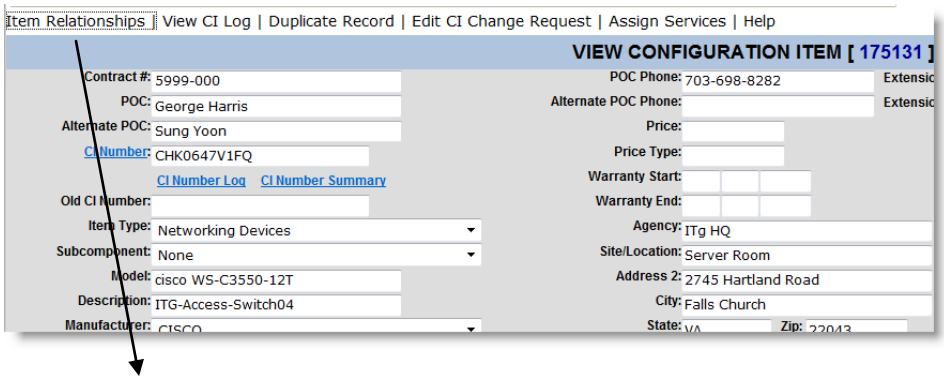
1. Does the tool facilitate the registration and management of an organization's logical, physical and virtual Configuration Items (CIs)? For example, services, systems, hardware, software, documents, virtual machines, etc.
Comments: Yes. CENTRE includes a configuration management data base where configuration items are organized, defined, stored, and managed.

SELECT CONFIGURATION ITEM SOURCE

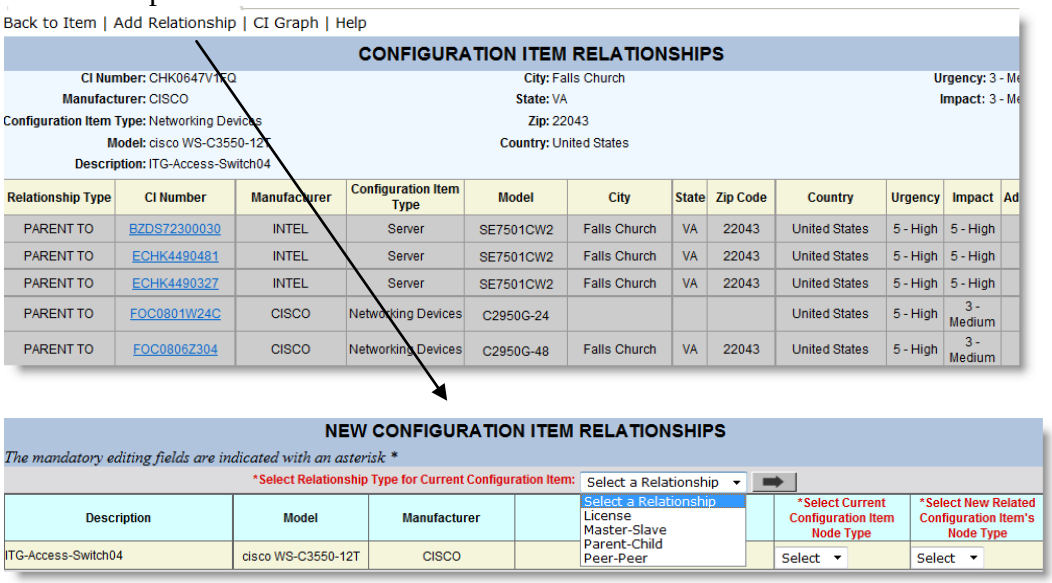
Configuration Item Source	Source Table Name	Key Column Name	Search Page Path	View Page Path
Action Item	ActionItem	ActionItemID	../AdmNavBar/SearchAllActionItem.asp	../AdmNavBar/ViewActionItem.asp?aid=
Contract Assets	ContractEquipment	ContractEquipmentID	../AdmNavBar/SearchContractEquipment.asp	../AdmNavBar/ViewContractEquipment.asp?ceid=
Problem	Problem	ProblemID	../ProblemManagement/SearchProblem.asp	../ProblemManagement/ViewProblem.asp?pid=
Requirement	Requirement	RequirementID	../AdmNavBar/SearchRequirement.asp	../AdmNavBar/ViewRequirement.asp?rid=
Scan Request	ScanRequest	ScanRequestID	../ProblemManagement/SearchScanRequest.asp	../ProblemManagement/ViewScanRequest.asp?srid=
Service Record	SrvcCall	SrvcCallID	../SvcNavBar/ServiceCallDetailSearch.asp	../SvcNavBar/ViewServiceCall.asp?sid=

2. Does the tool facilitate the recording of user definable CI attributes?
For example, serial number, version, and location attribute.
Comments: Yes. CENTRE maintains CMDBs for all defined contract vehicles, including relationships, life cycle summaries and cost data for each CI.

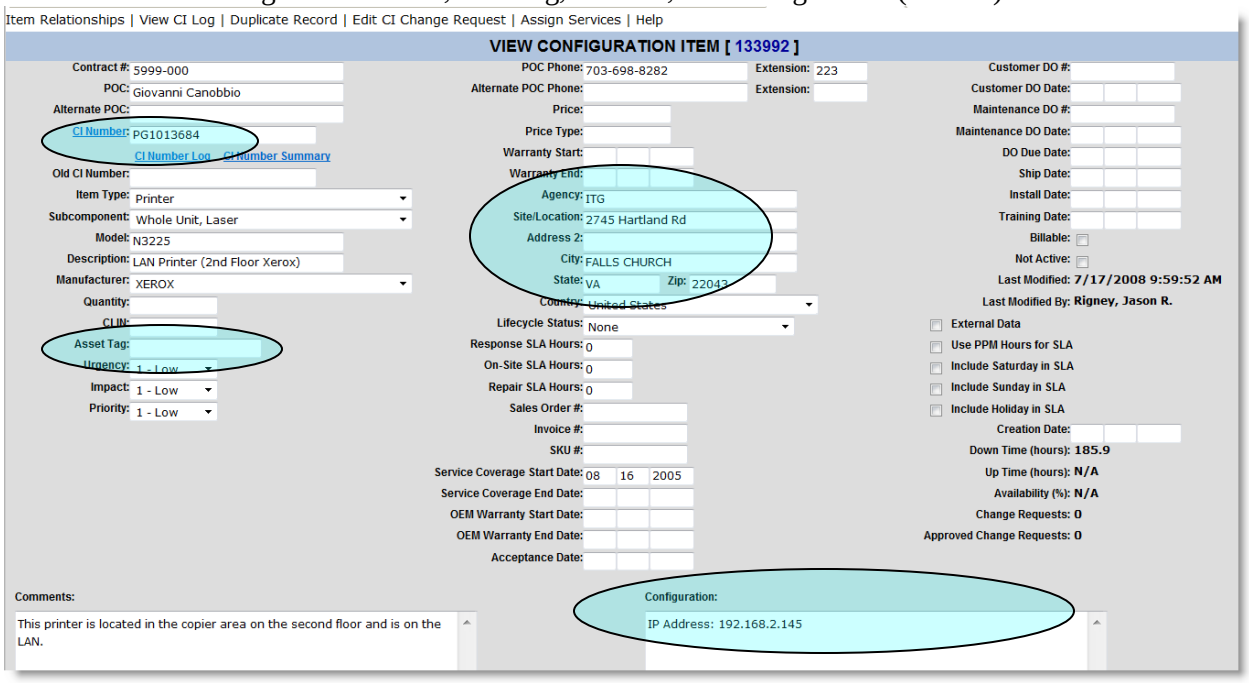
Contract Asset



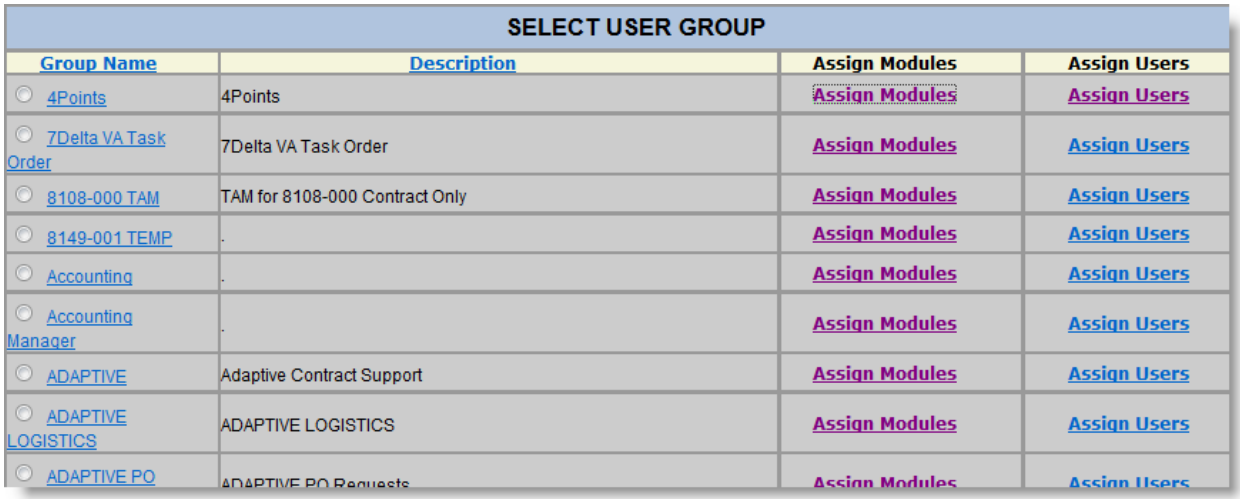
Relationships



CI Attributes including serial number, asset tag, location, and configuration (version).

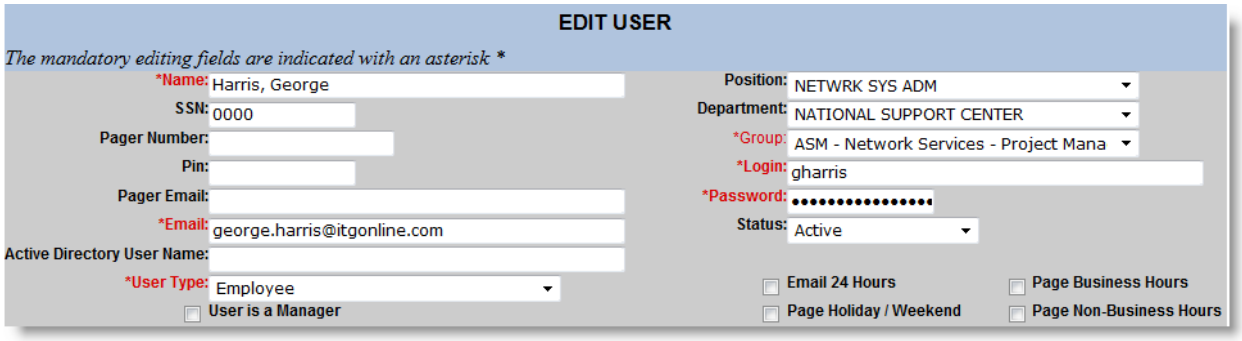


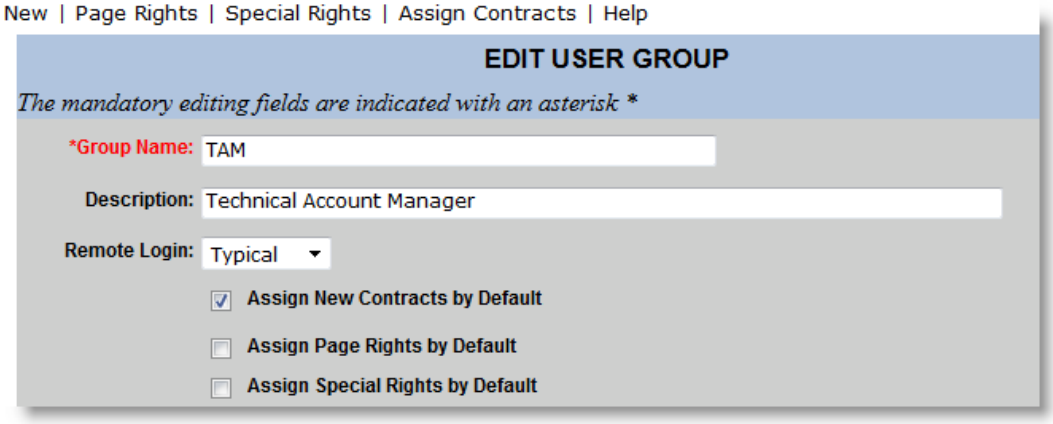
3. Does the tool facilitate the control of attributes through role based security and business rules?
Comments: Yes. CENTRE maintains user groups with specific privileges. For Configuration Items, on "Edit" present the user with a screen that requires the entry of a valid and approved Change request before edits can be made to the record. Preserve the user entry and the changes in a historical log

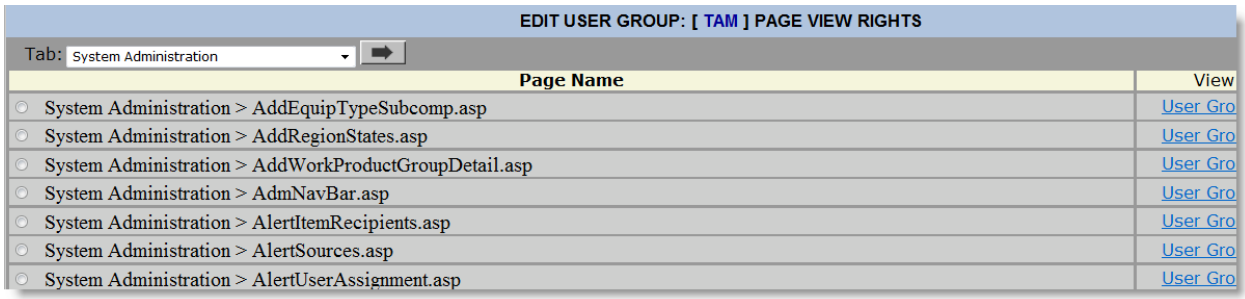


SELECT USER GROUP

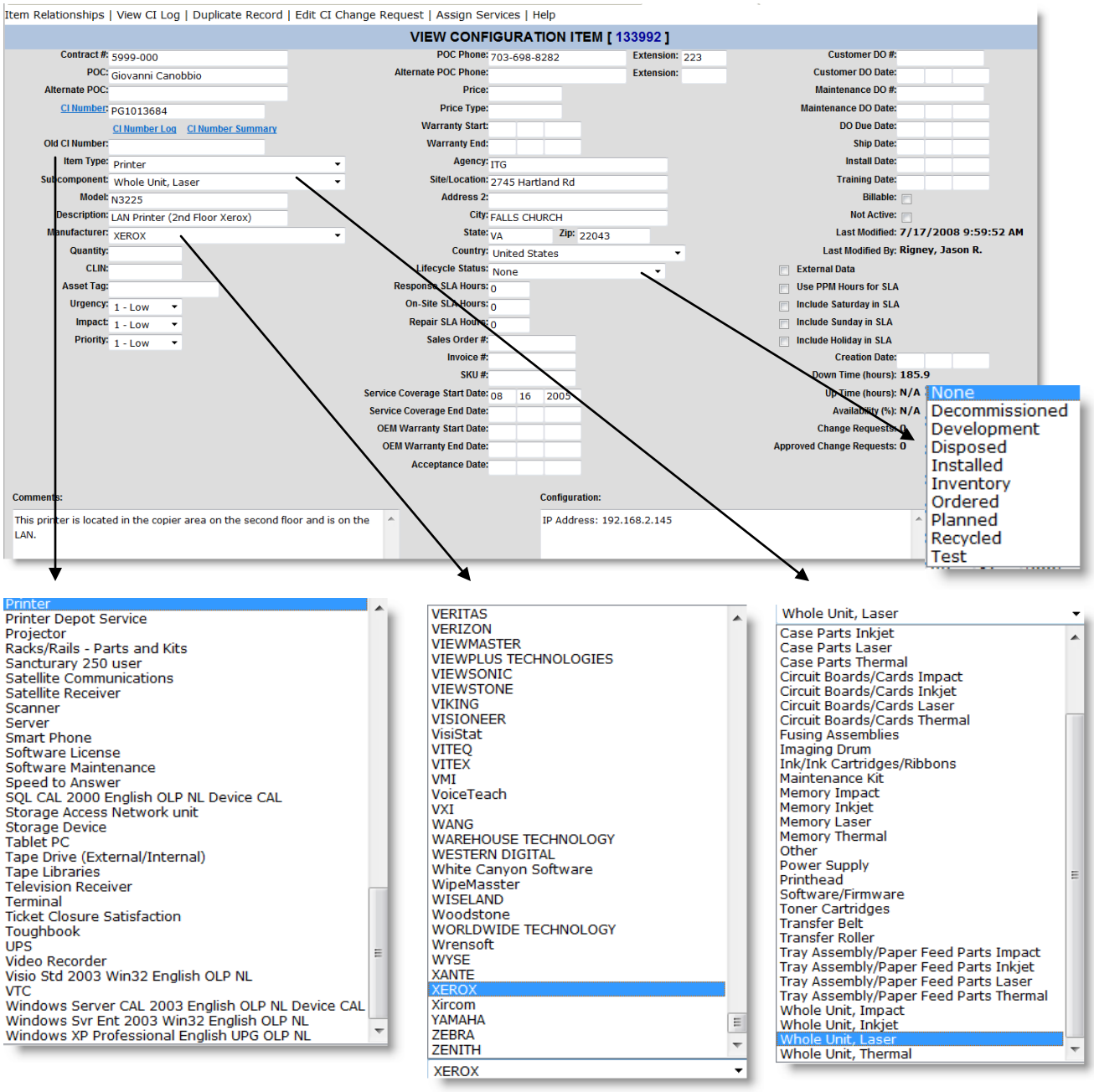
Group Name	Description	Assign Modules	Assign Users
4Points	4Points	Assign Modules	Assign Users
7Delta VA Task Order	7Delta VA Task Order	Assign Modules	Assign Users
8108-000 TAM	TAM for 8108-000 Contract Only	Assign Modules	Assign Users
8149-001 TEMP	.	Assign Modules	Assign Users
Accounting	.	Assign Modules	Assign Users
Accounting Manager	.	Assign Modules	Assign Users
ADAPTIVE	Adaptive Contract Support	Assign Modules	Assign Users
ADAPTIVE LOGISTICS	ADAPTIVE LOGISTICS	Assign Modules	Assign Users
ADAPTIVE PO	ADAPTIVE PO Requests	Assign Modules	Assign Users


EDIT USER
The mandatory editing fields are indicated with an asterisk *
*Name: Harris, George
SSN: 0000
Pager Number:
Pin:
Pager Email:
*Email: george.harris@itgonline.com
Active Directory User Name:
*User Type: Employee
User is a Manager
Position: NETWRK SYS ADM
Department: NATIONAL SUPPORT CENTER
*Group: ASM - Network Services - Project Mana
*Login: gharris
*Password:
Status: Active
Email 24 Hours
Page Holiday / Weekend
Page Business Hours
Page Non-Business Hours


New | Page Rights | Special Rights | Assign Contracts | Help
EDIT USER GROUP
The mandatory editing fields are indicated with an asterisk *
*Group Name: TAM
Description: Technical Account Manager
Remote Login: Typical
Assign New Contracts by Default
Assign Page Rights by Default
Assign Special Rights by Default


EDIT USER GROUP: [TAM] PAGE VIEW RIGHTS
Tab: System Administration
Page Name
View
System Administration > AddEquipTypeSubcomp.asp
System Administration > AddRegionStates.asp
System Administration > AddWorkProductGroupDetail.asp
System Administration > AdmNavBar.asp
System Administration > AlertItemRecipients.asp
System Administration > AlertSources.asp
System Administration > AlertUserAssignment.asp
User Gro

4. Does the tool facilitate the automated validation of CI data through use of data validation and reconciliation techniques? E.g.: Enforcement of standard naming conventions and reconciling federated data sources.
Comments: Yes. CENTRE performs edit checks to ensure the validation of a configuration item. Dropdown window selections enforce standard naming conventions throughout CENTRE. Additionally, during the registration of an incident, CI information is compared to the CI data.



5. Does the tool facilitate the establishment of user definable relationships between CIs? For example, parent/child, peer-to-peer, upstream/downstream, installed on, hosts, etc...
Comments: Yes. CENTRE permits a table-driven creation of CI relationships.

Relationship User Definable Table

SELECT RELATIONSHIP TYPE

Relationship Type	Relationship Type Value
License	1 - many
Master-Slave	1-Many
Parent-Child	1-Many
Peer-Peer	1-Many

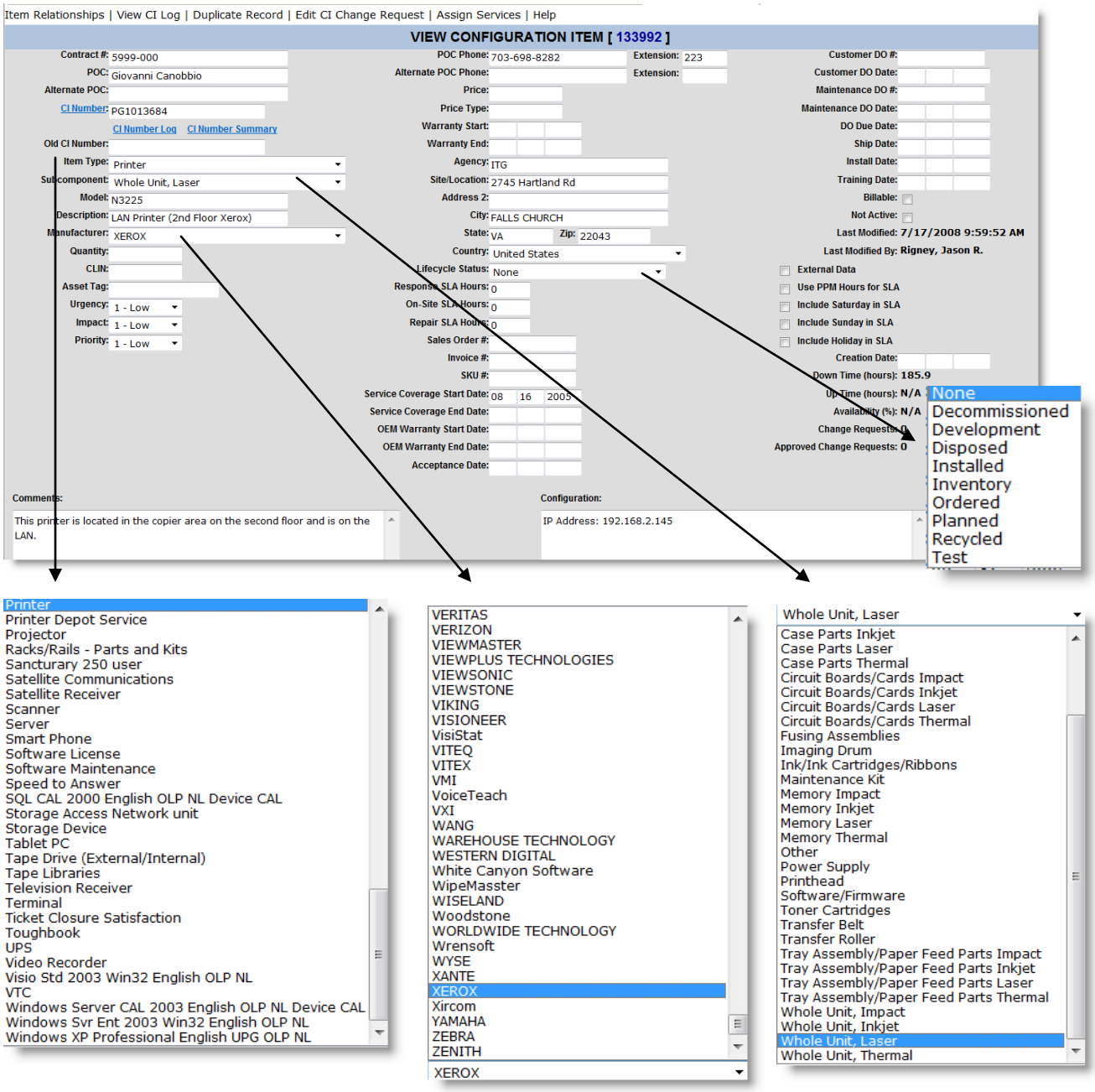
CI Relationships

CONFIGURATION ITEM RELATIONSHIPS

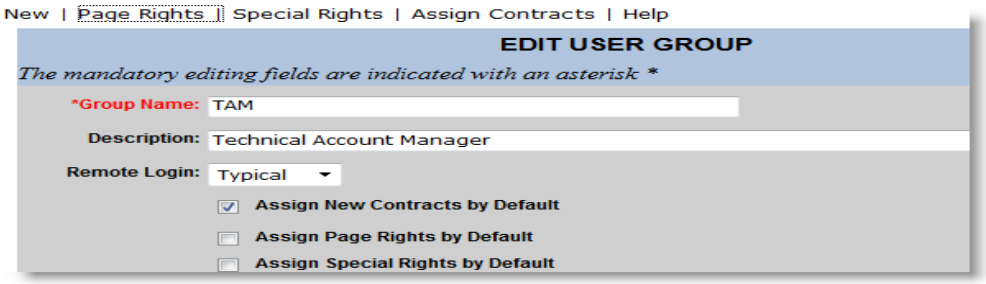
CI Number: CHK0647V1FQ
Manufacturer: CISCO
Configuration Item Type: Networking Devices
Model: C3550-12T
Description: Core Switch 1
City:
State:
Zip:
Country: United States
Urgency: 5 - H
Impact: 5 - H

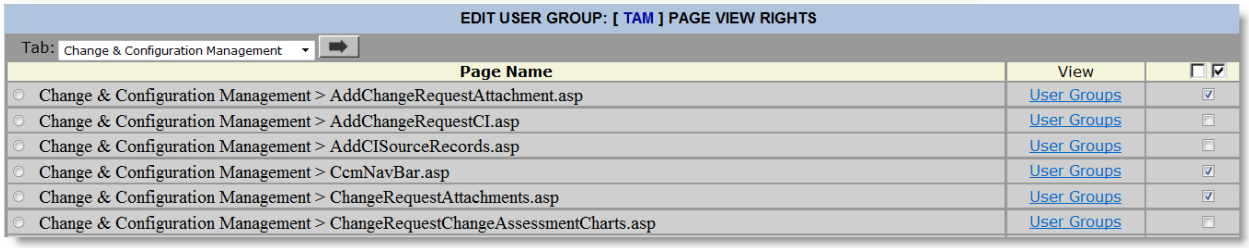
Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Ac
PARENT TO	ECHK3471024	INTEL	Server	SE7501CW2				United States	5 - High	5 - High	
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2				United States	5 - High	5 - High	
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2				United States	5 - High	5 - High	
PARENT TO	FOC0649Y112	CISCO	Networking Devices	C2950T-24				United States	5 - High	3 - Medium	
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	

6. Does the tool support user defined CI lifecycle status management?
For example, planned, ordered, under development, in test, implementation, production, in repair/maintenance.
Comment: Yes. CENTRE Configuration Items may contain user definable lifecycle status.

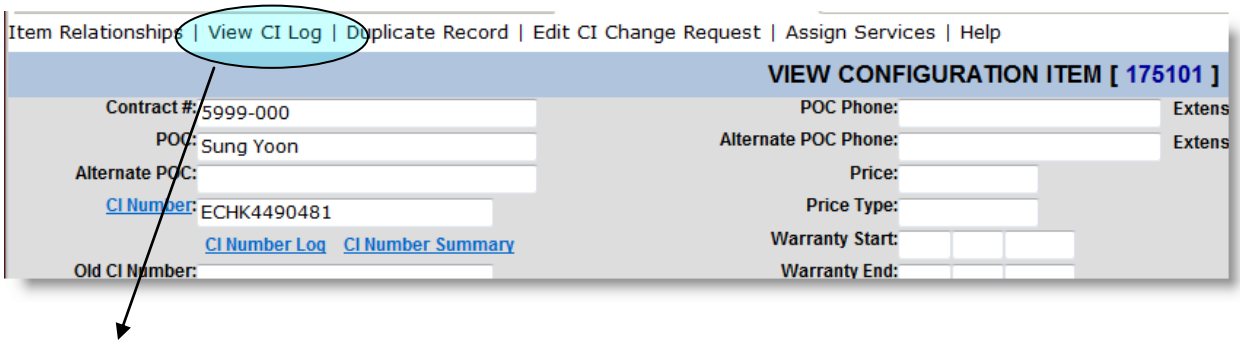


7. Does the tool facilitate role based access to the CMDB for read, write, and modify activities?
Comments: Yes. CENTRE provides role based system-wide access for read, write and modify activities. CENTRE security provides for "view" rights at the page/screen level, and "write" authorization at the field level.

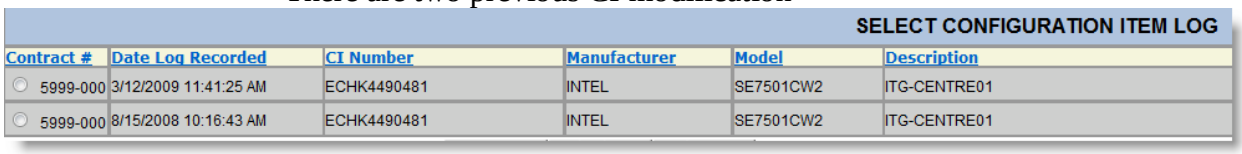




8. Does the tool facilitate the recording of CI baselines or historical information? For example; reverting to a previous version of CI Configuration in the event that a Change fails.
Comments: Yes. The baseline information is maintained within the CI record. The configuration entry area can contain as much information as one needs to fully define the baseline. As changes are made to the baseline configuration, they are recorded cyclically into the Asset Log file. All changes and previous configurations may be viewed. Further, by selecting CI Log a user can see all the events that transpired during the lifecycle of the CI.



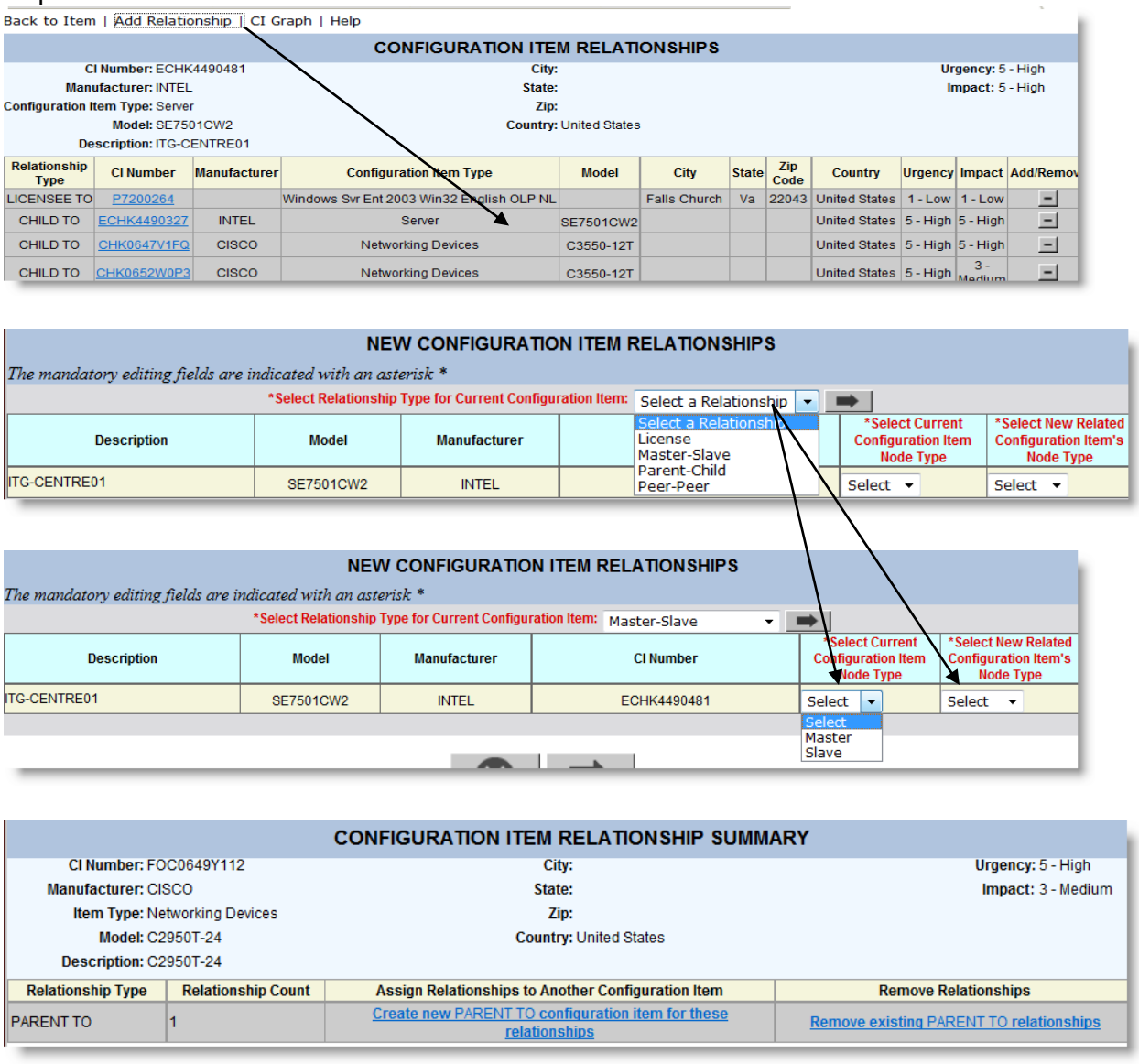
There are two previous CI modification



9. Does the tool support data federation and reconciliation with other data sources within the Configuration Management System?
Comments: Yes. CI items may be associated to other items by matching the CI dependencies.

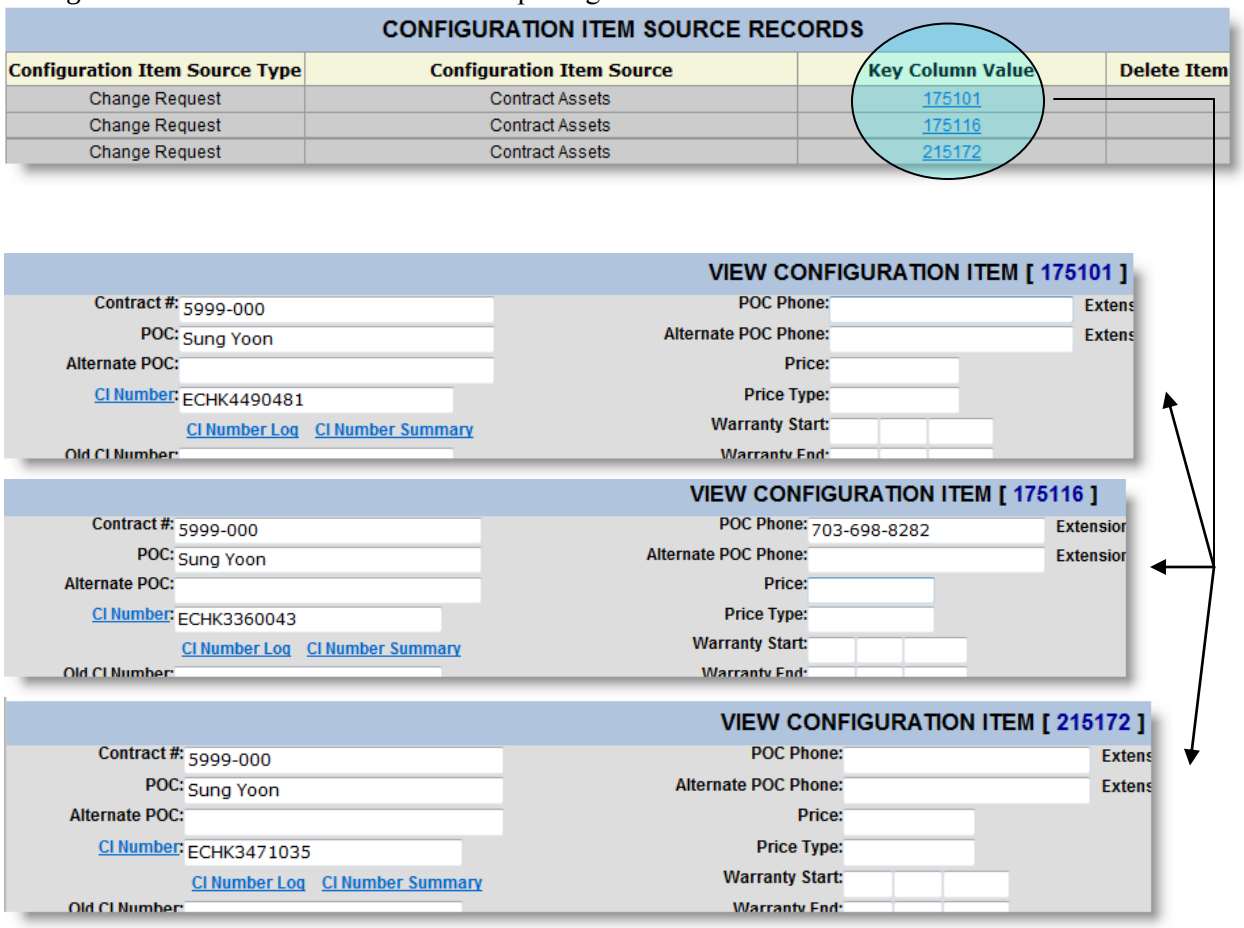
Microsoft Essentials to gather and match and verify LAN data

Dependencies



CI's reference by Change management may include other associated CI's.

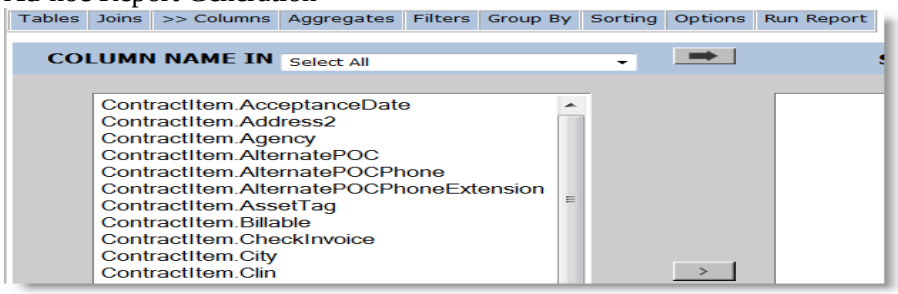
Change Record CI List with associations depicting two Server CI's



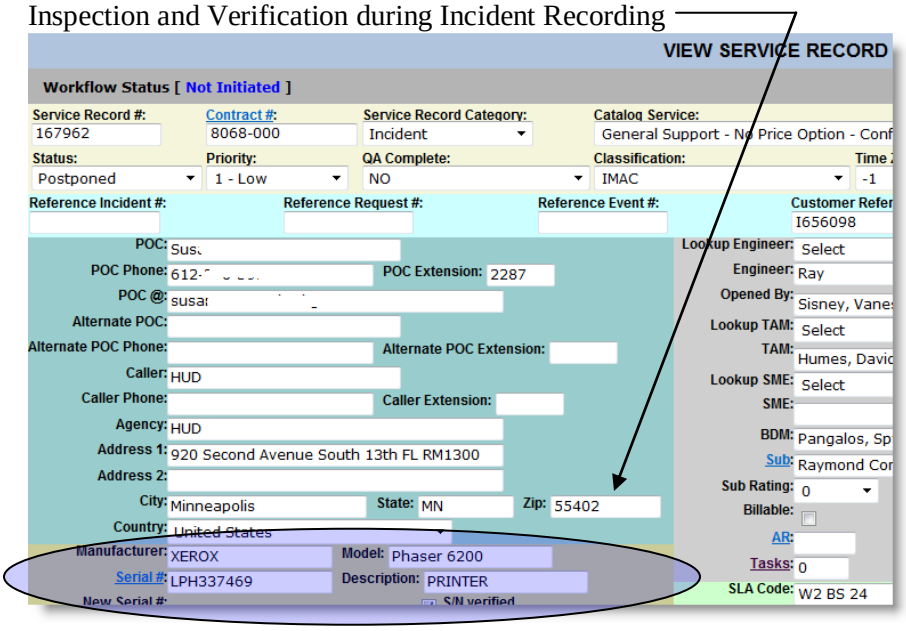
10. Does the tool facilitate the verification of the CI data with the actual physical environment by automated or manual means? For example, the use of Systems Management tools to validate real time vs. static information.

Comments: Yes. CI data can be queried, sorted, filtered, and exported for verification purposes by using the ad-hoc reporting system. Additionally, during the recording of an Incident, the CI location, equipment manufacturer, model, serial number, and other data can be confirmed and verified for accuracy.

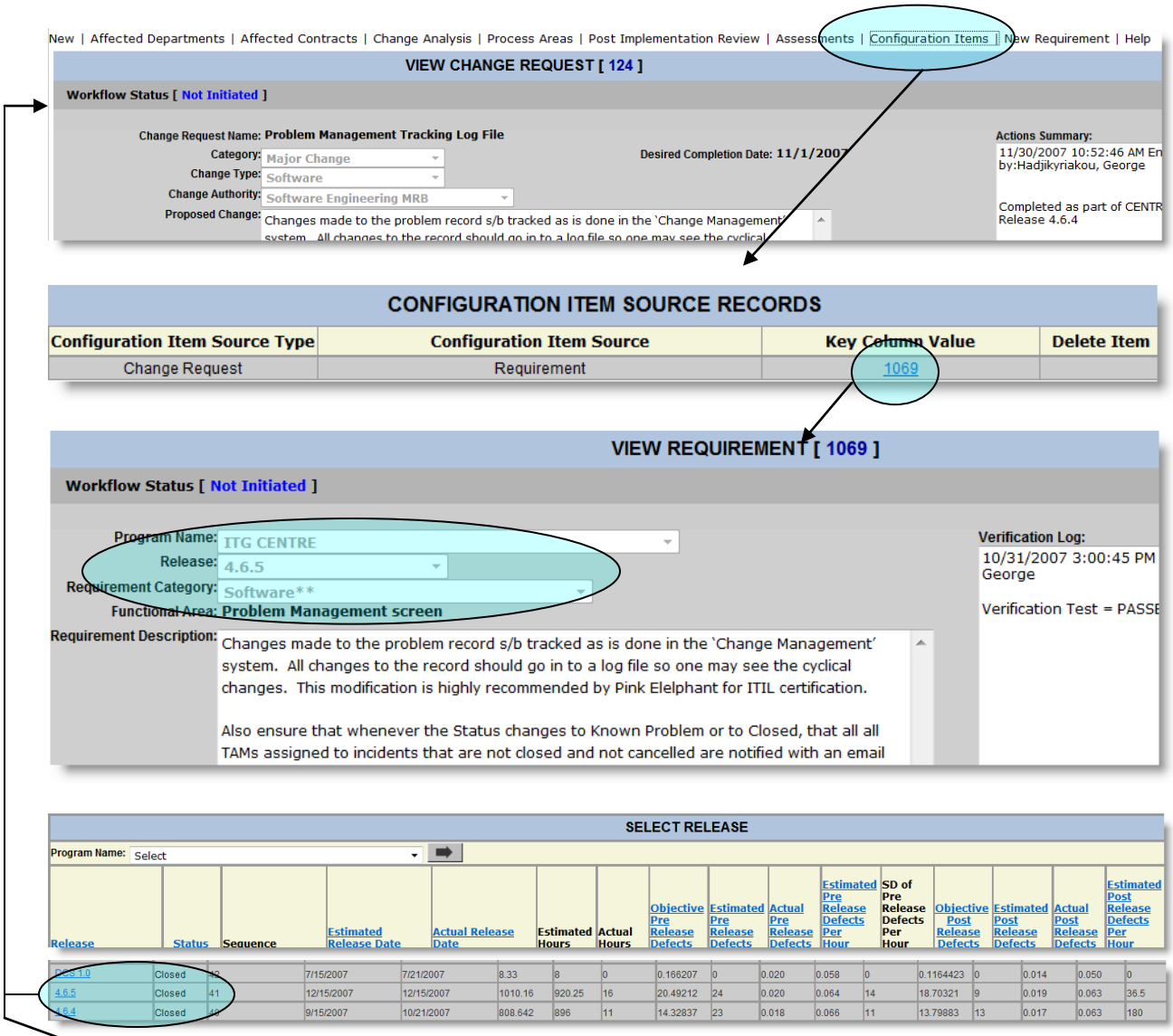
Ad-hoc Report Generation



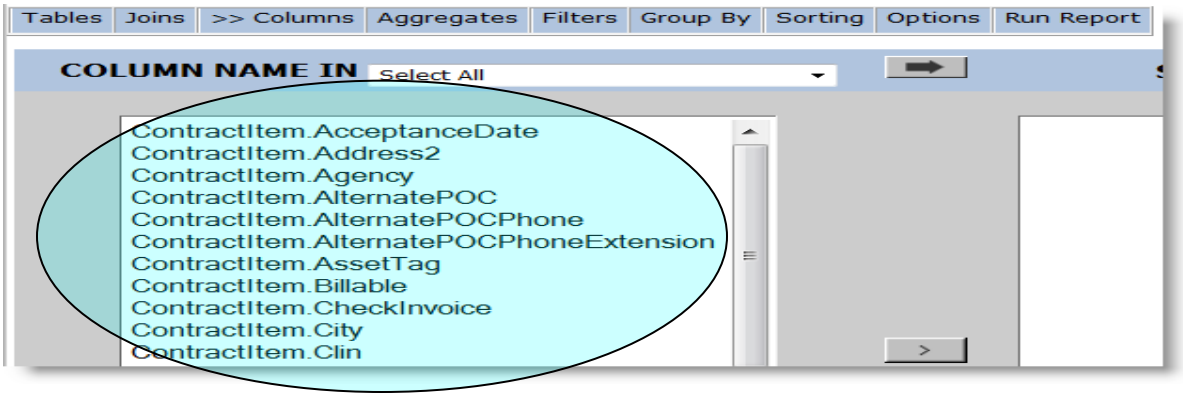
Inspection and Verification during Incident Recording



11. Does the tool facilitate the linking of CI records to source content residing in the Definitive Media Library.
Comments: Yes. This function is facilitated by identifying the CI's name and location pointer to the definitive Media Library. RFC's pertaining to this CI will maintain the linkage and library infomation for CI matching and updating.



12. Does the tool provide flexible management reports regarding CI inventory, asset and financial information to facilitate Configuration audits?
Comments: Yes. Flexible management reporting can be accomplished via the Ad-hoc reporting system. In this example, the Contract CI's, SLA, and Dependency information may be interrogated.

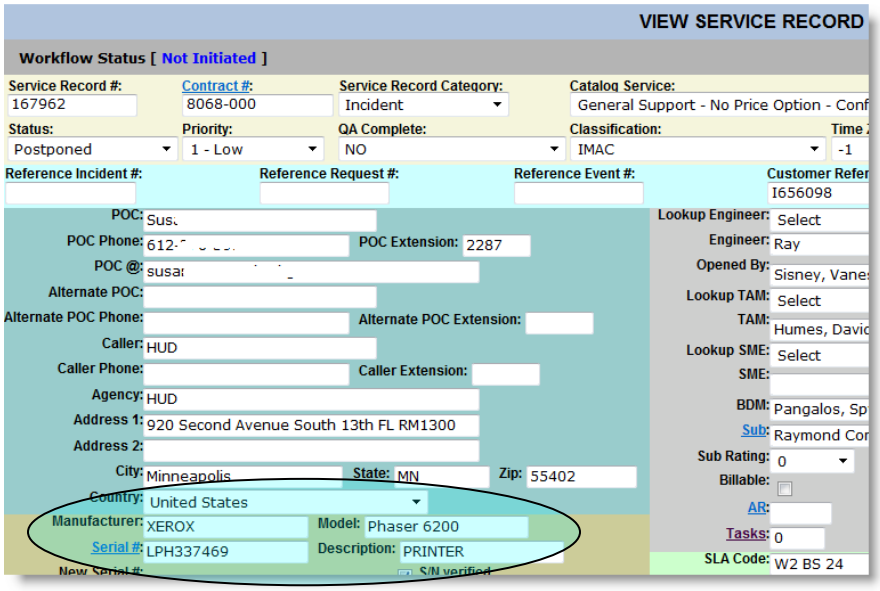


INTEGRATION CRITERIA

Terminology
1. Does the tool's use of terms and definitions align with ITIL terms and definitions?
Comments: Yes.

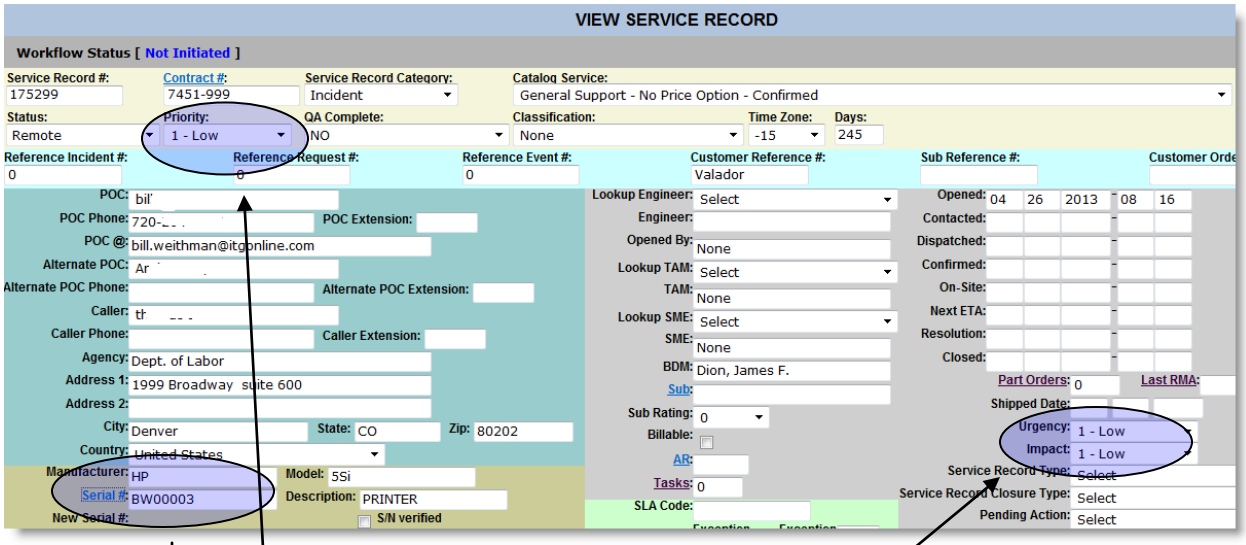
Incident Management
1. Does the tool facilitate the integration and association of CMDB data with Incident records?
Comments: Yes. CMDB data is integrated with the Incident Record.

Incident record with CMDB data.

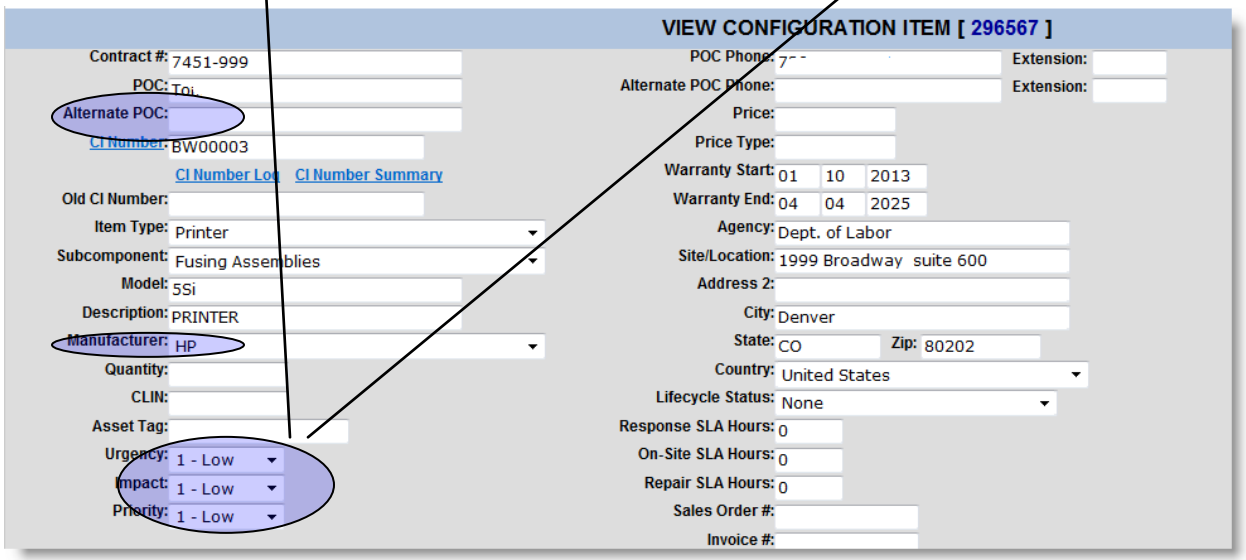


2. Does the tool facilitate Incident Management in providing business criticality and impact indicators of failed CIs for classification of Incident records?
Comments: Yes. When an incident is opened, the CI's Urgency, Impact, and Priority values are populated into the incident record. These values are modifiable on the Incident record.

Incident Record:



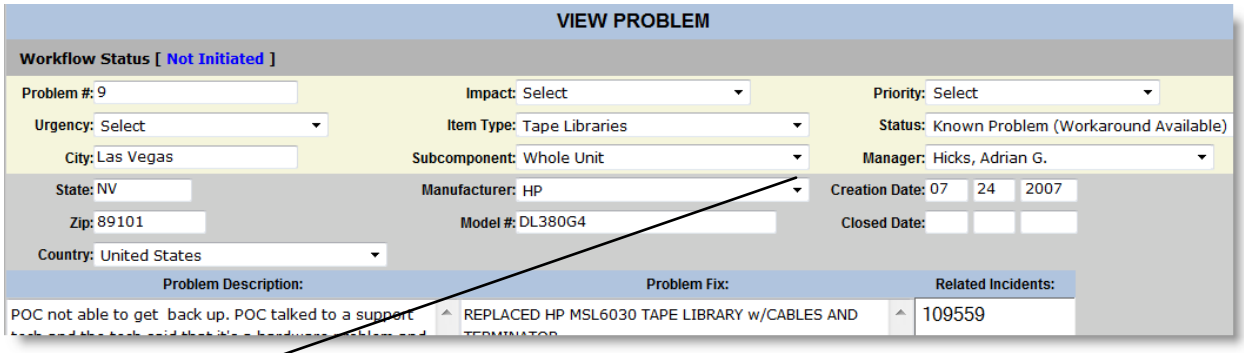
CI Record



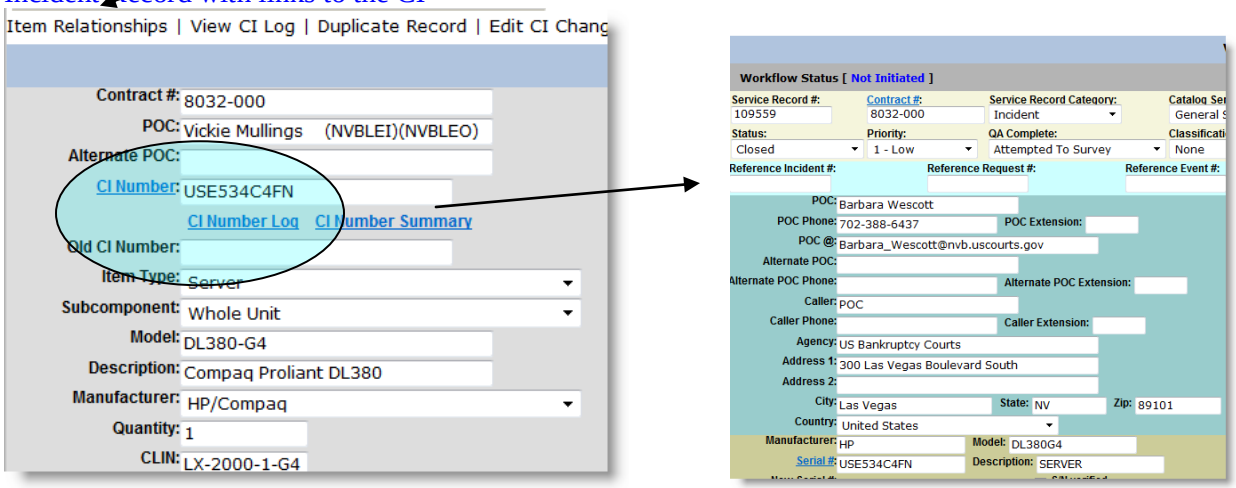
Problem Management

1. Does the tool facilitate the integration and association of CMDB data with Problem Management records?
Comments: Yes. Problem management records maintain Incident record identities which identify associated CI's.

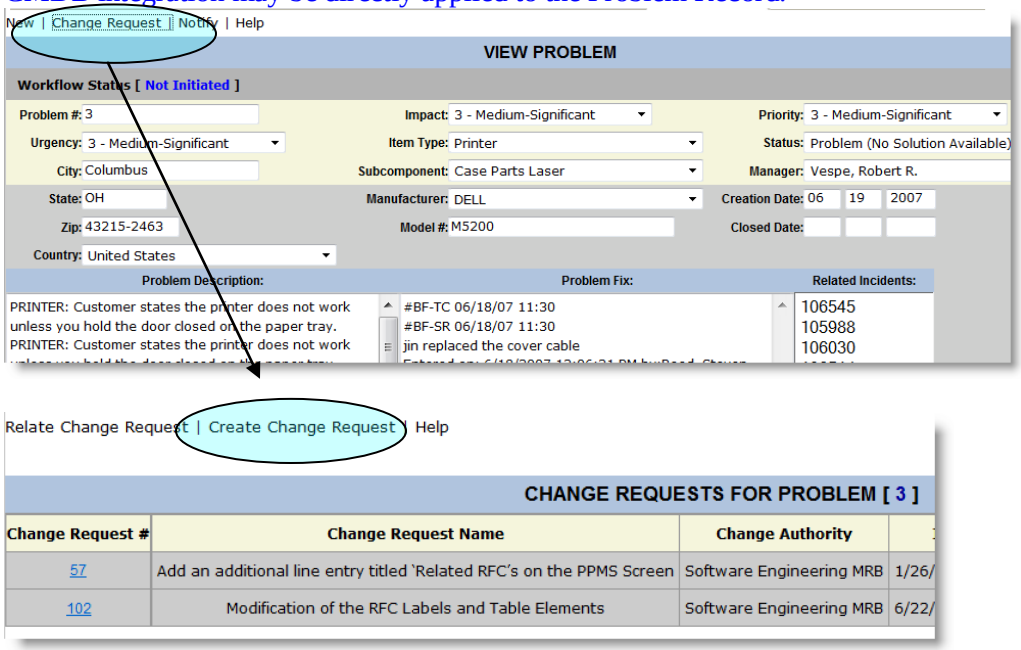
Problem Record with links to the Incident



Incident Record with links to the CI

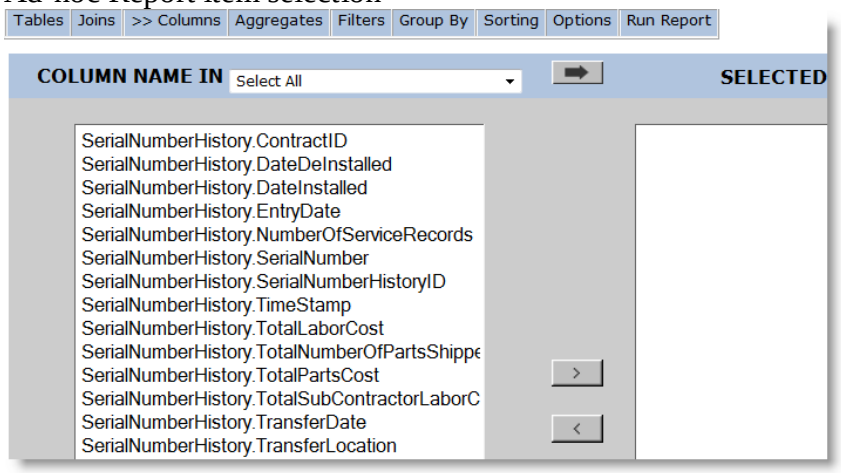


CMDB integration may be directly applied to the Problem Record.



2. Does the CMDB facilitate proactive Problem Management by identifying infrastructure components that are problematic or unstable? For example, does CI status accounting provide information about weak or maintenance prone Configuration Items?
Comments: Yes. Using an ad-hoc report on the CI historical log files, one can obtain summary information pertaining to the stability of CI's.

Ad-hoc Report item selection



Using this ad-hoc report which was exported to Excel, the user can sort and manipulate the data.

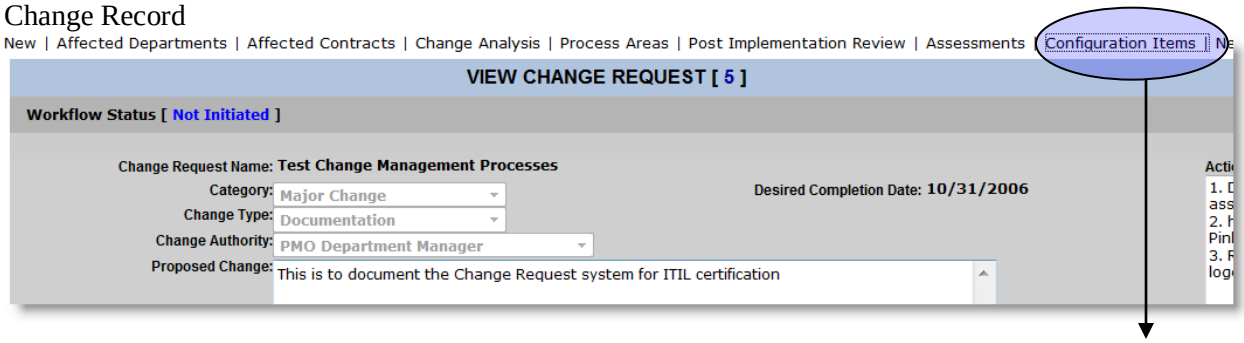
	A	B	C	D	E	F	G
1	SerialNumber	DateInstalled	Number OfCalls	Total LaborCost	Total Number Of Parts shipped	Total Parts Cost	Total SubContractor Labor Cost
2	000182		3	$70.80	3	$364.00	
3	0003700W1724		2	$238.16	3	$2,432.00	
4	0003700W3403		3	$53.10	4	$168.01	
5	0007576		4	$35.40	7	$501.32	
6	0058209		2	$109.48	3	$545.00	$382.50
7	0076478		2	$287.17	3	$1,635.00	$215.00
8	01L5627		3	$181.00	5	$825.00	
9	0310700R8731		3	$272.23	4	$205.82	
10	0406V44R0207		2	$311.49	2	$6,606.90	
11	0511V44R0300		2	$805.63	3	$6,606.90	
12	0511V44R0314		3	$532.50	3	$10,101.90	
13	0512V44R0375		2	$70.80	3	$6,223.80	$255.00
14	0512V44R0391		2	$446.31	2	$6,990.00	
15	0512v44R0396		2	$106.20	3	$6,606.90	
16	11011622		4	$230.10	4	$2,677.00	
17	1114021		2	$385.84	6	$1,429.30	$330.00
18	1114347		5	$141.60	8	$790.58	$770.00
19	1121374		9	$53.10	10	$585.82	$1,265.00
20	1128344		7	$88.50	24	$1,444.66	$412.50
21	1131792		5	$70.80	9	$699.00	$763.50
22	1132277		2	$123.90	4	$889.00	$783.75
23	1132294		7	$53.10	11	$1,174.09	$577.50
24	1132326		5	$84.96	15	$1,082.72	$1,067.50
25	1132807		10	$106.20	8	$738.65	$332.50
26	1134784		2	$35.40	3	$483.30	$642.50
27	1136133		3	$35.40	3	$430.00	$393.75

Change Management

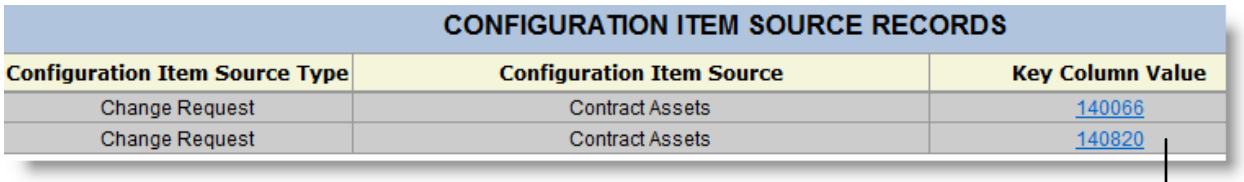
1. Does the tool facilitate the integration and association of CMDB data with the Change Management records?

Comments: Yes. The RFC includes the ability to validate and include the affected CI's.

Change Record



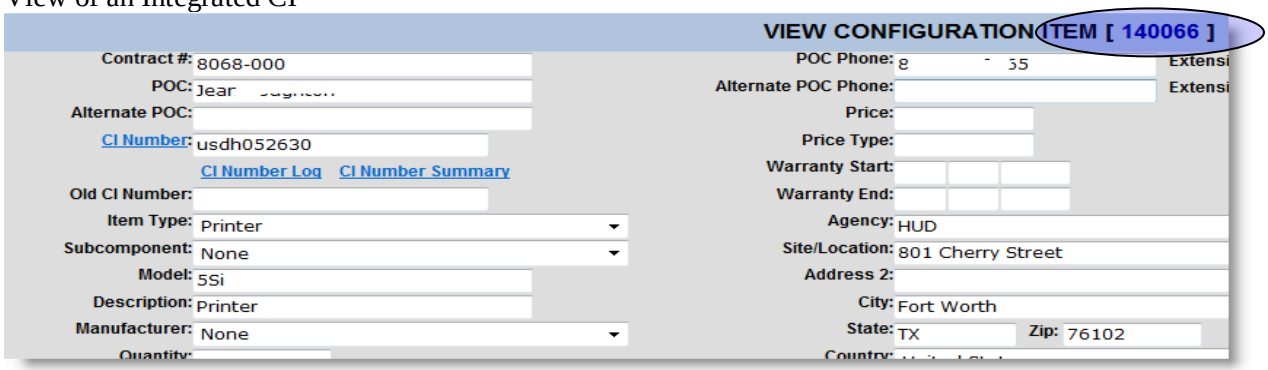
View CI's Linked to RFC



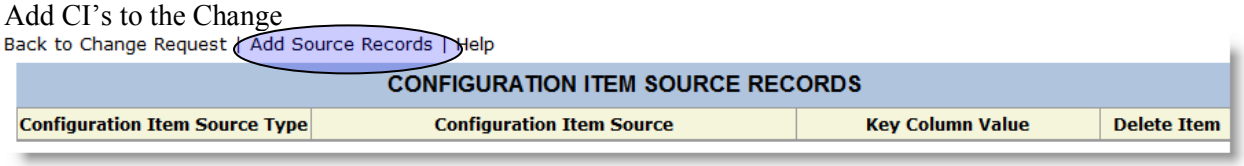
CONFIGURATION ITEM SOURCE RECORDS

Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	140066
Change Request	Contract Assets	140820

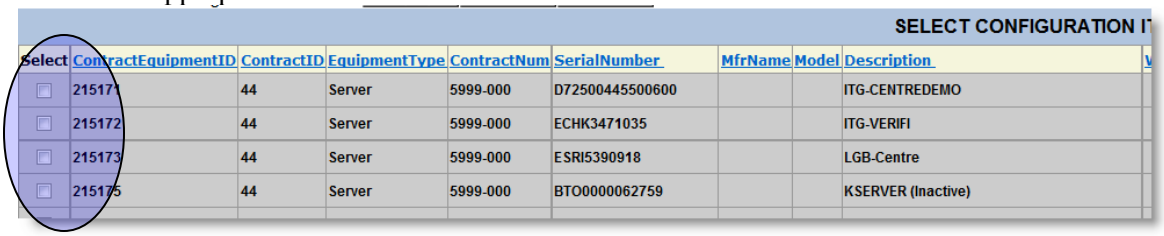
View of an Integrated CI



Add CI's to the Change

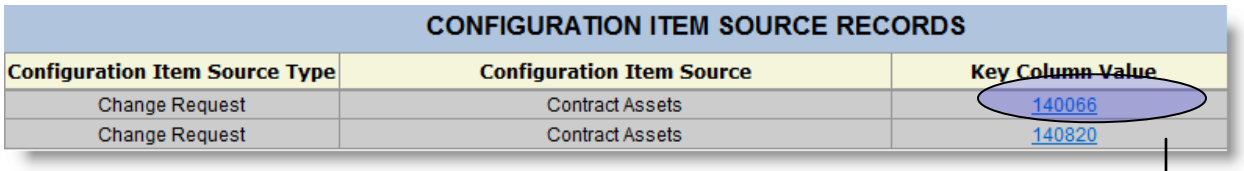


Checkbox Appropriate CI's to Add

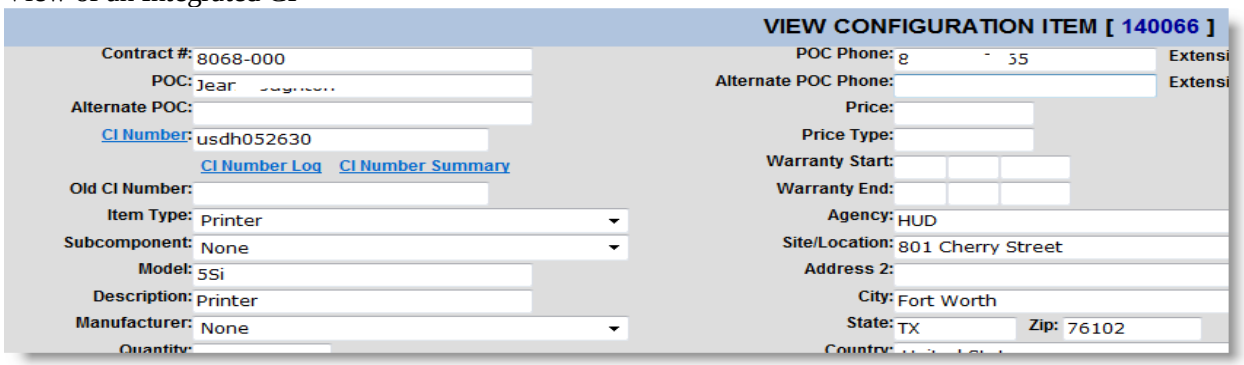


2. Does the tool facilitate the assessment and approval of Change requests by providing information on impacted CIs?
Comments: Yes. All affected CI's are identified and may be viewed from the change request record. The dependencies may be viewed as well.

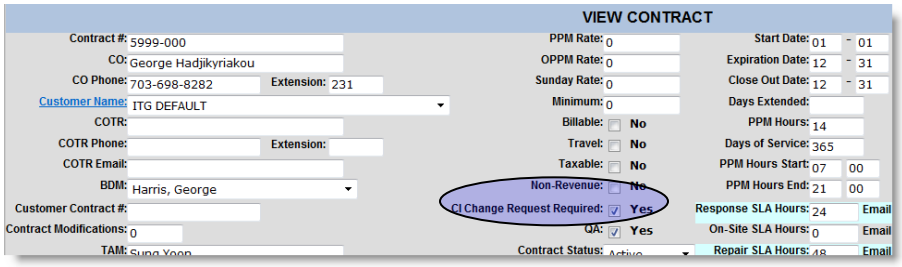
View CI's Linked to RFC

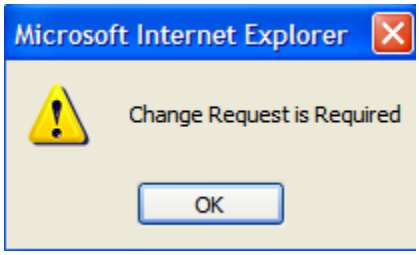


View of an Integrated CI



3. Does the tool prevent changes from being made to the IT environment without authorization via Change Management? For example, CIs which are in a locked status due to month end schedules or controlled attributes which require a change record relationship for update.
Comments: Yes. Modifications to CI's require that changes affecting these items must be marked as 'approved'. CI's are in an un-modifiable state until RFC's are approved.





Modifications may not be made to a CI record until all RFC associated to this CI are approved. (This feature is selectable on the contract record)

4. Does the tool facilitate the identification of different RFCs that pertain to the same CIs?
Comments: Yes. Viewing the 'Edit CI RFC' screen will identify RFC's that pertain to the same CI.

Edit CI RFC

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	**Configuration Item Source**	**Key Column Value**
Change Request	Contract Assets	140066
Change Request	Contract Assets	140820

Also, An ad-hoc report can produce a listing of all change record CI's. This report identifies all RFC's that pertain to the same CI.

Output of ad-hoc Report

Show All | Export To Excel | Export To Word | Print | Back | Back to Main Menu

Records Fetched: 7

ChangeRequestConfigurationItemID	ChangeRequestID	ContractItemID
2	5	133992
3	5	175108
4	8	175108
5	41	175531
6	42	175537
7	43	175134
8	43	175133

This example identifies CI # 175108 as referenced in RFC # 5 and # 8.

OPTIONAL CRITERIA
1. Does the tool provide a form of (graphic) display to show the relationships between CIs?
Comments: No.

2. Can Configuration Management information be used to automate the updating and provisioning of the live environment? For example, integration with software Release packages for software or virus definition updates.
Comments:

3. Does the tool facilitate the automated discovery and re-establishment of relationships when CIs are added, deleted, or updated?
Comments:

Organization Name Integration Technologies Group, Inc.
Brand name of Product CENTRE (Common ENTerprise, REsource, system)
Version of Product to be

Assessed	Release 4.6.8
Client Contact Name and	Robert R. Vespe
Title	Consultant
Address	2745 Hartland Road, 2nd Floor Falls Church, VA 22043
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