

End Your CMDB Saga

with AIOps + Automation

WELCOME TO OUR WEBCAST

PRESENTED BY:

RESOLVE 

 **EXCALIBUR**
DATA SYSTEMS



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INTRODUCING OUR SPEAKERS

RESOLVE 



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Senior Solution Architect
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CMDB: The Cornerstone for Successful IT Operations

A well-maintained, accurate CMDB provides clarity into:

- Complete inventory of available resources and what's running on them
- The location of those resources
- How those resources are connected to one another
- How those resources support the business
- How much those resources cost
- How secure those resources are
- How the resources are utilized
- How changes will impact critical applications and infrastructure – and the budget
- How to quickly resolve problems when they occur (and find the root cause)



A Brief History of the CMDB



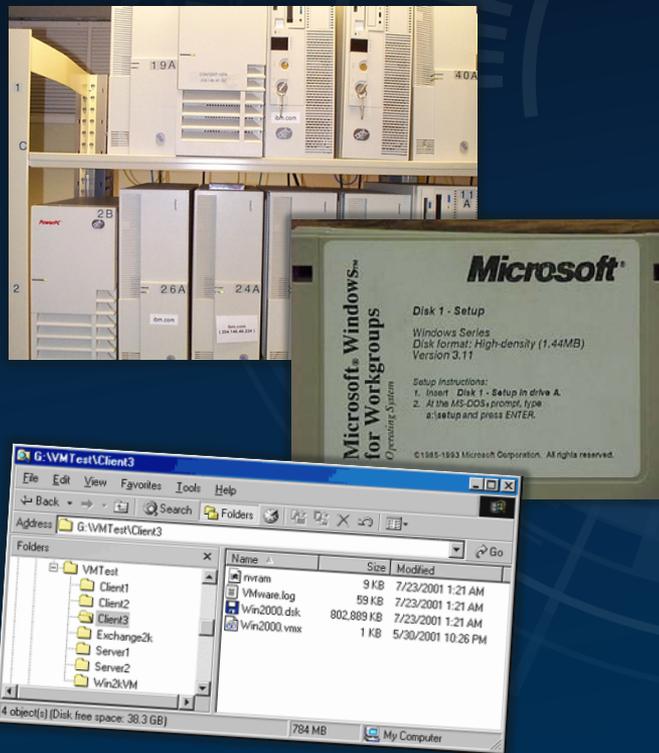
1980s: The Beginnings of the CMDB...

- The concept first emerged as part of the IT Infrastructure Library (ITIL), a best practice framework produced by the UK government to help manage and develop controls for IT services.
- CMDB was introduced in ITIL V2 when people realized that asset inventory wasn't cutting it, especially for change control.



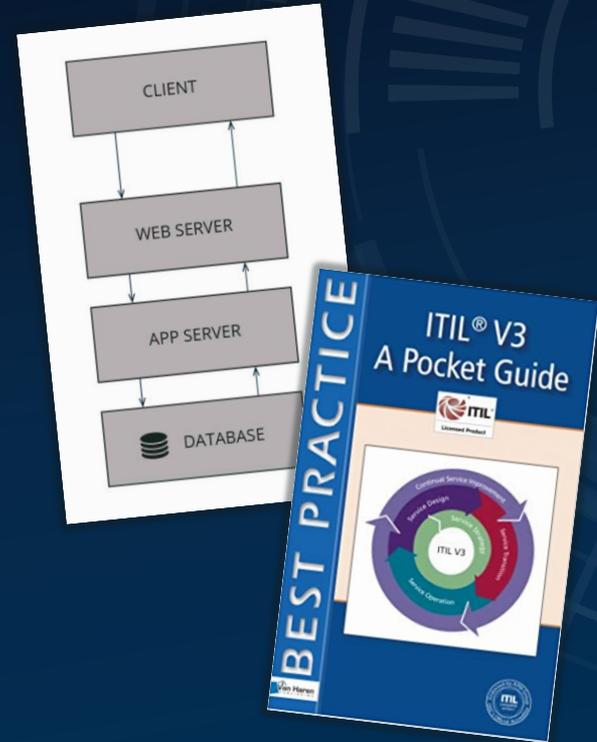
1990s: The Era of Asset Management

- Asset management tools initially inventoried physical hardware, such as servers with logical partitions, and software assets.
- Once virtualization went mainstream, it became critical to also track virtualized assets and the software running on them – and asset management struggled to keep up.
- Driven by needs such as:
 - Tracking very expensive physical assets
 - Ensuring software licensing compliance
 - Performing asset depreciation from an accounting perspective



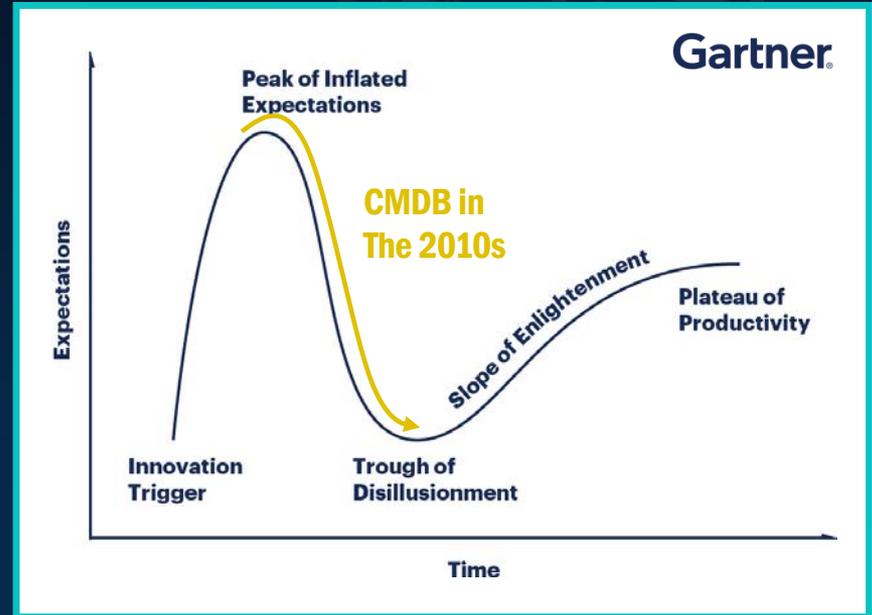
2000s: Configuration(ish) Management

- Trends and developments in the CMDB morphed into configuration – taking stock of all the assets that exist and grouping them by relationships.
- IT teams started asking what was happening upstream and downstream from each device and how those devices related to one another.
- A three-tier stack – comprised of a database sitting on an application server tied to a web server – was used to support critical business services. This was the beginning of mapping dependencies and relationships.
- In the mid-2000s, change control is added to the mix, and we finally get to a true CMDB.
- IT teams also start looking at infrastructure and apps through the lens of business services.



2010s: From Peak of Inflated Expectations to Trough of Disillusionment

- At the beginning of the decade, people had high hopes for the CMDB – it was THE most important thing!
- Except IT pros soon realized that you can't really put everything in the CMDB because there's too much stuff and manual updates are painful!
- And... you can only have upstream-downstream relationships while your left-right relationships don't show up very well.
- By the mid-2010s, the CMDB had lost its mojo... it was too cumbersome and never accurate. The CMDB's reputation reached an all-time low.



2020: New Technologies Usher in a CMDB Renaissance!

...MORE ON THOSE MOMENTARILY



The CMDB Struggle is Real

“I can think of at least three major customers — two in financial services, one in healthcare — that have taken multiple passes at it”

— Product Manager at Broadcom

“At least three vendors that we interviewed used the term ‘death spiral’ to describe CMDBs that didn’t manage data quality well.”

**— From Forrester, “Rethink Your CMDB”
September 2020**

“Most customers are still struggling to get it off the ground.”

— CMDB Specialist at ServiceNow

“We have customers that started 10 years ago and are still trying to get it right.”

— CMDB Specialist at IBM

Tales of CMDBs Past

The Good, the Bad,
& the Ugly...
We've Seen It All

Why Is It So Difficult to Get Your CMDB Right?



Traditional Challenges

- Teams don't trust the data because it is usually out of date, incomplete, or outright inaccurate.
- Manual updates just can't keep up in today's dynamic IT environments, especially those with multiple deployments per day.
- Mapping dependencies by hand is exceedingly time consuming and riddled with human error, & it's impossible in larger environments.
- Highly virtualized environments with containers and serverless architecture are difficult to track.
- Hybrid, multi-cloud, multi-domain environments are too complex to track by hand.
- IoT means millions of devices (of many types) are now part of your IT environment.



New Challenges Introduced by COVID-19

- Who knows what's being pushed out?
- IT governance and controls are more challenging than ever before.
- Data gaps are more glaring than ever before.
- New devices need to be tracked and managed.
- Everything is a web application.



Going Beyond Discovery to Dependency Mapping



What Do We Mean by Dependency Mapping?

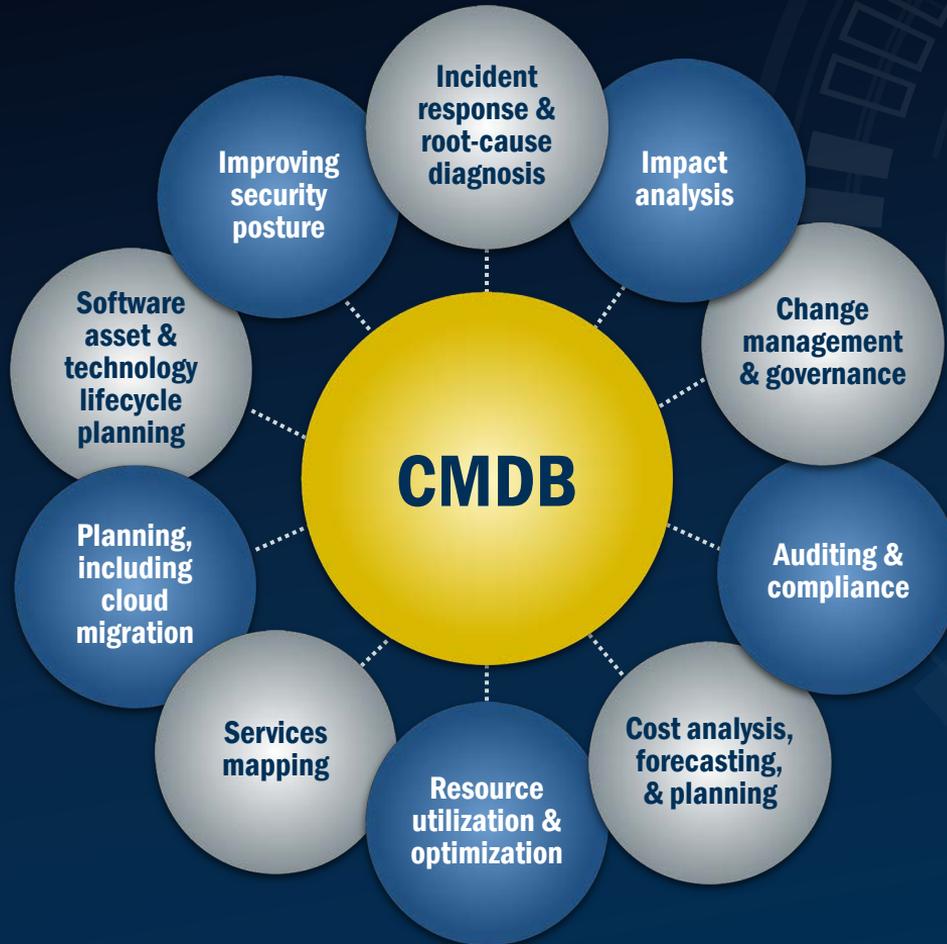
- Infrastructure topology vs application dependency mapping: what's the difference?
- How can dependency mapping help you improve IT operations?
 - Change Impact Analysis
 - Incidents or Outages
 - Operations Planning
 - Business Service Impact
- How does dependency mapping provide visibility into the business impact of IT performance issues?



Q&A: Setting Your CMDB Vision & Strategy



Make the CMDB the Center of Your Universe



Poll

- Which CMDB use cases are most important to you? (select all that apply)
 - Incident response and root-cause diagnosis
 - Impact analysis
 - Change management and governance
 - Auditing and compliance
 - Cost analysis, forecasting, and planning
 - Resource utilization and optimization
 - Services mapping
 - Planning, including cloud migration
 - Software asset and technology lifecycle planning
 - Improving security posture

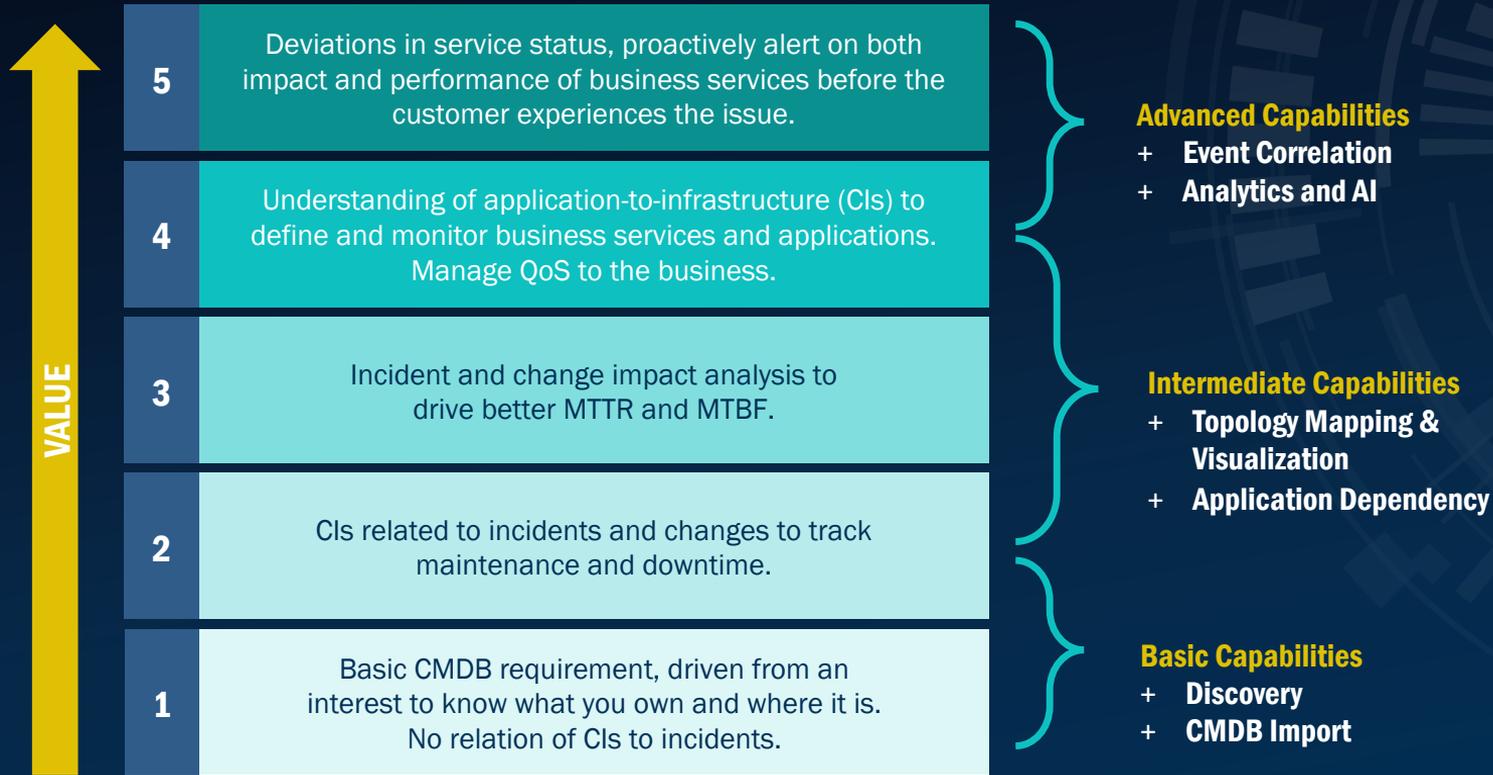
“Many CMDBs have failed by having too much detailed data forced into them without a clear business purpose or maintenance plan.”

FORRESTER®

Framework & Action Plan for Success



CMDB Maturity Model



Actionable Steps to Get Your CMDB Right



DOCUMENT YOUR GOALS & CMDB VISION

Outline the long-term vision for your CMDB and how you plan to leverage the data to meet specific business goals.



DETERMINE YOUR DATA STRATEGY

Identify the data you need to capture to support your goals, and which applications and services are most important. Set up the classes in the CMDB and ensure each class has an owner and process attached to it.



INTEGRATE TOOLS TO AUTOMATE DISCOVERY & INFRASTRUCTURE, APPLICATION DEPENDENCY, & SERVICE MAPPING

Automate discovery and dependency mapping to capture and push data to your CMDB to ensure it is always accurate and up-to-date.



KEEP YOUR EYE ON THE PRIZE

Ensure you stick with your process as tools are deployed and integrated; then validate throughout the entire lifecycle.



ONGOING IMPROVEMENT & EVALUATING KPIs

As you define, measure, and begin to see results, you'll continue to improve and expand your process. The greater the detail, the greater the value of your CMDB.

How Can New Technologies Help You Succeed?

RESOLVE





RESOLVE INSIGHTS Key Capabilities



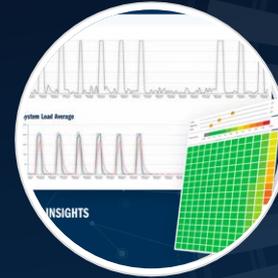
**Agentless
Auto-Discovery**



**Dynamic Dependency
Mapping**



**Infrastructure Visualization
& Topology Maps**



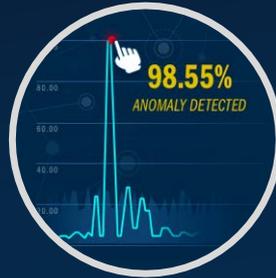
**Performance
Monitoring**



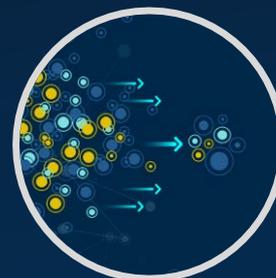
**Bidirectional CMDB
Integrations**



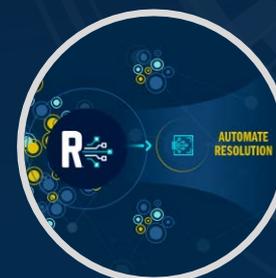
**Operational & Business
Dashboards**



**Predictive Analytics,
Anomaly Detection, & Dynamic
Thresholding**



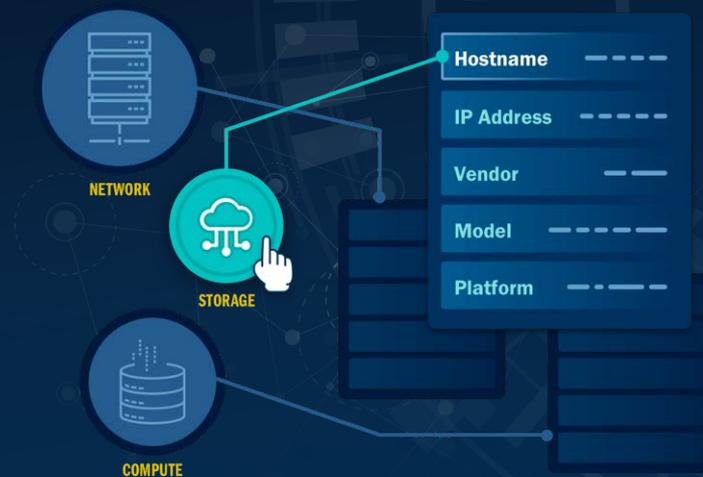
**Noise Reduction
& Event Correlation**



**Self-Healing,
Integrated Automation**

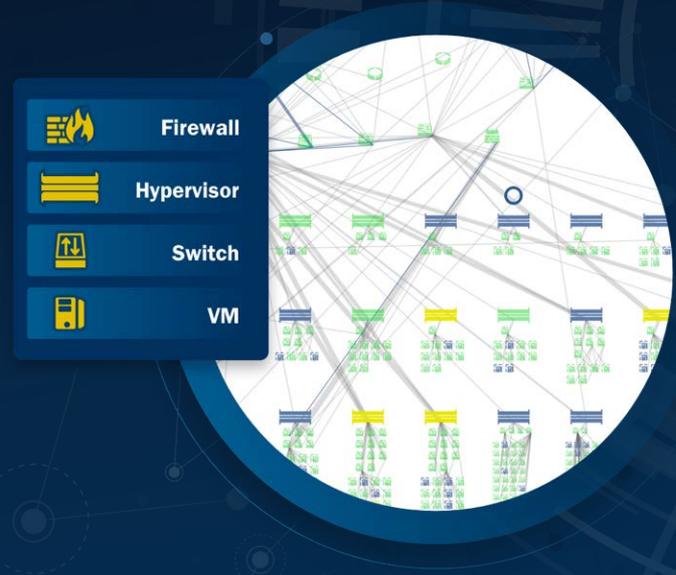
Agentless Auto-Discovery for Compute, Network, and Storage

- Resolve Insights automates discovery of physical and virtual infrastructure components in dynamic, hybrid IT environments — on-premise and in the public cloud.
 - Completely agentless, so you don't have to worry about managing and deploying agents on every single device or creating security gaps
 - Provides quick time to value; discovers more than 2000 entities every 30 minutes
 - Discovers storage and network entities, unlike some solutions that only discover servers
- **BENEFITS:**
 - Eliminates countless hours of manual work and human error
 - Provides comprehensive, near-real-time inventory
 - Reduces costs by eliminating unnecessary CIs
 - Improves security and compliance by identifying unknown CIs



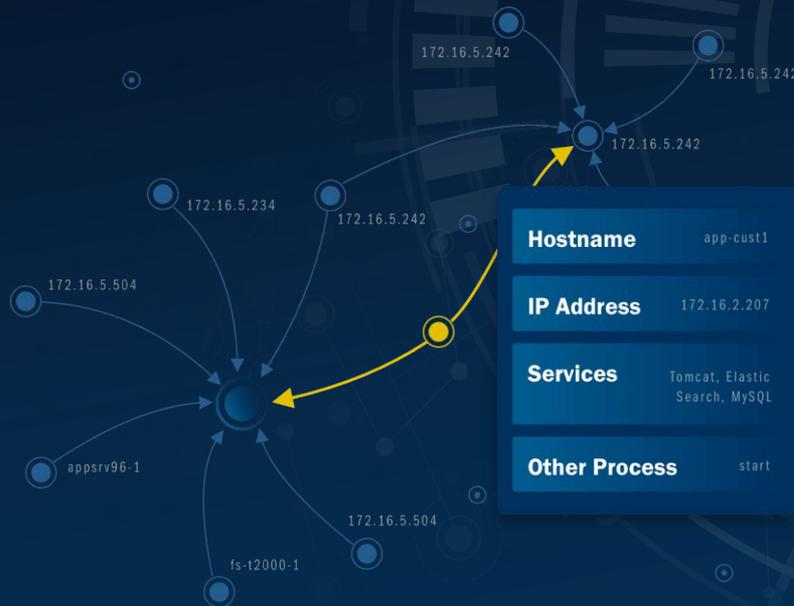
Application Dependency & Service Mapping

- Identify and track dynamic, multi-layer relationships between infrastructure components, as well as applications and underlying infrastructure.
- **BENEFITS:**
 - Accelerate incident response
 - Quickly quantify the business impact of outages to ensure your stakeholders are informed and issues are correctly prioritized
 - Improve uptime of business-critical applications and customer satisfaction



Create Multi-Layer Topology Maps & See All Your CIs in One Place

- Intuitive topology maps display all the physical, virtual, and logical compute, network, and storage entities throughout your hybrid IT environment, and show how the entities are connected to one another.
- **BENEFITS:**
 - Achieve a single pane of glass into all your CI data, including one-click access into device details
 - Get complete visibility with multi-vendor, multi-domain, multi-layer correlation
 - Visualize complex infrastructure and the relationships between components
 - Overlay fault, performance alerts, and tickets right on top of the topology to identify root cause and improve MTTR

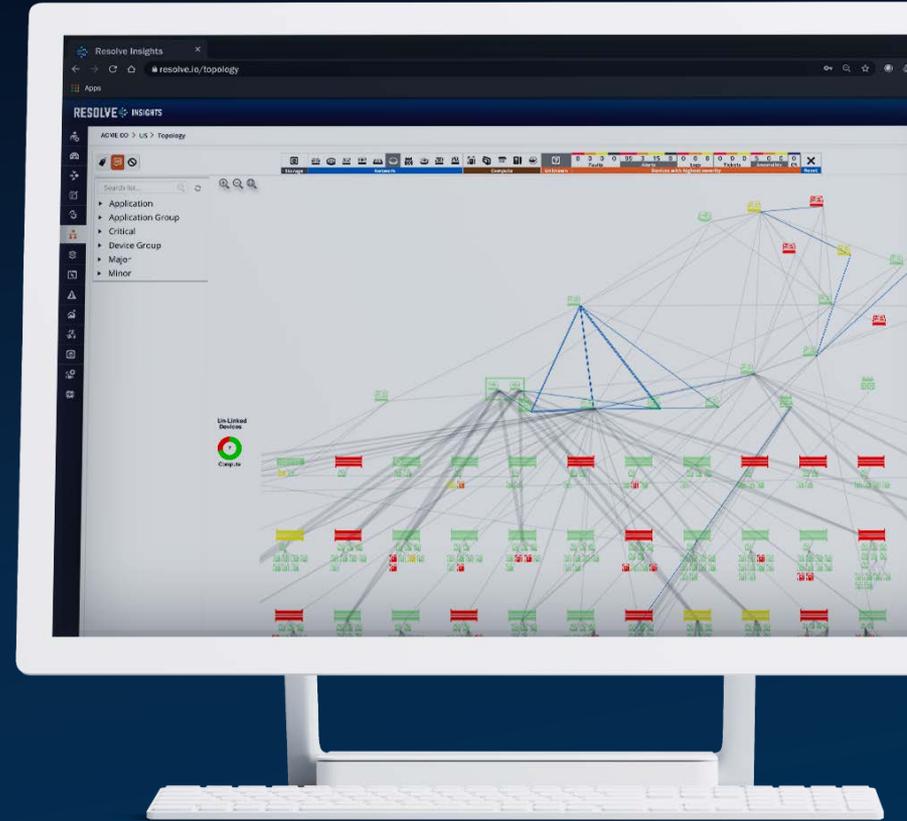


Keep Your CMDBs Accurate & Up-to-Date

- Comprehensive auto-discovery and dependency mapping data is automatically pushed to your CMDB in near real time, ensuring it is always accurate and up-to-date.
- **BENEFITS:**
 - Seamlessly integrate with your CMDB with an out-of-the-box, bi-directional connector
 - Eliminate countless hours of manual effort and human error
 - Ensure your CMDB is always up-to-date and accurate
 - Create a solid foundation for IT operations to streamline troubleshooting and facilitate change management

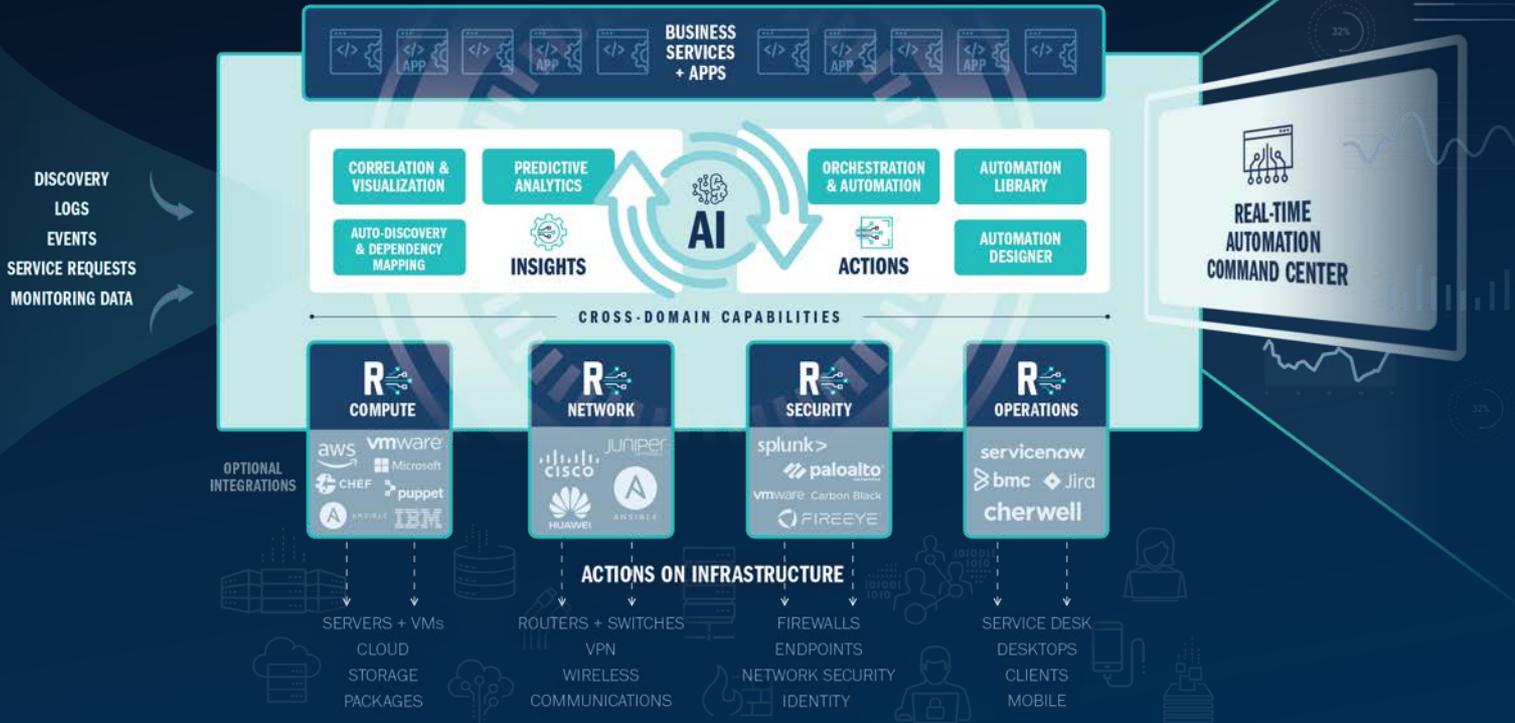


A Quick Demo



RESOLVE

AIOPS + ENTERPRISE AUTOMATION IN ONE PLATFORM





Q&A:
**How Does an
Accurate CMDB Set
the Stage for Future
AIOps Initiatives?**

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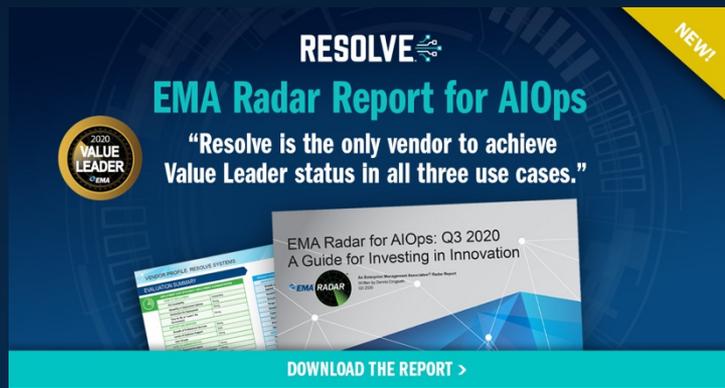
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 EXCALIBUR
DATA SYSTEMS



Q&A + Next Steps

- Request a demo at resolve.io
- Learn more about Excalibur at excaliburdata.com
- Explore more resources on the Resolve website for discovery, dependency mapping, AIOps, automation, and more!



RESOLVE 

EMA Radar Report for AIOps

2020 VALUE LEADER 

"Resolve is the only vendor to achieve Value Leader status in all three use cases."

EMA Radar for AIOps: Q3 2020
A Guide for Investing in Innovation

NEW!

DOWNLOAD THE REPORT >

RESOLVE 

Thank You!

Get in Touch!

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