

# Novell® CMDB360— The Foundation for Controlling Change

The importance of the Configuration Management Data Base (CMDB) in helping to improve overall IT process maturity has reached the IT mainstream as a growing number of companies embark upon CMDB projects to reduce outage risks brought on by changes to the IT infrastructure. The CMDB provides a single, logical, reconciled model representing the attributes and relationships across the physical and logical components, called Configuration Items (CIs), within an IT infrastructure.

Through a trusted, secure and reliable view of the enterprise, IT organizations get a much better understanding of the impact from actual, as well as proposed, configuration changes. This gives IT a tremendous advantage in proactively reducing the number of IT outages sustained by the business. What's more, companies now use real-time CMDBs to measurably improve operational effectiveness as well—so when outages do occur, the CMDB helps to drive faster root cause analysis and, thereby, reduce the duration of IT outages ... in some cases, by 50%, or more.

Today, many companies are reaping significant benefits from their CMDB implementations—in one example, EMA points to a *healthcare organization that had achieved a 300% ROI over a period of several years—*

due primarily to a reduction in mean-time-to-repair and downtime costs.

### Novell® CMDB360

CMDB360 represents the next generation in CMDB technology. Integrating fundamental CMDB capabilities of reconciliation, federation, visualization, synchronization and real-time state, CMDB360 adds a variety of advanced features for complex data analytics and reporting. What's more, CMDB360 incorporates capabilities to automate implementation, configuration and operational aspects of CMDB management—making CMDB360 one of the easiest CMDB solutions to deploy—often in 90 days or less.

And because CMDB360 is built upon a fully federated object-based model, CMDB360 not only leverages the trusted data sources



#### ■ Solutions:

Business Service Management

#### ■ Products:

Novell CMDB360



“The CMDB has achieved a phenomenal level of attention among the IT population, rising from minimal levels of awareness in late 2006, to exceed awareness levels for ITIL itself ... in 2008.”

#### Dennis Drogseth

EMA Associates  
March 2009

**Giving companies better control over IT change management is what Novell® CMDB360 is all about.**



## Benefits of Novell CMDB360

CMDB360 gives you a complete, accurate and real-time picture of your IT infrastructure, which supports all of your IT process maturity efforts and lets you deliver measurably higher IT service quality.

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you already have in-place, you can be assured that your CMDB will be flexible enough to adapt to any changes in business need or direction for years to come. Just as importantly, analytical results from CMDB360 incorporate real-time CI data—so results are accurate and complete.

CMDB360 leverages many of the trusted data sources you already have in place, so deployment costs and resource requirements are significantly reduced.

CMDB360 incorporates critical capabilities for effective IT infrastructure management, such as:

- *Open, federated CMDB solution*
- *Essential capabilities for reconciliation, synchronization and visualization*
- *Integrated discovery and relationship mapping*
- *Automated IT configuration and service modeling*
- *State metrics for real-time performance and availability measurement*
- *Built-in analytics and reporting (e.g., root cause and impact analysis)*
- *Integrated service catalog*

### Why CMDB360 is Different

CMDB360 unifies federated CMDB information by linking to your existing trusted IT management, asset and configuration data sources in real time to aggregate and automatically formulate an intuitive dashboard

model of the underlying IT configuration—no duplicate copies of data, no centralized repositories, no expensive ETL processes. And because CMDB360 uses all of your existing trusted IT management data sources, implementing CMDB360 can be accomplished in a matter of weeks, not months or years as with traditional CMDB technologies.

Because CMDB360 models and reconciles your IT infrastructure in real time and monitors actual CI state, you now have a powerful tool for better operational management of your production IT environment. CMDB360 maintains real-time availability and performance information so you can use built-in root cause and impact analytics to speed problem isolation and remediation when IT problems arise.

Novell CMDB360 has advanced analytics and reporting so you can draw from a variety of built-in capabilities that speed your understanding of complex IT environments—from gap reporting of under-instrumentation, to reconciliation of incident and problem records. With CMDB360, you can take a more proactive approach to managing your IT environment.

Finally, Novell CMDB360 represents an open vendor-neutral solution that fits perfectly into any existing IT environment without requiring expensive re-tooling or locking you into a single solution or vendor.



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