

# ASG's MetaCMDB<sup>™</sup>

MASTER OR "CITIZEN" CMDB CONTAINING CRITICAL  
ENTERPRISE CONFIGURATION INFORMATION

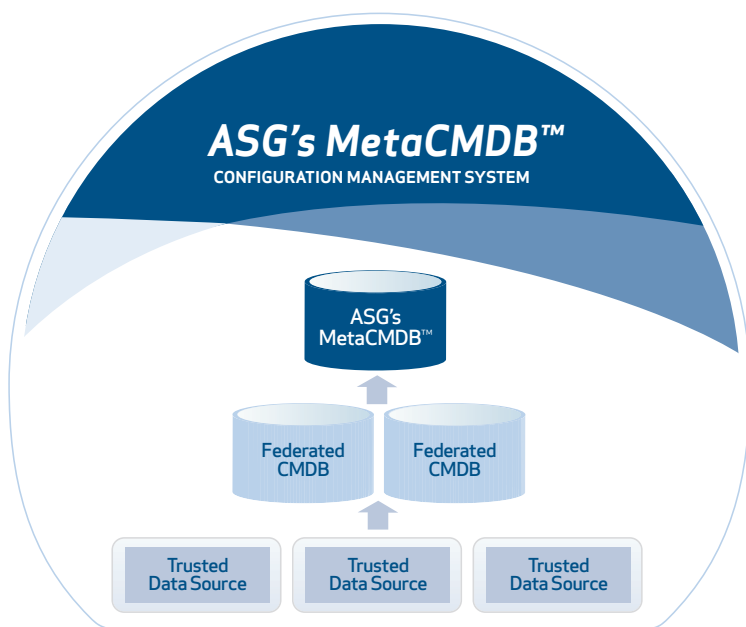
CIOs must integrate IT investments with business objectives for superior operational reliability and efficiency. To achieve this goal, companies often use many domain-specific management tools, often from many different vendors. Each technology may contribute part of the picture, but only a comprehensive repository (a “master CMDB”) can provide current and credible information about configuration items, as well as their attributes and relationships. The sound understanding of configuration information provided by ASG’s MetaCMDB™ is critical for business service management (BSM), service desk support, and integration of disparate technologies.

### Challenge

Rising costs of IT, seemingly unlinked to business success, demand a new approach to managing IT infrastructure. Making a visible connection between hardware, software, networks, applications, and the business services they enable has become a key element in CIO success.

Business leaders’ dissatisfaction with what they perceive as an atypical approach to daily delivery of IT services has pushed the service desk and its related disciplines to the center of IT management. In most organizations an assortment of technologies describes and stores configuration items and the relationships between them in diverse and fragmented areas. Consolidating multiple information sources from disparate providers with varied identification schemes requires sophisticated discovery and reconciliation approaches. This is no simple task. Synchronizing and federating configuration items (CIs) within these schemes is even more challenging.

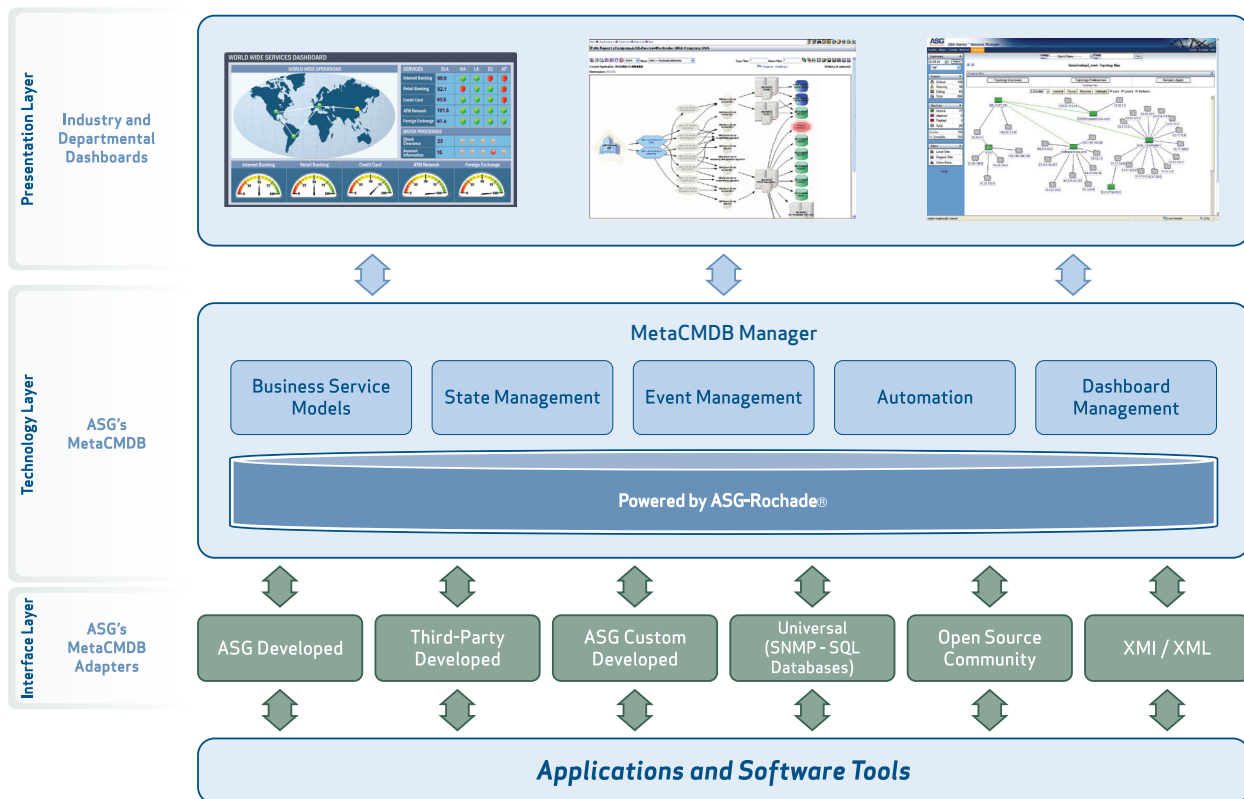
When all these factors are considered, the need for a single point of truth for configuration information becomes very clear. ASG has responded to this need by building its MetaCMDB™, the master CMDB for real-world business demands.



ASG's MetaCMDB Navigation Frame provides an intuitive route to your unique configuration.

## Features

- ✦ Acts as master or “citizen” CMDB in a federated system of CMDBs and trusted data sources
- ✦ Discovers configuration items dynamically
- ✦ Initiates federation and reconciliation automatically
- ✦ Synchronizes the master and federated CMDBs
- ✦ Provides the store of record for configuration items, as well as their attributes and relationships
- ✦ Enables simple classification and organization of configuration items
- ✦ Provides root cause analysis to any desired depth
- ✦ Supports impact analysis from any desired seed item
- ✦ Offers customizable configuration views and queries
- ✦ Provides data integration between diverse vendor technologies
- ✦ Supports Information Technology Infrastructure Library (ITIL®) disciplines



ASG's MetaCMDB pulls data together from a wide variety of applications and software tools via adapters.

## Solution

ASG's MetaCMDB, built on the analyst-recognized and industry-leading Metadata Management technology, ASG-Rochade®, provides a standard configuration model that is easily adapted to specific requirements, adding new CI types, relationships, and attributes with no significant administrative overhead or disruption. ASG's MetaCMDB provides uniquely powerful relationship modeling that supports root cause and impact analysis from any seed item to any desired depth and in any desired direction.

With an underlying data store designed to optimize performance of relationship- and text-intensive information management, along with the ability to support 100 million CI types and 100 million configurations, there are practically no limits to the extensibility or capacity of ASG's MetaCMDB. This true CMDB system incorporates the master CMDB, access to subsidiary or "citizen" CMDBs, and access to other trusted data sources.

ASG's MetaCMDB allows users to access any source of configuration information, and invoke connected technologies in a drill-down mode to provide a fully integrated management environment combined with a powerful reconciliation feature that brings configuration data into a single point of truth.

ASG's MetaCMDB features an uncomplicated navigation map that provides a simple mechanism for moving around the CMDB and linking to high level CI categories like Business, Application, Company, Software, and Hardware. The map makes it easy to enter the MetaCMDB query facility and the MetaCMDB semantic layer (enabled by ASG's unique metatags).

ASG's MetaCMDB also provides a context-sensitive range of CI views, including standard list view, tree view, matrix view, MetaCMDB diagram view, and general graphic view, as well as the ability to export to HTML, XML, plain text, and Microsoft Excel and Word. ASG's MetaCMDB provides simple information dialogs to provide views into CI categories. Among the information dialogs are those for:

- Applications
- Business Applications, Processes, and Services
- Companies
- Computer Systems
- External Devices
- IT Services
- Installed Applications
- Installed Operating Systems
- Lines of Business
- Locations, Organizations, People, and Roles
- Network Systems
- Operating Systems
- Service Level Agreements (SLAs)

ASG's MetaCMDB query capability provides for the definition of impact analysis queries and more general queries. Queries allow paths to be defined from one item type to another, through any logical connection path; allowing results to be filtered so that only required steps on the path are shown along with selected qualifying results. ASG's MetaCMDB enables you to search by name, according to a model you define, or according to a predefined topic.

ASG's exclusive metatag capability allows you to add a unique semantic layer to your CMDB, classifying CIs using customizable tags such as Production, Development, Test; Current/Obsolete; or in any way that makes sense for your configuration management system.

In addition to its export capabilities, ASG's MetaCMDB supports configuration dependent applications by exposing Java and services interfaces so that a wide range of configuration management and related activities can be supported.

ASG's MetaCMDB is at the heart of ASG's BSM solution, ASG's Business Service Platform™ (BSP™). ASG's MetaCMDB works with discovery and monitoring features, as well as with technology-specific and universal adapters. In addition, ASG's MetaCMDB works with unique, automated tools and ASG's BSP dynamic dashboards to monitor, report, and manage the real-time health and status of all underlying business service technologies.

## Results

By implementing ASG's MetaCMDB, your organization will be provided with rapid and accurate development of a strategic configuration management knowledge base, no matter how complex combinations of platforms and technologies interact. In addition, ASG's MetaCMDB reduces downtime as its intuitive CMDB navigation, problem investigation, and impact analysis enable quick understanding of complex configuration-related issues.

ASG's MetaCMDB helps your organization simplify the management of configuration information by providing the most refined view required, eliminating data overload. Lost time caused by inaccurate configuration management can also be eliminated.

Your organization can systematically remove the need for costly investments in tool integration by consolidating information across technology boundaries, clearing distortion caused by conflicting vendor perspectives. Finally, ASG's MetaCMDB supports the integration of IT and business by connecting configuration management and enterprise Metadata Management, exposing the relationship between business services and IT.