CMDBuild READY2USE

THE OPEN SOURCE SOLUTION FOR

IT Governance Management

CMDBuild is an open source solution for IT Governance management.

It is an integrated solution that lets you manage in one single system all IT assets and services.

For assets management, CMDBuild READY2USE comes with a complete data model with entities and correlations, wizard sheets for consulting and updating information, reports, dashboards and to analyse performances for improving management. The managed Configuration Items can be staff and offices, customers and sellers, hardware objects, software and services, both from the client and infrastructural area, physical and virtual.

Through specific connectors, CMDBuild READY2USE helps you control the quality of your data comparing it with available sources notifying any incongruity. For the IT services management, CMDBuild READY2USE follows the best practice ITIL (the most important standard), from which it inherits the Incident Management process, the Request Fulfilment and Change Management, based on a Service Catalogue.

It is possible to adapt the process to any organization and control the SLA through reports, dashboards and notification systems.

CMDBuild READY2USE is based on CMDBuild, developed by Tecnoteca, sharing its flexibility and configurability, letting the user gradually grow his autonomous IT Governance system.

Features

- CMDB (Configuration Management Database)
- Workflow ITIL compliant
- Report & dashboard
- Sync connectors
- Self-Service Portal
- APP Mobile

Scope of use

- IT assets management from client area
- IT assets management from infrastructural area
- Telephony assets management
- Full implementation of the Service Desk services
- Inventory of the IT income
- Support to control systems for the security and operative IT continuity

Support

Tecnoteca supplies support certified services with granted SLA for the activation, configuration and maintenance of openMAINT. Tecnoteca offers certified support services with guaranteed SLA for the activation, configuration and maintenance of CMDBuild READY2USE

open source ™

www.cmdbuildready2use.org

Configuration Item

CMDBuild READY2USE has already set up the required entities for the IT management within a medium-to-large organization.
Configuration Items are arranged in super-classes and sub-classes, they include all necessary attributes and are linked through various relation typologies.
The system allows you to edit the data cards for each element, link them, attach documents, start simple or complex searches, save them, consult the history, geo-reference them on 2D maps or on 3D models.
- *Organization: Internal and external staff, Organization units*
- *Locations: Building, Floor, Room*
- *Purchasing Area: Supplier, Supplier's staff, Purchase order and Purchase order rows*
- *Services: Service category, Business Service, Technical Service, Service Contract, KPI, Request type, Service Reques*
- *Configuration Item: Client (Desktop, Notebook, Mobile, Printer, Monitor, Software Client, License), Infrastructure (Physical Service, Virtual Server, Cluster, Storage, Rack, Network Device, Network Box), Phone (Telephone Exchange, Desktop device, Mobile device, SIM), Network (VLAN, VPN, Network Interface), Software Server (Infrastructural Software, Database, Application, Component)*
- *Support Entities: Knowledge Base, IT Process Classification, System Parameters*

Asset Management

The Asset Management workflow helps operators to manage the Configuration Items movement during their life cycle.
It manages the requests for materials and order issues, the CI delivery and acceptance, the CI assignment and loan to users, the CI transfer among users or seats or warehouses, the CI disposal and scrapping.
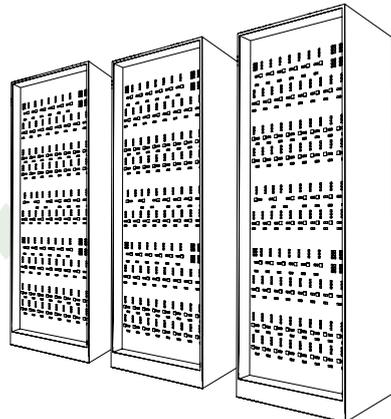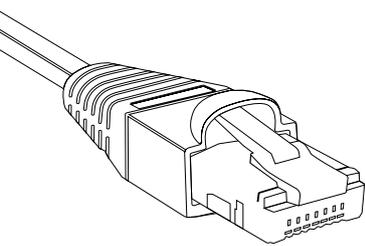
Discovery of personnel, physical & virtual servers

The manual management of information in a CMDB can cause delays or inaccuracies when updating data. In order to overcome this issue, the best thing would be – if possible – to activate automatic connectors that contact external systems to sync, find any misalignments between the data sources, notify operators such situations and update the approved changes.
CMDBuild READY2USE includes four connectors that interact with Active Directory (personnel), OCS Inventory (physical computers), VMware VCenter (virtual servers), LLDP (network discovery).

Change Management

The Change Management workflow manages the requests for change of IT configuration which can't be solved through standard procedures.
The workflow can be started by IT technicians or produced by Incident Management and Request Fulfilment processes.
Each request is approved by the Change Manager and then solved by specialists with one or more analysis, implementation and test activities, carried out and described through work orders (both static and dynamic).

Incident Management

The Incident Management workflow manages the support request forwarded by users when IT services faults occur.
Users send requests through the self-service portal.
The helpdesk takes charge of such requests and if necessary it can forward them to internal or external specialists (horizontal and vertical escalation).
Among several available mechanisms, we mention e-mail notifications, SLA control, Knowledge Base use, attachment upload, priority calculation, management of reply e-mails, start of secondary flows.

Service Catalogue

CMDBuild READY2USE includes the Service Catalogue management where you can define the IT services made available to users, with request and support modalities, their availability, SLA and KPI, technical and business contacts.
The dependences among services, and between services and configuration items, allow you to analyse the effects if any fault occurs.
One or more kinds of request types are associated to each service. They are started from the self-service Portal and are then managed through the Request Fulfilment workflow.
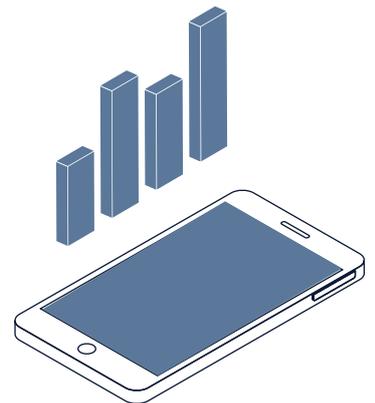
Report & Dashbord

In CMDBuild READY2USE the main useful reports are already configured for the operative management of Configuration Items (inventory also at previous dates, Barcode labels, racks layout) and of the related processes (order and movement list, SLA control, service catalogue print).
Moreover, dashboards are available for SLA analysis and for the analysis of asset composition, rotation and age.

Self-Service Portal

CMDBuild READY2USE provides a self-service portal that allows non-technical personnel to interact with the IT infrastructure management system.
In particular, the portal allows to:
• *report failures (Incident Management) and check the resolution iter*
• *consult the service catalogue and ask for a standard service (Request Fulfilment)*
• *ask for a non-standard service*
• *consult the list of assigned equipment and subscribed services*
• *consult FAQ and IT news*

Mobile Interface

CMDBuild "Mobile" is an APP for smartphones and tablets that implements the main functionalities of the desktop interface: navigation menu, management of data cards with relations and attachment, searches and filters, workflow management with the main widgets, and report print.
The APP allows you to take pictures and store them into the CMDB as attachments, and to read a QR code and visualize related data card.

Request Fulfilment

The Request Fulfilment workflow manages the requests forwarded by those users who require standard services (from the Catalogue), non-standard services, and information.
The requests are sent by users through the self-service portal. The helpdesk takes charge of them and may require the approval by a supervisor.
The standard services are then solved by one or more work orders, which can be configured and differentiated according to the kind of service.
The requests for non-standard services cause Change Management processes.

Technology

CMDBuild READY2USE is based on the asset management tool CMDBuild, developed by Tecnoteca, sharing the same technology and components:
- *Java language for the server components*
- *Ajax client interface based on Ext JS*
- *Database PostgreSQL Object Oriented and PostGIS extensions*
- *servlet container Tomcat*
- *reporting engine JasperReports with visual editor*
- *workflow engine Enhydra TWS with visual editor*
- *scheduler Quartz*
- *Alfresco o DMS CMIS for the documents managemen*
- *GeoServer and OpenLayers for the GIS functionalities*
- *BIMServer for the BIM functionalities*
- *Liferay portal for the CMDBuild GUI Framework*

ITIL

CMDBuild READY2USE is inspired by and follows the "best practice" ITIL (Information Technology Infrastructure Library).
ITIL was born for the ICT of the English government at the end of 1980 and became the "standard" for the IT systems management, based on ISO / IEC 20000.
The main benefits of ITIL are the following:
- *easy to adopt thanks to the "adopt and adapt" approach (through gradual steps and to each company)*
- *approach through processes*
- *high specialisation and complete focus on IT services*
- *systemic version integrated in the IT environment*
- *proactive approach on the services management*
- *better quality and less costs*

System configuration features

The main system configuration features are the following:
- *customisation of the data model: new object types, new attributes, new relations*
- *definition of filters and views*
- *workflow engine integrated with the visual editor for the configuration of customised processes*
- *reporting engine integrated with a visual editor for the configuration of customised reports*
- *configuration of customised dashboards*
- *gradual users, groups and roles profiling*
- *interoperability with other apps/external systems through web services or connectors*
- *task manager for the configuration of automatic operations depending on systems events*

Data management features

The main data management features are the following:
- *fully web based user interface*
- *"Mobile" interface*
- *simplified interface for non-technical users*
- *surfing through data following relations, both in textual and graphical ways (relations graph)*
- *history of all the editing performed on the data*
- *filters and views for a customized access to data*
- *collaborative workflow based functions and wizard based for the execution of recurring activities*
- *documents archive to associate any file to any element*
- *geo-reference on 2D maps or on 3D models*
- *report & dashboard*

License

CMDBuild READY2USE is released with AGPL-3 open source license.
The application can be downloaded from the projects website or from SourceForge.
The following features are available only upon purchase of the Annual Subscription Service:

- *Mobile APP*
- *The Self-Service Portal*
- *CMDBuild Advanced Connector framework, and all the sync Connectors implemented with it*

Maintainer

CMDBuild READY2USE has been designed and built by the Italian Company Tecnoteca srl, specialized in open source solutions, which is now the Official Maintainer.
Tecnoteca offers support services, certified with guaranteed SLA, for the CMDBuild configuration and maintenance.
The CMDBuild project started in 2005, while the CMDBuild READY2USE solution has been released in 2015.