

1. Record Nr.	UNINA9910796902003321
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Titolo	CMDB systems : making change work in the age of cloud and agile // Dennis Nils Drogseth, Rick Sturm, Dan Twing
Pubbl/distr/stampa	Amsterdam : , : Elsevier, , [2015] ©2015
ISBN	0-12-801373-7 0-12-801265-X
Edizione	[1st edition]
Descrizione fisica	1 online resource (403 p.)
Disciplina	004.0688
Soggetti	Configuration management Management information systems Information technology - Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Front Cover; CMDB Systems: Making Change Work in the Age of Cloud and Agile; Copyright; Contents; Preface; Introduction: How to Use This Book; How to Use This Book; Time Line; Who's Speaking: The Many Voices in This Book; Who/What Is Enterprise Management Associates?; About the Authors; Acknowledgments; Section 1: Failure is not an Option; Chapter 1: The Odds Are Against You; Cmdb Opinions; Who Should Care About a CMDB System?; CMDB System DNA; A CMDB Is Not; OK, So Are the Odds Really Against You?; Voices from the Industry, Voices from the Trenches; No Vision or Strategy Not Understood and Not CommunicatedLack of Confidence; No Resources and High Costs; Resistance to ITIL Can Also Be a Factor; Shaky Senior Management; Vendor Failure; Back to the Drawing Board?; Framing the CMDB System Conversation; On the Other Hand, Can You Really Do Without a CMDB System?; Summary Takeaways; Chapter 2: Why Bother? The Case for a CMDB System; A Few Initial Data Points; CMDB Success Rates Revisited; Some Short Answers; Return on Investment; Reasons for Going Forward: More Voices from the Trenches; Drowning in (Siloed) Data? Optimizing IT OpEx Efficiencies in the Face of Rising

Complexities Change Management and Change Impact Analysis; Asset Management and IT Financial Optimization; Service Impact, Root Cause Analysis, and Troubleshooting; The Move to Cloud and Virtualization; Bringing the Organization Together; Summary Takeaways; Section 2: The Basics ; Chapter 3: CMDB System Foundations; CMDB Foundations Part One: Process; Why It's Good to Get to Know ITIL First; ITIL is; ITIL is not; A (Very) Short History; A Human Face to Service Management; ITIL's Libraries; ITIL's Configuration Management Database (CMDB) The Configuration Management System (CMS) The Definitive Media Library (DML); The Service Knowledge Management System (SKMS); CMDB Deployments Underscore ITIL's Relevance; A Few Critical ITIL Processes; Change Management; Service Asset and Configuration Management; Capacity Management; Release and Deployment Management; Other ITIL Processes; CMDB Data and Configuration Items: A Second Look; A Few Final Points; CMDB Foundations, Part One: Process-Summary Takeaways; CMDB Foundations Part Two: Technology; CMDB System Technologies: A Closer Look; Configuration Management Database (CMDB) Application Discovery and Dependency Mapping (ADDM) Other Discovery and Inventory Tools; Automation; Analytics; Dashboards and Visualization; Other Relevant Investments; A Reminder: "Big Vision, Baby Steps"; A Look at the Broader CMDB System and the Service Management Ecosystem It Supports; Service (CMS) Modeling: Where Logical and Physical Service Interdependencies Come Together; So Where Do I Buy One?; CMDB System Foundations Part Two: Technology-Summary Takeaways; Chapter 4: CMDB System Deployment Stages: An Eight-Step Ladder to Success ; Standing in the Middle of the Storm What About "People?"

Sommario/riassunto

CMDB Systems: Making Change Work in the Age of Cloud and Agile shows you how an integrated database across all areas of an organization's information system can help make organizations more efficient reduce challenges during change management and reduce total cost of ownership (TCO). In addition, this valuable reference provides guidelines that will enable you to avoid the pitfalls that cause CMDB projects to fail and actually shorten the time required to achieve an implementation of a CMDB. Drawing upon extensive experience and using illustrative real world examples, Rick Sturm, Dennis Drogseth and Dan Twing discuss: Unique insights from extensive industry exposure, research and consulting on the evolution of CMDB/CMS technology and ongoing dialog with the vendor community in terms of current and future CMDB/CMS design and plans Proven and structured best practices for CMDB deployments Clear and documented insights into the impacts of cloud computing and other advances on CMDB/CMS futures Discover unique insights from industry experts who consult on the evolution of CMDB/CMS technology and will show you the steps needed to successfully plan, design and implement CMDB Covers related use-cases from retail, manufacturing and financial verticals from real-world CMDB deployments Provides structured best practices for CMDB deployments Discusses how CMDB adoption can lower total cost of ownership, increase efficiency and optimize the IT enterprise
