University of Texas at Austin

Project Name	ITS Configuration Management Database Project: Phase 1 – Roadmap & Structure Design
Projects Sponsors	*Susan Roy*
Executive Stakeholders	*Trice Humpert, Susan Roy, William Green, John Lovelace, Chris Owan*
Summary	Phase 1 of the Configuration Management Database (CMDB) project will begin with developing a roadmap for the overall CMDB project. Focus will then move to designing the structure of the CMDB including what Configuration Items (CI) will be included, how they will be maintained, and who will be responsible for them.
Background	Valuable data about ITS service assets is currently maintained in disparate data repositories including, but not necessarily limited to Netzoom, ISORA, VMWare, and 3rd party hardware vendors. Integrating that disconnected data about ITS service assets into a configuration management database (CMDB) is the foundational first step towards developing a more fully realized IT Service Management (ITSM) solution for ITS. A centrally managed and maintained CMDB will add value to ITS by enabling the organization to better: • assess the impact and cause of incidents and proposed changes • plan and design new or changed services • track and report on service levels
Goal(s) **Success looks like…**	1. Only ITS service asset data that have value for ITSM are included in the CMDB. 2. The data included in the CMDB will be utilized to improve other processes such as Incident Management, Change Management, and Service Level Management. 3. Staff and management trust that the data included in the CMDB will be accurate.
What will happen if the goal is not met?	1. Staff will continue maintaining data in multiple disparate data repositories. 2. A global understanding of the potential impacts of changes and incidents will not be possible.

Scope / Boundaries	1. CIs included in the CMDB design will only be IT service assets that would normally fall under Change Management for configuration changes.
	   a. *In-scope examples:* Servers, Applications, Network Gear, Storage arrays, Business Services
	   b. *Out-of-scope examples:* Desktops, laptops, printers, telephones
	 2. The CMDB design will include a preference for a direct integration between the CMDB and the authoritative data source to:
	   a. Initially populate the CMDB
	   b. Ensure that the data stays synchronized and accurate
	 3. Relationships and dependencies between CIs will not be in scope for phase 1.

Potential Risks & Issues, Mitigation Strategies	1. Some data may not be able to be populated and synchronized using integration. Data that needs to be manually maintained may become inaccurate leading to a lack of trust in the CMDB. Processes to maintain data manually will need to be created and data owners notified to remediate issues such as duplicate, orphaned, or stale data on a regular basis. 2. Stakeholders in other departments currently use the CMDB and they will be included to mitigate risk to their data or processes.
Team Members	• Networking and Telecommunications – Alison Lee • Campus Solutions – Stacey Myers • Data Center – Chris Murphy
Deliverables	1. Documentation of the CMDB design and structure 2. Documentation of the CIs and CI Attributes that will be included in the CMDB 3. Documentation of the sources of information for CIs 4. Documentation of how those CIs will be updated and regularly maintained in the CMDB 5. Documentation of the Roles and Responsibilities for the CMDB 6. Documentation of a detailed implementation plan
Project Timeline	TBD – pending purchase of consultant resource
Resources Required	1. ServiceNow CMDB consultant to assist in building the design and structure. 2. UT ServiceNow team resources for roadmap and design sign-off, requirements translation and technical configuration. 3. Participation from ITS staff who own the authoritative data sources. 4. Participation from Non-ITS departments currently using the CMDB.