

Service Asset and Configuration Management Assessment

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
<input type="radio"/> Action Item	ActionItem	ActionItemID	./AdmNavBar/SearchAllActionItem.asp	./AdmNavBar/ViewActionItem.asp?aid=
<input type="radio"/> Contract Assets	ContractEquipment	ContractEquipmentID	./AdmNavBar/SearchContractEquipment.asp	./AdmNavBar/ViewContractEquipment.asp?ceid=
<input type="radio"/> Problem	Problem	ProblemID	./ProblemManagement/SearchProblem.asp	./ProblemManagement/ViewProblem.asp?pid=
<input type="radio"/> Requirement	Requirement	RequirementID	./AdmNavBar/SearchRequirement.asp	./AdmNavBar/ViewRequirement.asp?rid=
<input type="radio"/> Scan Request	ScanRequest	ScanRequestID	./ProblemManagement/SearchScanRequest.asp	./ProblemManagement/ViewScanRequest.asp?srld=
<input type="radio"/> Service Record	SvcCall	SvcCallID	./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

Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [175131]

Contract #: 5999-000	POC Phone: 703-698-8282	Extensic
POC: George Harris	Alternate POC Phone:	Extensic
Alternate POC: Sung Yoon	Price:	
CI Number: CHK0647V1FQ	Price Type:	
CI Number Log CI Number Summary	Warranty Start:	
Old CI Number:	Warranty End:	
Item Type: Networking Devices	Agency: ITG HQ	
Subcomponent: None	Site/Location: Server Room	
Model: cisco WS-C3550-12T	Address 2: 2745 Hartland Road	
Description: ITG-Access-Switch04	City: Falls Church	
Manufacturer: CISCO	State: VA	Zip: 22043

Relationships

Back to Item | Add Relationship | CI Graph | Help

CONFIGURATION ITEM RELATIONSHIPS

CI Number: CHK0647V1FQ City: Falls Church Urgency: 3 - Medium
 Manufacturer: CISCO State: VA Impact: 3 - Medium
 Configuration Item Type: Networking Devices Zip: 22043
 Model: cisco WS-C3550-12T Country: United States
 Description: ITG-Access-Switch04

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Ad
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	
PARENT TO	FOC0806Z304	CISCO	Networking Devices	C2950G-48	Falls Church	VA	22043	United States	5 - High	3 - Medium	

NEW CONFIGURATION ITEM RELATIONSHIPS

The mandatory editing fields are indicated with an asterisk *

*Select Relationship Type for Current Configuration Item:

Description	Model	Manufacturer	Select a Relationship	*Select Current Configuration Item Node Type	**Select New Related Configuration Item's Node Type
ITG-Access-Switch04	cisco WS-C3550-12T	CISCO	License Master-Slave Parent-Child Peer-Peer	Select	Select

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

Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [133992]

Contract #: 5999-000 POC: Giovanni Canobbio Alternate POC: CI Number: PG1013684 Old CI Number: Item Type: Printer Subcomponent: Whole Unit, Laser Model: N3225 Description: LAN Printer (2nd Floor Xerox) Manufacturer: XEROX Quantity: CIIN: Asset Tag: Agency: 1 - Low Impact: 1 - Low Priority: 1 - Low	POC Phone: 703-698-8282 Alternate POC Phone: Price: Price Type: Warranty Start: Warranty End: Agency: ITG Site/Location: 2745 Hartland Rd Address 2: City: FALLS CHURCH State: VA ZIP: 22042 Country: United States Lifecycle Status: None Response SLA Hours: 0 On-Site SLA Hours: 0 Repair SLA Hours: 0 Sales Order #: Invoice #: SKU #: Service Coverage Start Date: 08 16 2005 Service Coverage End Date: OEM Warranty Start Date: OEM Warranty End Date: Acceptance Date:	Customer DO #: Customer DO Date: Maintenance DO #: Maintenance DO Date: DO Due Date: Ship Date: Install Date: Training Date: Billable: Not Active: Last Modified: 7/17/2008 9:59:52 AM Last Modified By: Rigney, Jason R. External Data <input type="checkbox"/> Use PPM Hours for SLA <input type="checkbox"/> Include Saturday in SLA <input type="checkbox"/> Include Sunday in SLA <input type="checkbox"/> Include Holiday in SLA Creation Date: Down Time (hours): 185.9 Up Time (hours): N/A Availability (%): N/A Change Requests: 0 Approved Change Requests: 0
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Comments:

This printer is located in the copier area on the second floor and is on the LAN.

Configuration:
IP Address: 192.168.2.145

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 PQ	ADAPTIVE PQ Requests	Assign Modules	Assign Users

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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 Business Hours
 Page Holiday / Weekend 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
<input type="radio"/> System Administration > AddEquipTypeSubcomp.asp	User Gro
<input type="radio"/> System Administration > AddRegionStates.asp	User Gro
<input type="radio"/> System Administration > AddWorkProductGroupDetail.asp	User Gro
<input type="radio"/> System Administration > AdmNavBar.asp	User Gro
<input type="radio"/> System Administration > AlertItemRecipients.asp	User Gro
<input type="radio"/> System Administration > AlertSources.asp	User Gro
<input type="radio"/> System Administration > AlertUserAssignment.asp	User Gro

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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.

Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [133992]

Contract #: 5999-000
 POC: Giovanni Canobbio
 Alternate POC:
 CI Number: PG1013684
 Old CI Number:
 Item Type: Printer
 Subcomponent: Whole Unit, Laser
 Model: N3225
 Description: LAN Printer (2nd Floor Xerox)
 Manufacturer: XEROX
 Quantity:
 CLIN:
 Asset Tag:
 Urgency: 1 - Low
 Impact: 1 - Low
 Priority: 1 - Low

POC Phone: 703-698-8282 Extension: 223
 Alternate POC Phone:
 Price:
 Price Type:
 Warranty Start:
 Warranty End:
 Agency: ITG
 Site/Location: 2745 Hartland Rd
 Address 2:
 City: FALLS CHURCH
 State: VA Zip: 22043
 Country: United States
 Lifecycle Status: None
 Responsible SLA Hours: 0
 On-Site SLA Hours: 0
 Repair SLA Hours: 0
 Sales Order #:
 Invoice #:
 SKU #:
 Service Coverage Start Date: 08 16 2005
 Service Coverage End Date:
 OEM Warranty Start Date:
 OEM Warranty End Date:
 Acceptance Date:

Customer DO #:
 Customer DO Date:
 Maintenance DO #:
 Maintenance DO Date:
 DO Due Date:
 Ship Date:
 Install Date:
 Training Date:
 Billable:
 Not Active:
 Last Modified: 7/17/2008 9:59:52 AM
 Last Modified By: Rigney, Jason R.
 External Data
 Use PPM Hours for SLA
 Include Saturday in SLA
 Include Sunday in SLA
 Include Holiday in SLA
 Creation Date:
 Down Time (hours): 185.9
 Up Time (hours): N/A
 Availability (%): N/A
 Change Requests:
 Approved Change Requests: 0

Comments: This printer is located in the copier area on the second floor and is on the LAN.

Configuration: IP Address: 192.168.2.145

None
 Decommissioned
 Development
 Disposed
 Installed
 Inventory
 Ordered
 Planned
 Recycled
 Test

Printer
 Printer Depot Service
 Projector
 Racks/Rails - Parts and Kits
 Sancturary 250 user
 Satellite Communications
 Satellite Receiver
 Scanner
 Server
 Smart Phone
 Software License
 Software Maintenance
 Speed to Answer
 SQL CAL 2000 English OLP NL Device CAL
 Storage Access Network unit
 Storage Device
 Tablet PC
 Tape Drive (External/Internal)
 Tape Libraries
 Television Receiver
 Terminal
 Ticket Closure Satisfaction
 Toughbook
 UPS
 Video Recorder
 Visio Std 2003 Win32 English OLP NL
 VTC
 Windows Server CAL 2003 English OLP NL Device CAL
 Windows Svr Ent 2003 Win32 English OLP NL
 Windows XP Professional English UPG OLP NL

VERITAS
 VERIZON
 VIEWMASTER
 VIEWPLUS TECHNOLOGIES
 VIEWSONIC
 VIEWSTONE
 VIKING
 VISIONEER
 VisiStat
 VITEQ
 VITEX
 VMI
 VoiceTeach
 VXI
 WANG
 WAREHOUSE TECHNOLOGY
 WESTERN DIGITAL
 White Canyon Software
 WipeMasster
 WISELAND
 Woodstone
 WORLDWIDE TECHNOLOGY
 Wrensoft
 WYSE
 XANTE
 XEROX
 Xircom
 YAMAHA
 ZEBRA
 ZENITH
 XEROX

Whole Unit, Laser
 Case Parts Inkjet
 Case Parts Laser
 Case Parts Thermal
 Circuit Boards/Cards Impact
 Circuit Boards/Cards Inkjet
 Circuit Boards/Cards Laser
 Circuit Boards/Cards Thermal
 Fusing Assemblies
 Imaging Drum
 Ink/Ink Cartridges/Ribbons
 Maintenance Kit
 Memory Impact
 Memory Inkjet
 Memory Laser
 Memory Thermal
 Other
 Power Supply
 Printhead
 Software/Firmware
 Toner Cartridges
 Transfer Belt
 Transfer Roller
 Tray Assembly/Paper Feed Parts Impact
 Tray Assembly/Paper Feed Parts Inkjet
 Tray Assembly/Paper Feed Parts Laser
 Tray Assembly/Paper Feed Parts Thermal
 Whole Unit, Impact
 Whole Unit, Inkjet
 Whole Unit, Laser
 Whole Unit, Thermal

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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
<input type="radio"/> License	1 - many
<input type="radio"/> Master-Slave	1-Many
<input type="radio"/> Parent-Child	1-Many
<input type="radio"/> Peer-Peer	1-Many

CI Relationships

CONFIGURATION ITEM RELATIONSHIPS											
CI Number: CHK0647V1FQ			City:			Urgency: 5 - High		Impact: 5 - High			
Manufacturer: CISCO			State:								
Configuration Item Type: Networking Devices			Zip:								
Model: C3550-12T			Country: United States								
Description: Core Switch 1											
Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Access
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	
PARENT TO	FOC00000000	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	

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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.

The screenshot displays the 'VIEW CONFIGURATION ITEM [133992]' form. Key fields include Contract # (5999-000), POC (Giovanni Canobbio), Item Type (Printer), Manufacturer (XEROX), and Lifecycle Status (None). A dropdown menu for Lifecycle Status is open, showing a list of status options: None, Decommissioned, Development, Disposed, Installed, Inventory, Ordered, Planned, Recycled, and Test. Three arrows point from this menu to three separate dropdown lists below the screenshot:

- Printer:** Printer Depot Service, Projector, Racks/Rails - Parts and Kits, Sancturary 250 user, Satellite Communications, Satellite Receiver, Scanner, Server, Smart Phone, Software License, Software Maintenance, Speed to Answer, SQL CAL 2000 English OLP NL Device CAL, Storage Access Network unit, Storage Device, Tablet PC, Tape Drive (External/Internal), Tape Libraries, Television Receiver, Terminal, Ticket Closure Satisfaction, Toughbook, UPS, Video Recorder, Visio Std 2003 Win32 English OLP NL, VTC, Windows Server CAL 2003 English OLP NL Device CAL, Windows Svr Ent 2003 Win32 English OLP NL, Windows XP Professional English UPG OLP NL.
- Manufacturer:** VERITAS, VERIZON, VIEWMASTER, VIEWPLUS TECHNOLOGIES, VIEWSONIC, VIEWSTONE, VIKING, VISIONEER, VisiStat, VITEQ, VITEX, VMI, VoiceTeach, VXI, WANG, WAREHOUSE TECHNOLOGY, WESTERN DIGITAL, White Canyon Software, WipeMasster, WISELAND, Woodstone, WORLDWIDE TECHNOLOGY, Wrensoft, WYSE, XANTE, **XEROX**, Xircom, YAMAHA, ZEBRA, ZENITH, XEROX.
- Subcomponent:** Whole Unit, Laser, Case Parts Inkjet, Case Parts Laser, Case Parts Thermal, Circuit Boards/Cards Impact, Circuit Boards/Cards Inkjet, Circuit Boards/Cards Laser, Circuit Boards/Cards Thermal, Fusing Assemblies, Imaging Drum, Ink/Ink Cartridges/Ribbons, Maintenance Kit, Memory Impact, Memory Inkjet, Memory Laser, Memory Thermal, Other, Power Supply, Printhead, Software/Firmware, Toner Cartridges, Transfer Belt, Transfer Roller, Tray Assembly/Paper Feed Parts Impact, Tray Assembly/Paper Feed Parts Inkjet, Tray Assembly/Paper Feed Parts Laser, Tray Assembly/Paper Feed Parts Thermal, Whole Unit, Impact, Whole Unit, Inkjet, **Whole Unit, Laser**, Whole Unit, Thermal.

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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.

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: Change & Configuration Management

Page Name	View	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Change & Configuration Management > AddChangeRequestAttachment.asp	User Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change & Configuration Management > AddChangeRequestCI.asp	User Groups	<input type="checkbox"/>	<input type="checkbox"/>
Change & Configuration Management > AddCISourceRecords.asp	User Groups	<input type="checkbox"/>	<input type="checkbox"/>
Change & Configuration Management > CcmNavBar.asp	User Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change & Configuration Management > ChangeRequestAttachments.asp	User Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change & Configuration Management > ChangeRequestChangeAssessmentCharts.asp	User Groups	<input type="checkbox"/>	<input type="checkbox"/>

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.

Item Relationships | **View CI Log** | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [175101]

Contract #: 5999-000 POC Phone: _____ Extens

POC: Sung Yoon Alternate POC Phone: _____ Extens

Alternate POC: _____ Price: _____

CI Number: ECHK4490481 Price Type: _____

CI Number Log CI Number Summary Warranty Start: _____

Old CI Number: _____ Warranty End: _____

There are two previous CI modification

SELECT CONFIGURATION ITEM LOG					
Contract #	Date Log Recorded	CI Number	Manufacturer	Model	Description
<input type="radio"/> 5999-000	3/12/2009 11:41:25 AM	ECHK4490481	INTEL	SE7501CW2	ITG-CENTRE01
<input type="radio"/> 5999-000	8/15/2008 10:16:43 AM	ECHK4490481	INTEL	SE7501CW2	ITG-CENTRE01

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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

Back to Item | [Add Relationship](#) | [CI Graph](#) | [Help](#)

CONFIGURATION ITEM RELATIONSHIPS											
CI Number: ECHK4490481				City:				Urgency: 5 - High			
Manufacturer: INTEL				State:				Impact: 5 - High			
Configuration Item Type: Server				Zip:							
Model: SE7501CW2				Country: United States							
Description: ITG-CENTRE01											
Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Add/Remove
LICENSEE TO	P7200264		Windows Svr Ent 2003 Win32 English OLP NL		Falls Church	Va	22043	United States	1 - Low	1 - Low	[-]
CHILD TO	ECHK4490327	INTEL	Server	SE7501CW2				United States	5 - High	5 - High	[-]
CHILD TO	CHK0647V1FQ	CISCO	Networking Devices	C3550-12T				United States	5 - High	5 - High	[-]
CHILD TO	CHK0652W0P3	CISCO	Networking Devices	C3550-12T				United States	5 - High	3 - Medium	[-]

NEW CONFIGURATION ITEM RELATIONSHIPS

*The mandatory editing fields are indicated with an asterisk **

*Select Relationship Type for Current Configuration Item: Select a Relationship ▶▶

Description	Model	Manufacturer	CI Number	*Select Relationship Type for Current Configuration Item	*Select Current Configuration Item Node Type	*Select New Related Configuration Item's Node Type
ITG-CENTRE01	SE7501CW2	INTEL		<div style="border: 1px solid gray; padding: 2px;">Select a Relationship</div> <div style="border: 1px solid gray; padding: 2px; font-size: 0.8em;"> License Master-Slave Parent-Child Peer-Peer </div>	Select ▼	Select ▼

NEW CONFIGURATION ITEM RELATIONSHIPS

*The mandatory editing fields are indicated with an asterisk **

*Select Relationship Type for Current Configuration Item: Master-Slave ▶▶

Description	Model	Manufacturer	CI Number	*Select Current Configuration Item Node Type	*Select New Related Configuration Item's Node Type
ITG-CENTRE01	SE7501CW2	INTEL	ECHK4490481	<div style="border: 1px solid gray; padding: 2px;">Select</div> <div style="border: 1px solid gray; padding: 2px; font-size: 0.8em;"> Select Master Slave </div>	Select ▼

CONFIGURATION ITEM RELATIONSHIP SUMMARY

CI Number: FOC0649Y112				City:				Urgency: 5 - High			
Manufacturer: CISCO				State:				Impact: 3 - Medium			
Item Type: Networking Devices				Zip:							
Model: C2950T-24				Country: United States							
Description: C2950T-24											
Relationship Type	Relationship Count	Assign Relationships to Another Configuration Item				Remove Relationships					
PARENT TO	1	Create new PARENT TO configuration item for these relationships				Remove existing PARENT TO relationships					

Service Asset and Configuration Management Assessment

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

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

CONFIGURATION ITEM SOURCE RECORDS			
Configuration Item Source Type	Configuration Item Source	Key Column Value	Delete Item
Change Request	Contract Assets	175101	
Change Request	Contract Assets	175116	
Change Request	Contract Assets	215172	

VIEW CONFIGURATION ITEM [175101]

Contract #: 5999-000 POC Phone: _____ Extens

POC: Sung Yoon Alternate POC Phone: _____ Extens

Alternate POC: _____ Price: _____

CI Number: ECHK4490481 Price Type: _____

CI Number Log CI Number Summary Warranty Start: _____

Old CI Number: _____ Warranty End: _____

VIEW CONFIGURATION ITEM [175116]

Contract #: 5999-000 POC Phone: 703-698-8282 Extensio

POC: Sung Yoon Alternate POC Phone: _____ Extensio

Alternate POC: _____ Price: _____

CI Number: ECHK3360043 Price Type: _____

CI Number Log CI Number Summary Warranty Start: _____

Old CI Number: _____ Warranty End: _____

VIEW CONFIGURATION ITEM [215172]

Contract #: 5999-000 POC Phone: _____ Extens

POC: Sung Yoon Alternate POC Phone: _____ Extens

Alternate POC: _____ Price: _____

CI Number: ECHK3471035 Price Type: _____

CI Number Log CI Number Summary Warranty Start: _____

Old CI Number: _____ Warranty End: _____

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

Tables Joins >> Columns Aggregates Filters Group By Sorting Options Run Report

COLUMN NAME IN Select All

- ContractItem.AcceptanceDate
- ContractItem.Address2
- ContractItem.Agency
- ContractItem.AlternatePOC
- ContractItem.AlternatePOCPhone
- ContractItem.AlternatePOCPhoneExtension
- ContractItem.AssetTag
- ContractItem.Billable
- ContractItem.CheckInvoice
- ContractItem.City
- ContractItem.Clin

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Inspection and Verification during Incident Recording

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 167962	Contract #: 8068-000	Service Record Category: Incident	Catalog Service: General Support - No Price Option - Conf
Status: Postponed	Priority: 1 - Low	QA Complete: NO	Classification: IMAC
Time: -1			

Reference Incident #: Reference Request #: Reference Event #: Customer Refer
1656098

POC: Sus. Lookup Engineer: Select
POC Phone: 612- POC Extension: 2287 Engineer: Ray
POC @: susa Opened By: Sisney, Vane
Alternate POC: Lookup TAM: Select
Alternate POC Phone: Alternate POC Extension: TAM: Humes, Davi
Caller: HUD Lookup SME: Select
Caller Phone: Caller Extension: SME:
Agency: HUD BDM: Pangalos, Sp
Address 1: 920 Second Avenue South 13th FL RM1300 Sub: Raymond Cor
Address 2: Sub Rating: 0
City: Minneapolis State: MN Zip: 55402 Billable:
Country: United States AR:
Manufacturer: XEROX Model: Phaser 6200 Tasks: 0
Serial #: LPH337469 Description: PRINTER SLA Code: W2 BS 24
New Serial #: S/N verified

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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 information for CI matching and updating.

The screenshot illustrates the workflow in the ITIL V3 tool:

- VIEW CHANGE REQUEST [124]**: Shows details for a change request named "Problem Management Tracking Log File". The "Configuration Items" menu is highlighted.
- CONFIGURATION ITEM SOURCE RECORDS**: A table showing the source of the configuration item.

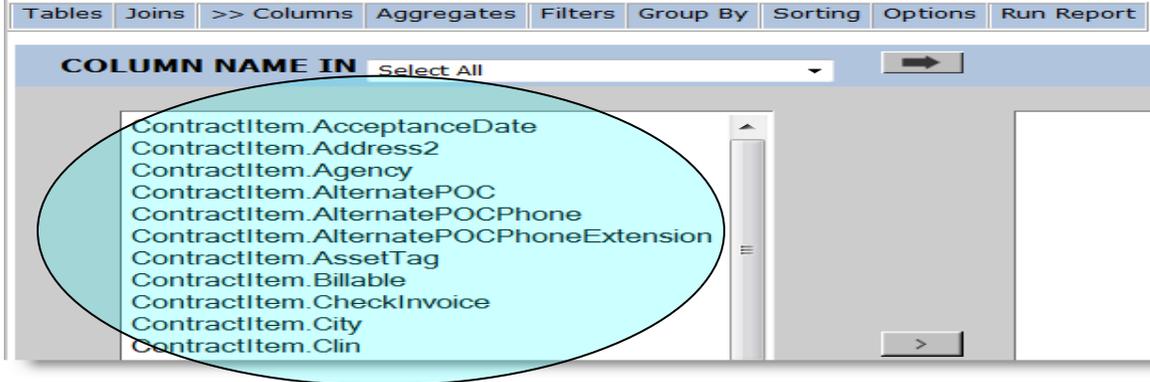
Configuration Item Source Type	Configuration Item Source	Key Column Value	Delete Item
Change Request	Requirement	1069	
- VIEW REQUIREMENT [1069]**: Shows details for requirement 1069, including "Program Name: ITG CENTRE", "Release: 4.6.5", and "Requirement Category: Software**".
- SELECT RELEASE**: A table listing various releases with their status and associated metrics.

Release	Status	Sequence	Estimated Release Date	Actual Release Date	Estimated Hours	Actual Hours	Objective Pre Release Defects	Estimated Pre Release Defects	Actual Pre Release Defects	Estimated Pre Release Defects Per Hour	SD of Pre Release Defects Per Hour	Objective Post Release Defects	Estimated Post Release Defects	Actual Post Release Defects	Estimated Post Release Defects Per Hour
4.6.5	Closed	41	12/15/2007	12/15/2007	1010.16	920.25	16	20.49212	24	0.020	0.064	14	18.70321	9	0.019
- VIEW RELEASE**: Shows detailed metrics for release 4.6.5, including "Release Sequence: 41", "Estimated Release Date: 12/15/2007", and "Actual Release Date: 12/15/2007".

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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.

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 167962 Contract #: 8068-000 Service Record Category: Incident Catalog Service: General Support - No Price Option - Conf

Status: Postponed Priority: 1 - Low QA Complete: NO Classification: IMAC Time: -1

Reference Incident #: Reference Request #: Reference Event #: Customer Refer: I656098

POC: Sus. POC Phone: 612- POC Extension: 2287 POC @: susa: Alternate POC: Alternate POC Phone: Alternate POC Extension: Caller: HUD Caller Phone: Caller Extension: Agency: HUD Address 1: 920 Second Avenue South 13th FL RM1300 Address 2: City: Minneapolis State: MN Zip: 55402 Country: United States

Lookup Engineer: Select Engineer: Ray Opened By: Sisney, Vane Lookup TAM: Select TAM: Humes, Davic Lookup SME: Select SME: BDM: Pangalos, Sp Sub: Raymond Cor Sub Rating: 0 Billable: AR: Tasks: 0 SLA Code: W2 BS 24

Manufacturer: XEROX Model: Phaser 6200 Serial #: LPH337469 Description: PRINTER S/N verified

Service Asset and Configuration Management Assessment

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:

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 175299 | Contract #: 7451-999 | Service Record Category: Incident | Catalog Service: General Support - No Price Option - Confirmed

Status: Remote | Priority: 1 - Low | QA Complete: NO | Classification: None | Time Zone: -15 | Days: 245

Reference Incident #: 0 | Reference Request #: 0 | Reference Event #: 0 | Customer Reference #: Valador | Sub Reference #: | Customer Order #: |

POC: bil | POC Phone: 720-... | POC Extension: | POC Email: bill.weithman@itgonline.com

Alternate POC: Ar | Alternate POC Phone: | Alternate POC Extension: |

Caller: th | Caller Phone: | Caller Extension: | Agency: Dept. of Labor | Address 1: 1999 Broadway suite 600 | Address 2: | City: Denver | State: CO | Zip: 80202 | Country: United States

Manufacturer: HP | Model: 5Si | Description: PRINTER | Serial #: BW00003 | S/N verified:

Lookup Engineer: Select | Engine: | Opened: 04 26 2013 08 16

Engineer: | Opened By: None | Contacted: | Dispatched: | Confirmed: |

Lookup TAM: Select | TAM: None | On-Site: | Next ETA: | Resolution: | Closed: |

Lookup SME: Select | SME: None | BDM: Dion, James F. | Sub: | Part Orders: 0 | Last RMA: |

Sub Rating: 0 | Billable: | AR: | Shipped Date: | Urgency: 1 - Low | Impact: 1 - Low | Service Record Type: Select | Service Record Closure Type: Select | Pending Action: Select

SLA Code: | Tasks: 0

CI Record

VIEW CONFIGURATION ITEM [296567]

Contract #: 7451-999 | POC Phone: 7-- | Extension: | POC: Tol | Alternate POC Phone: | Extension: |

Alternate POC: | Price: | Price Type: |

CI Number: BW00003 | CI Number List | CI Number Summary

Old CI Number: | Warranty Start: 01 10 2013 | Warranty End: 04 04 2025

Item Type: Printer | Agency: Dept. of Labor | Site/Location: 1999 Broadway suite 600 | Address 2: |

Subcomponent: Fusing Assemblies | Address 2: | City: Denver | State: CO | Zip: 80202 | Country: United States

Model: 5Si | Description: PRINTER | Manufacturer: HP | Quantity: | CLIN: | Lifecycle Status: None

Asset Tag: | Response SLA Hours: 0 | On-Site SLA Hours: 0 | Repair SLA Hours: 0 | Sales Order #: | Invoice #: |

Urgency: 1 - Low | Impact: 1 - Low | Priority: 1 - Low

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.

Service Asset and Configuration Management Assessment

Problem Record with links to the Incident

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 9 Impact: Select Priority: Select

Urgency: Select Item Type: Tape Libraries Status: Known Problem (Workaround Available)

City: Las Vegas Subcomponent: Whole Unit Manager: Hicks, Adrian G.

State: NV Manufacturer: HP Creation Date: 07 24 2007

Zip: 89101 Model #: DL380G4 Closed Date:

Country: United States

Problem Description:	Problem Fix:	Related Incidents:
POC not able to get back up. POC talked to a support tech and the tech said that it's a hardware problem and	REPLACED HP MSL6030 TAPE LIBRARY w/CABLES AND TERMINATOR	109559

Incident Record with links to the CI

Item Relationships | View CI Log | Duplicate Record | Edit CI Change

Contract #: 8032-000

POC: Vickie Mullings (NVBLEI)(NVBLEO)

Alternate POC:

CI Number: USE534C4FN

[CI Number Log](#) [CI Number Summary](#)

Old CI Number:

Item Type: Server

Subcomponent: Whole Unit

Model: DL380-G4

Description: Compaq Proliant DL380

Manufacturer: HP/Compaq

Quantity: 1

CLIN: LX-2000-1-G4

Workflow Status [Not Initiated]

Service Record #: 109559 Contract #: 8032-000 Service Record Category: Incident Catalog Ser: General S

Status: Closed Priority: 1 - Low QA Complete: Attempted To Survey Classification: None

Reference Incident #: Reference Request #: Reference Event #:

POC: Barbara Wescott

POC Phone: 702-388-6437 POC Extension:

POC @: Barbara_Wescott@nvb.uscourts.gov

Alternate POC:

Alternate POC Phone: Alternate POC Extension:

Caller: POC

Caller Phone: Caller Extension:

Agency: US Bankruptcy Courts

Address 1: 300 Las Vegas Boulevard South

Address 2:

City: Las Vegas State: NV Zip: 89101

Country: United States

Manufacturer: HP Model: DL380G4

Serial #: USE534C4FN Description: SERVER

CMDB integration may be directly applied to the Problem Record.

New | **Change Request** | Notify | Help

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 3 Impact: 3 - Medium-Significant Priority: 3 - Medium-Significant

Urgency: 3 - Medium-Significant Item Type: Printer Status: Problem (No Solution Available)

City: Columbus Subcomponent: Case Parts Laser Manager: Vespe, Robert R.

State: OH Manufacturer: DELL Creation Date: 06 19 2007

Zip: 43215-2463 Model #: M5200 Closed Date:

Country: United States

Problem Description:	Problem Fix:	Related Incidents:
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.	#BF-TC 06/18/07 11:30 #BF-SR 06/18/07 11:30 jin replaced the cover cable	106545 105988 106030

Relate Change Request | **Create Change Request** | Help

CHANGE REQUESTS FOR PROBLEM [3]

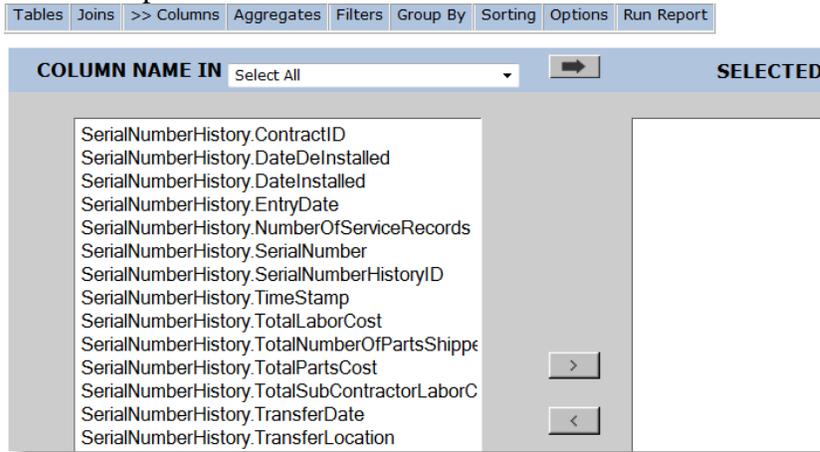
Change Request #	Change Request Name	Change Authority
57	Add an additional line entry titled 'Related RFC's on the PPMS Screen	Software Engineering MRB 1/26/
102	Modification of the RFC Labels and Table Elements	Software Engineering MRB 6/22/

Service Asset and Configuration Management Assessment

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
	SerialNumber	DateInstalled	Number OfCalls	Total LaborCost	Total Number Of Parts shipped	Total Parts Cost	Total SubContractor Labor Cost
1							
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
28	1136504		6	\$70.80	6	\$692.62	\$690.00

Service Asset and Configuration Management Assessment

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

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | Post Implementation Review | Assessments | **Configuration Items** | New

VIEW CHANGE REQUEST [5]

Workflow Status [**Not Initiated**]

Change Request Name: **Test Change Management Processes**

Category: Major Change | Desired Completion Date: 10/31/2006

Change Type: Documentation

Change Authority: PMO Department Manager

Proposed Change: This is to document the Change Request system for ITIL certification

Configuration Items [5]

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

VIEW CONFIGURATION ITEM [140066]

Contract #: 8068-000 | POC Phone: 817-355-3535 | Extension: 3535

POC: Jean Logsdon | Alternate POC Phone: | Extension: | Price: | Price Type: | Warranty Start: | Warranty End: | Agency: HUD

Alternate POC: | CI Number: usdh052630 | CI Number Log | CI Number Summary | Site/Location: 801 Cherry Street | Address 2: | City: Fort Worth | State: TX | Zip: 76102 | Country: United States

Old CI Number: | Item Type: Printer | Subcomponent: None | Model: 55i | Description: Printer | Manufacturer: None | Quantity: |

Add CI's to the Change

Back to Change Request | **Add Source Records** | Help

CONFIGURATION ITEM SOURCE RECORDS

Configuration Item Source Type	Configuration Item Source	Key Column Value	Delete Item

Checkbox Appropriate CI's to Add

SELECT CONFIGURATION ITEM

Select	ContractEquipmentID	ContractID	EquipmentType	ContractNum	SerialNumber	MfrName	Model	Description
<input type="checkbox"/>	215171	44	Server	5999-000	D72500445500600			ITG-CENTREDEMO
<input type="checkbox"/>	215172	44	Server	5999-000	ECHK3471035			ITG-VERIFI
<input type="checkbox"/>	215173	44	Server	5999-000	ESRI5390918			LGB-Centre
<input type="checkbox"/>	215175	44	Server	5999-000	BT00000062759			KSERVER (Inactive)

Service Asset and Configuration Management Assessment

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

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

VIEW CONFIGURATION ITEM [140066]	
Contract #: 8068-000	POC Phone: g - 35
POC: Jean Jagnon	Alternate POC Phone:
Alternate POC:	Price:
CI Number: usdh052630	Price Type:
CI Number Log CI Number Summary	Warranty Start:
Old CI Number:	Warranty End:
Item Type: Printer	Agency: HUD
Subcomponent: None	Site/Location: 801 Cherry Street
Model: 55i	Address 2:
Description: Printer	City: Fort Worth
Manufacturer: None	State: TX Zip: 76102
Quantity:	Country: United States

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.

VIEW CONTRACT	
Contract #: 5999-000	PPM Rate: 0
CO: George Hadjikyriakou	OPPM Rate: 0
CO Phone: 703-698-8282 Extension: 231	Sunday Rate: 0
Customer Name: ITG DEFAULT	Minimum: 0
COTR:	Billable: <input type="checkbox"/> No
COTR Phone: Extension:	Travel: <input type="checkbox"/> No
COTR Email:	Taxable: <input type="checkbox"/> No
BDM: Harris, George	Non-Revenue: <input type="checkbox"/> No
Customer Contract #:	CI Change Request Required: <input checked="" type="checkbox"/> Yes
Contract Modifications: 0	QA: <input checked="" type="checkbox"/> Yes
TAM: Suno Yoon	Contract Status: Active



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)

Service Asset and Configuration Management Assessment

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	CI
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

CONFIGURATION ITEM SOURCE RECORDS			
Show All Export To Excel Export To Word Print Back Back to Main Menu			
Records Fetched: 7			
ChangeRequestConfigurationItemID	ChangeRequestID	ContractItemID	CI
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

Integration Technologies Group (ITG) ITIL V3 Service Asset and Configuration
 Management Assessment

Service Asset and Configuration Management Assessment

Assessed	Release 4.6.8
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