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Configuration Management Database (CMDB)

CMDB Phase 1 Complete

- Core Project Team Members
 - Michelle McKenzie, Project Manager
 - Mallory Walker and Brian Richards, UT ServiceNow team
 - Vinod Shodavaram, Campus Solutions
 - Alison Lee and Pug Bainter, Networking
 - Chris Murphy, Data Center
 - InSource Resources
- Interviewed Campus Stakeholders

Phase 1 Insource Deliverables

- CMDB Assessment & Findings Document
 - Functional and Technical Assessment
 - Findings
 - Recommendations
- CMDB Assessment Summary
- CMDB Implementation Services Proposal
 - Detailed Implementation Plan

What's Next for CMDB?

CMDB Phase 1 - Implementation of Recommendations

Business Alignment (Strategy)

- *Populate the UT Austin CMDB with CI data from external data sources currently in use outside of ServiceNow*

Opportunities, Problems, & Challenges

- *Need to populate the CMDB more completely*
- *Will need to do this through several different integration strategies*

Value & Outcomes

- *Single pane of glass CMDB populated from many CI Sources*
- *Higher value in CMDB on the platform*

Recommendations Overview

CMDB Health

- Enable Health Jobs
- Ensure Hardware Configured Items (CI) Contain Serial Number
- Implement Data Archiving Using Data Manager Policies

Common Services Data Model (CSDM)

- Begin CSDM implementation of best practices

CMDB Data / Configurations

- Identify and configure principal CI classes
- Enable multi-source

CMDB Governance

- Identify CI class owners for all principal CI classes
- Modify internal documentation to ensure processes align with the CMDB process guide
- Establish oversight committee

Recommendations Overview

Integration Upgrade for SCCM

- Implement the SCCM (MECM) Service Graph Connector store app and disable the deprecated SCCM plugin

Ongoing CMDB Population

- Establish regular updates to the CMDB through multiple data source integrations

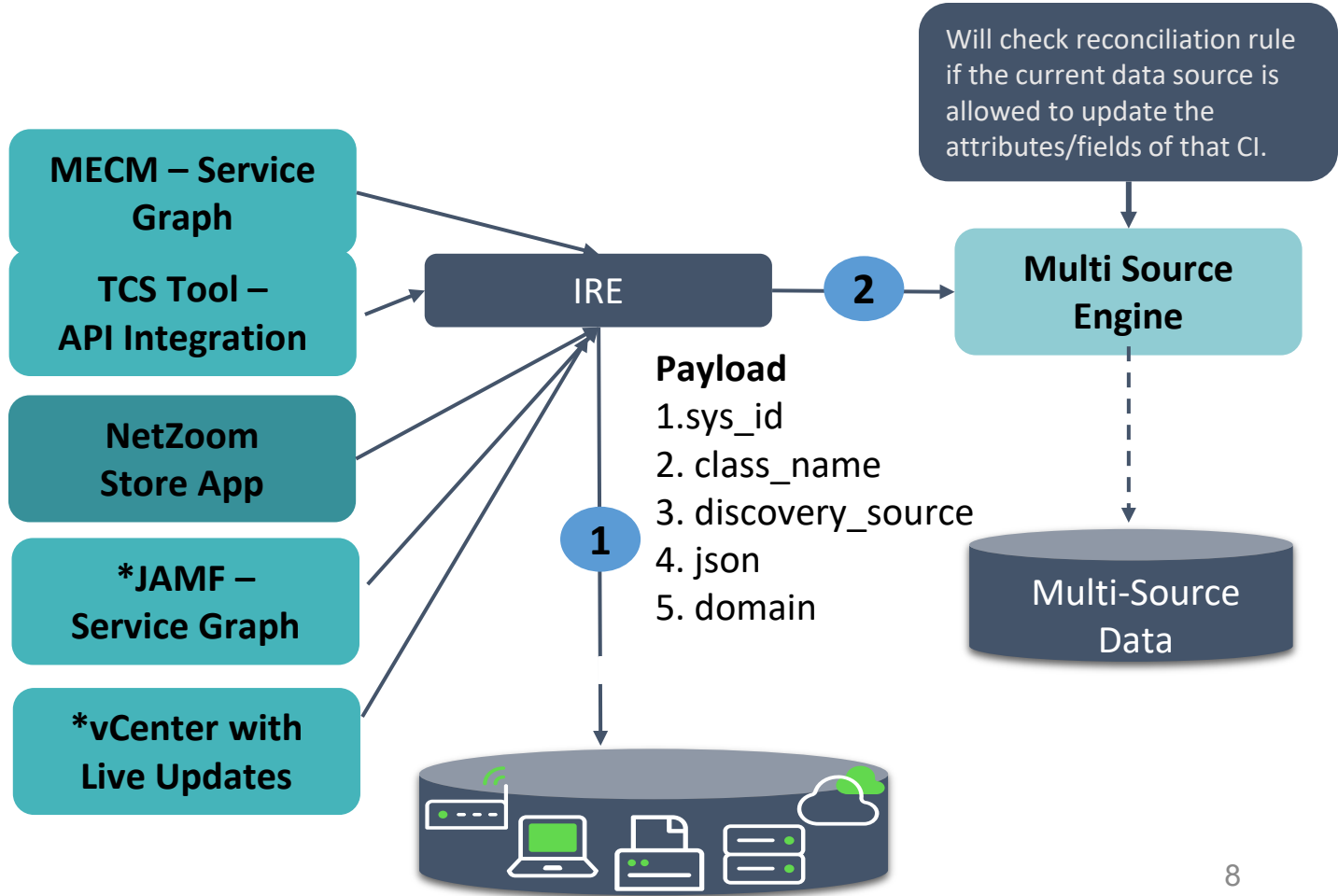
Reports & Dashboards

- Establish Data Quality Report(s) and Use CMDB View Dashboard

Change Management

- Ensure Change Management uses Configuration Item (example: Retirement)

- Pre-built Graph Connector Integrations
- Rapid Implementation
- Scalability and Maintenance
- Future Connectors
 - AWS
 - Azure
 - Infoblox



One-time and Recurring Costs

Insource (one-time)

- Will implement in two phases (see detailed implementation reference)
 - \$138,000 with ServiceNow IT Operations Management (ITOM) Visibility License

*ITOM visibility includes Discovery, Service Mapping, Certificate Management, Firewall Audits & Reporting, Service Graph Connectors, Configuration Management Database (CMDB), and Agent Client Collector

ServiceNow ITOM Visibility Licensing (recurring)

- \$9,000 annually
- Prorated if purchased before the 12/17/2023 renewal date
- Simplifies phase 1 and 2 implementation and integrations beyond

Staffing (recurring)

- Add an ITS Configuration and Asset Manager
 - Further evaluation for all ITT required after the foundation is established

Next Steps

- Secure One-time and Recurring Funding
- Complete Project Initiation Workbook
- Decide on the Start Date
- Engage InSource
- Assemble Project Team

Detailed Implementation Reference

CRAWL	WALK	RUN	FLY
<ul style="list-style-type: none"> - Establish and Cleanse Foundational Data - Configure Principal classes in CI Class Manager - Identify CI Class Owners within UT Austin to manage each Principal CI Class - Introduce new CMDB Data Source integrations <ul style="list-style-type: none"> - MECM - Jamf - NetZoom - vCenter - TSC Tool - Enable CMDB Scheduled Health Jobs - Create a Report to track all Hardware CIs missing Serial Numbers - Populate serial numbers on all Hardware CIs that currently have no serial number - Install CMDB Data Foundations Dashboard 	<ul style="list-style-type: none"> - Remediate all de-duplication tasks - Review and configure recommended attributes for Principal CI Classes - Review all CIs that have an Operational Status of 'Operational' and an Install Status of 'Retired' - Develop processes/SOPs for CI Owners to routinely review CMDB data - Check for data accuracy - Remove any found duplicate CI Relationships - Identify any CIs longer deemed valuable to the business - Install CSDM Data Foundations Dashboard - Identify CIs missing "Support Group" - Identify Business Applications - Update Business Applications 	<ul style="list-style-type: none"> - Identify Application Services and gather data necessary for initial import into the CMDB - Import Application Services (initial load) into the CMDB leveraging Import Sets/Transform Maps (Application Services) - Leverage the CSDM Data Foundations Dashboard to identify gaps in CSDM best practice such as Application Services that are not mapped to Business Applications - Setup CI Data Source configurations - Configure new System Archiving rules if OOTB rules do not solve requirements related to data archiving gathered in Crawl Phase 	<ul style="list-style-type: none"> - Identify critical Application Services as candidates for manual service mapping (mapping CIs to the Application Service) - Application owners should then review CIs populated - Setup additional CI Data Source - Expand on current implementation / processes around Change Management - Ensure activities such as Server retirement are always going through Change Management and have tasks related to updating both the CI record and Asset record - Begin using Application Services as references on ITSM Processes for greater visibility into Applications affected by Incidents, Problems, Changes

Technology Workflows

ITSM/DevOps	ITOM	ITAM	Security Operations	SPM	Integrated Risk Mgmt.	Environmental, Social, and Governance
Change Mgmt.	Discovery	Software Asset Mgmt.	Configuration Compliance	Roadmap Planning	Audit Mgmt.	ESG Mgmt.
Incident Mgmt.	Agent Client Collector	SaaS License Mgmt.	MITRE ATT&CK Framework	Goal Framework	Business Continuity Mgmt.	ESG Command Center
Problem Mgmt.	Service Mapping	Cloud Insights	Security Incident Response	Backlog Mgmt.	Operational Risk Mgmt.	Carbon Mgmt.
Request Mgmt.	Health Log Analytics	Software Spend Detection	Threat Intelligence	Scaled Agile	Policy & Compliance Mgmt.	
Asset & Cost Mgmt.	Metric Intelligence	Hardware Asset Mgmt.	Vulnerability Response	Investment Funding	Risk Mgmt.	
Digital Portfolio Mgmt.	Event Mgmt.	Enterprise Asset Mgmt.	Vulnerability Solution Mgmt.	Project & Portfolio Mgmt.	Vendor Risk Mgmt.	
DevOps Change Velocity	Certificate Mgmt.	Contract Mgmt.	Timecards	Resource Mgmt.	Regulatory Change Mgmt.	
DevOps Config	Firewall Audits & Reporting	Application Portfolio Mgmt.			Privacy Mgmt.	
Benchmarks & surveys	ITOM Governance					
Continual Improvement Mgmt.						

Employee Workflows

HR Service Delivery	Workplace Service Delivery	Legal Service Delivery
Employee Center	Workplace Space Mgmt.	Legal Counsel Center
Manager Hub	Workplace Case Mgmt.	Legal Matter Management
Employee Journey Mgmt.	Workplace Reservation Mgmt.	Legal Request Management
Issue Auto Resolution for HR	Workplace Indoor Mapping	Legal Practice Applications
HR Agent Workspace	Workplace Calendar Synchronization	Procure and Pay - NEW
Enterprise Onboarding & Transitions	Workplace Visitor Mgmt.	
HR Case & Knowledge Mgmt.	Workplace Move Mgmt.	
	Safe Workplace Suite	

Customer Workflows

Customer Service Mgmt.	Field Service Mgmt.	Procurement Operations Management
Proactive Customer Svc. Operations	Work Order Mgmt.	Procurement Case Mgmt.
Case Mgmt.	Resource Mgmt.	Sourcing & Procurement Automation
Case Categorization	Dynamic Scheduling & Dispatch	Shopping Hub
Customer & Industry Data Models	Crew Operations	Supplier Case Mgmt.
Omni-channel	Contractor Mgmt.	Supplier Collaboration Portal
Communities	Mobile Agent	
Engagement Messenger	Asset Servicing & Maintenance	
Order Management		
Task Intelligence		
Customer Project Mgmt.		

Creator Workflows

App Engine	Automation Engine
Action Designer	Spokes, Templates and Solutions
App Engine Studio	RPA Hub
App Engine Mgmt. Center	Remote Tables
Table Builder	Integration Hub
App Templates	RPA Desktop Design Studio
Delegated Development	Data Streaming & Transformation
Guided App Creator	Rest API Trigger
Mobile App Builder	Integration Hub Import
Studio IDE	Attended Robots
Service Creator	Unattended Robots
	Automation Center
	Document Intelligence

Industry Solutions: Banking; Government; Healthcare & Life Sciences; Insurance; Manufacturing; Telecommunications, Media, HigherEd and Technology

Now Platform

Engagement	Productivity	Automation	Intelligence	Consistency & Scalability	Security
Service Portal	Workspaces	Flow Designer	Predictive Intelligence	CMDB	Identity Access Mgmt.
Virtual Agent	Reports & Dashboards	Process Automation Designer	Document Intelligence	CSDM	Encryption
Dynamic Translation	Service Level Management	Advanced Work Assignment	Natural Language Processing	Knowledge Management	Secrets Mgmt.
Mobile	Skills Mgmt.	Automated Test Framework	AI Search	Service Catalog	Data Privacy
Universal Request	Workforce Optimization	Admin Center	Process Optimization		Code Signing
Playbook Experience	Visual Task Boards	Embedded Integrations	Automation Discovery		Data Compliance
Walk-up Experience			Performance Analytics		
Surveys & Assessments					

Questions?