SUMMIT Configuration Management Database

DATA SHEET

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Configuration Management Database (CMDB)

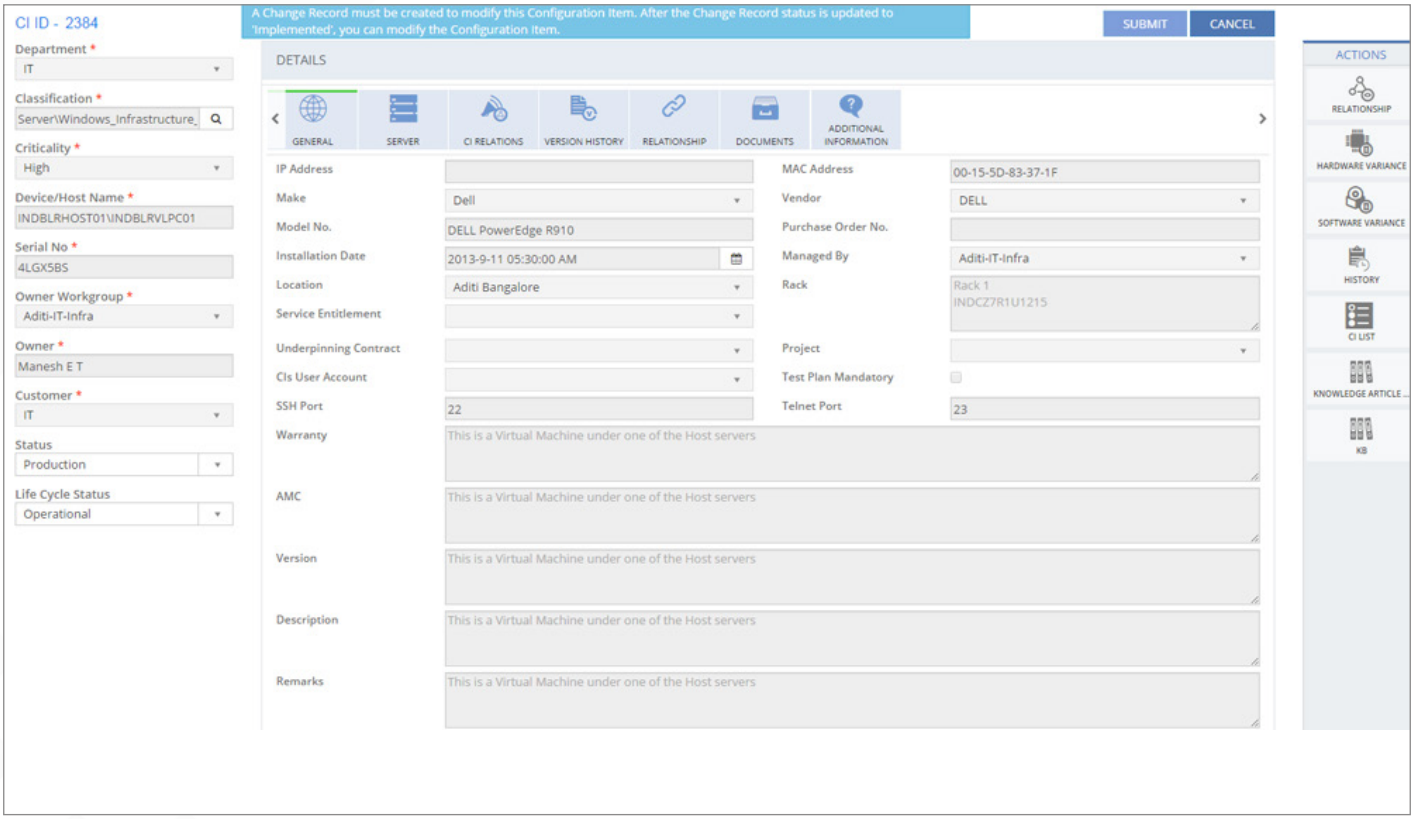
Technology is not just a business enabler; it's now a business driver. SUMMIT Configuration Management Database (CMDB) is an ITIL 2011 certified module that creates a common view of business services by providing access to service information across specialized IT management entities. It, thereby, enables an IT organization to shift its focus from technology to business outcomes driven by business services. SUMMIT CMDB allows a greater understanding of business services and its supporting infrastructure, by linking infrastructure items to the applications and business services they support.

Key Features

- Infrastructure Modeling
- CMDB Visualization
- Data Federation
- Data Reconciliation
- Event Correlation
- Asset Management Integration
- Web Services

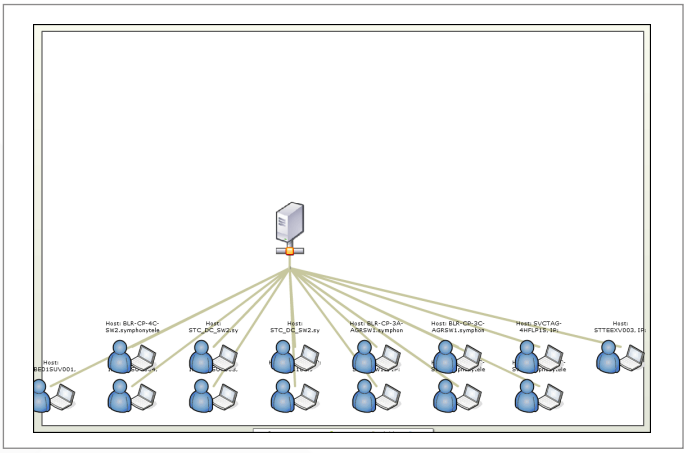
Infrastructure Modeling

SUMMIT CMDB provides a comprehensive model of the IT infrastructure for complete support of both IT Service Management (ITSM) and IT Asset Management (ITAM). By modeling not only the Configuration Items (CIs) in the infrastructure, but also, the relationships between them, SUMMIT CMDB provides a service-oriented view of the IT infrastructure.



CMDB Visualization

It provides graphical representations of the infrastructure, linking the Configuration Items (CIs) to dependent systems and the services they provide. This results in an accurate assessment of the impact on business services and acts as a powerful tool to support risk-free change management.



Data Federation

This module enables the fetching of data from multiple silos into a single location to promote universal visibility of all components of the infrastructure and activities surrounding the delivery and support of services. The federation services are tightly coupled with the service data model in the integrated CMDB, so they can dynamically associate data in external data sources to the Configuration Items (CI) that are physically stored in CMDB. Thus, integrated CMDB provides a seamless single point of access to service information that can be distributed across other applications.

Data Reconciliation

Since error detection and handling is the core of data reconciliation, CMDB provides rules to identify the duplicate data and ensures that the data is reconciled before being imported. This helps to maintain CMDB integrity and enhance efficiency. The task of data analysis and interpretation is also simplified to the hilt.

Asset Management Integration

A centralized asset registry simplifies processes for multiple stakeholders in the enterprise. CMDB makes seamless integration with the asset management database easy and feasible. The objective of this facility is to make sure that every single asset — physical and virtual — is used optimally to maximize return on investment.

Web Services

As the web has transformed into a powerful service delivery platform, CMDB leverages its potential by laying emphasis on interoperability. The module has been built in a way that customers and enterprise managers are able to connect seamlessly with applications that talk to one another.

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