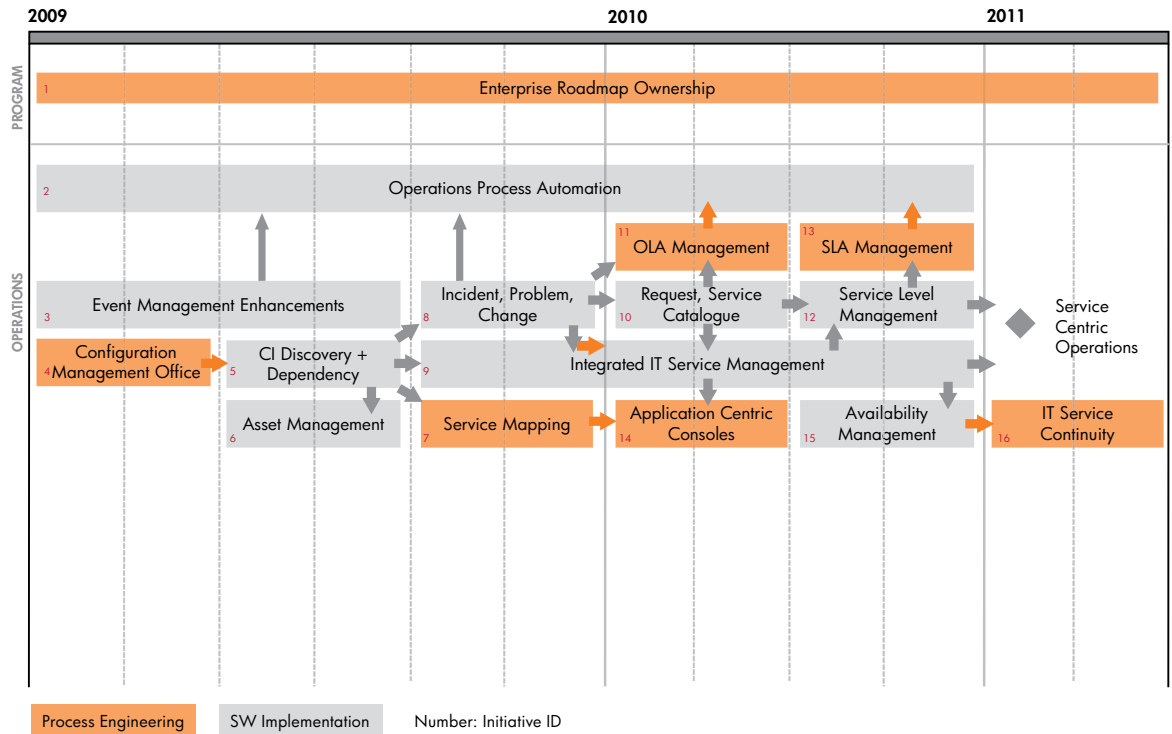
- Leveraging the HP BTO Data Model\*
- Discovery and federation planning
- Onboarding data providers and data consumers
- Creating service dependency maps
- Integrating HP software and other third-party solutions

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\* The HP Business Technology Optimization Data Model is a common information model that is shared across all of HP BTO Software Solutions

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Figure 1: IT Initiatives Roadmap



**From design through operation**

The use of HP CMS Best Practices Library creates value for you by facilitating a consistent and standardized approach to designing and delivering CMS solutions. The primary vehicle used to work with prospective enterprises to identify their CMS needs in the design phase is the CMS Value Discovery Workshop. This workshop builds upon the best practice library and works with you to define an end-state CMS solution that represents both organizational and technology needs consistent with your business drivers.

The workshop starts with an assessment of your current CMS related capability. The workshop also identifies your specific IT process improvement objectives and other business objectives to frame the CMS related capability needed to support these objectives.

Armed with this knowledge, HP works with you to remove the gap between where you are today and where you need to be in the future. The end result is a set of CMS related recommendations that address the following:

- The end-state technology solution
- Integrations needed to support the end-state solution
- A phased approach to specific value delivering initiatives that lead to the end-state solution

At the end of this workshop you will have a clear roadmap around CMS technology and CMS-related initiatives (see figure 1). If you choose to work with HP as your implementation partner, you will find that HP Software and Solutions Professional Services also leverages the CMS Best Practice Library as a fundamental element of their CMS-related services engagements.

For organizations that need help designing their ITIL processes, HP has packaged the intellectual property (IP) of implementing ITIL processes and supporting technology in many large international projects into the Service Management Reference Model. The Service Management Reference Model includes a set of process guides that contain ITIL v3 process models that visually depict process activities, workflows, principles, participants, and inter-process relationships.

Adopting the HP CMS Best Practices enables organizations to:

- Decrease the time to design and implement a detailed ITIL v3 CMS solution by leveraging proven IP
- Reduce implementation costs by starting with a pre-packaged solution where possible
- Reduce risk by implementing tested and proven designs developed from many customer implementation projects

## Why HP

HP has decades of experience working on IT Service Management initiatives and was a major contributor to ITIL v3, which has introduced the CMS concept. Furthermore, HP has vast experience working with large enterprises that have implemented HP CMS solutions and technology. HP provides organizations both the process and technology foundation needed to deliver consistent high quality outcomes and a strong ROI.

## For more information

To learn more about how HP can help you with your CMS initiatives, contact your HP representative today or visit [www.hp.com/go/itil/cms](http://www.hp.com/go/itil/cms)

## Technology for better business outcomes

To learn more, visit [www.hp.com/go/itil/cms](http://www.hp.com/go/itil/cms)

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