



7 Deadly Sins of CMDB



1

THE CMDB "INITIATIVE"

You started your CMDB following a grand proclamation of a "CMDB Initiative." After all, you've wanted to get your technology infrastructure cataloged for a long time. But you're doing it wrong. This is a Business Initiative. Re-direct your efforts and put your resources where they really matter.



3

THE CMDB "ISLAND"

Your CMDB must integrate with the service management technologies you use. Make sure integration is more than two products grafted together under the same logo. Not only will this reduce complexity, it will reduce the chance that your CMDB data is obsolete on arrival. If all service management uses the same platform as the CMDB, everything is connected from day one.



5

A "ONE - WAY" CMDB

Analytics might not be a key feature of the CMDB itself, but analytics and reporting must be able to easily access the data within the CMDB. Getting data into the CMDB is interesting, but getting information out is where the value becomes evident. Make sure all data within the CMDB can be easily accessed by processes and people.



7

A "FUTURE-PROOF" CMDB

CMDBs will continue to evolve as technology advances, just as we have seen with the introduction of cloud and virtual environments. Today, when thinking CMDB, think service knowledge management system (SKMS); think social IT and think automatic remediation and closed-loop change. The right CMDB will remain relevant to business service management for many years.

THE CMDB "REPOSITORY"

2

CMDBs have a reputation, and not a good one. Never-ending projects result from seeing the CMDB as a repository of technology linked to business services. But that's upside down. A real CMDB is a repository of business services with relationships to the technology that makes them work. Collect information about the services you provide, and use that list to shape your CMDB design.



A CMDB OR A CMS ?

4

Honestly, the CMS (Configuration Management System) term was just ITIL v3 trying to catch up with what everyone else figured out long ago. A CMDB is not a solitary entity, but rather a collection of federated repositories that "roll up" data into a master system. A truly flexible CMDB technology should be able to fit either camp.



A "FLIGHTLESS" CMDB

6

A CI isn't just a static piece of technology anymore. Today, a CMDB needs to track logical, virtual and physical items along with the dynamic relationships between them. For example, a service can be supported by a hybrid of cloud applications and virtual machines that may move throughout the day as loads change. This creates some new challenges for a CMDB.



The Takeaway

An effective CMDB will have significant impact across all service management processes. Remember, the most important key to success is to think about your CMDB from the point of view of the business, not from a technology perspective.

