

# EMA™ CMDB Assessment Service



## The Promise of the CMDB

The Configuration Management Database (CMDB) provides a common trusted source for all IT data used by the business and promises to improve IT operational efficiency and increase alignment between the business and IT while reducing costs. The CMDB's combination of content and context empowers IT staff, management, and the business to make better and more informed decisions. In turn, better decision making leads to tangible business benefits including:

- Decreased time to resolve technical problems (MTTR)
- Reductions in downtime and outages
- Improvements in service quality
- Refocusing of IT staff on strategic projects
- Reductions in the long-term cost of IT services

## Potential CMDB Pitfalls

While the CMDB holds significant promise for transforming the way IT does business, the truth is that the majority of CMDB implementations are larger cultural, political, and technical undertakings than most organizations realize. Enterprise IT professionals tasked with implementing a real-world CMDB face a host of challenges, including:

- Gaining the buy-in of key stakeholders across political and functional boundaries
- Obtaining adequate staffing and budget to succeed
- Winning and maintaining executive management support
- Managing expectations across the organization
- Overcoming strong organizational resistance to change
- Defining appropriate and achievable requirements
- Addressing workflow and process concerns
- Dealing with provocative issues such as ownership or “turf”
- Tackling thorny technical issues like integration and auto discovery

### MORE INFORMATION:

To learn more about the EMA CMDB Assessment Service, please contact the EMA Business Development team at +1.303.543.9500 or [enterpriselit@enterprisemanagement.com](mailto:enterpriselit@enterprisemanagement.com)

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## EMA CMDB Assessment Service

The EMA CMDB Assessment Service leverages our unique combination of industry knowledge, product knowledge, and consulting methodology to offer a practical approach to planning and implementing a CMDB project. During this 8-week engagement, Seasoned EMA CMDB professionals work with your team to assess your readiness to tackle a CMDB, develop architecture recommendations, and create an implementation roadmap that will put you on the road to CMDB success.

## An 8-Step Methodology for Success

The EMA CMDB Assessment Service leverages a patent-pending 8-step consulting methodology that has been proven successful at a variety of large companies with diverse and challenging IT infrastructures. The focus of the methodology is three-fold – tools, processes, and people are all critical to success. Each step builds on the efforts of previous steps, and the outcome of the assessment is an implementation roadmap that lays out short-term wins in the context of a long-term vision.

### Step 1: Define Objectives, Resources, and Ownership

During Step 1, EMA consultants interview your organization's executives and senior IT leaders to understand strategic issues such as:

- History of previous IT implementations
- Key stakeholders (owners and users)
- Resources available for the project (financial and personnel)

Addressing high-level issues such as project cost, expected value, ongoing maintenance, anticipated timeframe, and measurable metrics upfront helps ensure that everyone is on the same page from the very start of the project.

### Step 2: Technology, Process, and Organizational Audit

In Step 2, EMA consultants interview your IT managers and engineers to get a handle on technology, process, and organizational issues such as:

- Management tools currently in use and how well they work
- Redundancies and gaps in management coverage
- Informal vs. formal IT processes and their effectiveness in real life
- Current organizational structure and interaction between technology silos

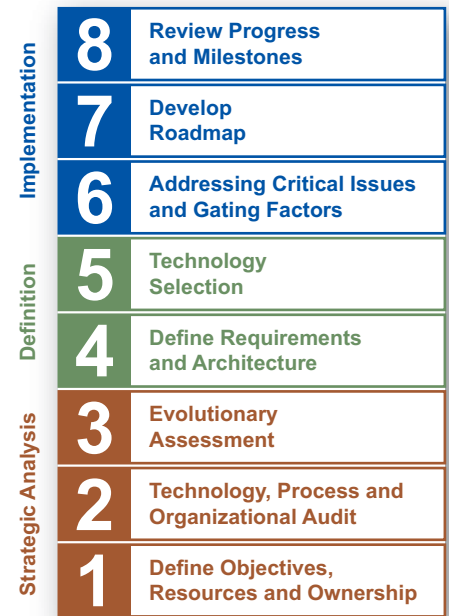


Figure 1: EMA's 8-Step Consulting Methodology

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## Step 3: Evolutionary Assessment

During Step 3, EMA consultants take what they have learned during Steps 1 and 2 and map your organization to EMA's IT Maturity Model, EMA's Semantic Model, and EMA's IT Capabilities Matrix.

By comparing your company's IT management maturity to other companies and the market, we can identify gaps in key areas. The pre-requisites identified in Step 3 will need to be addressed in parallel with your CMDB project to ensure success.

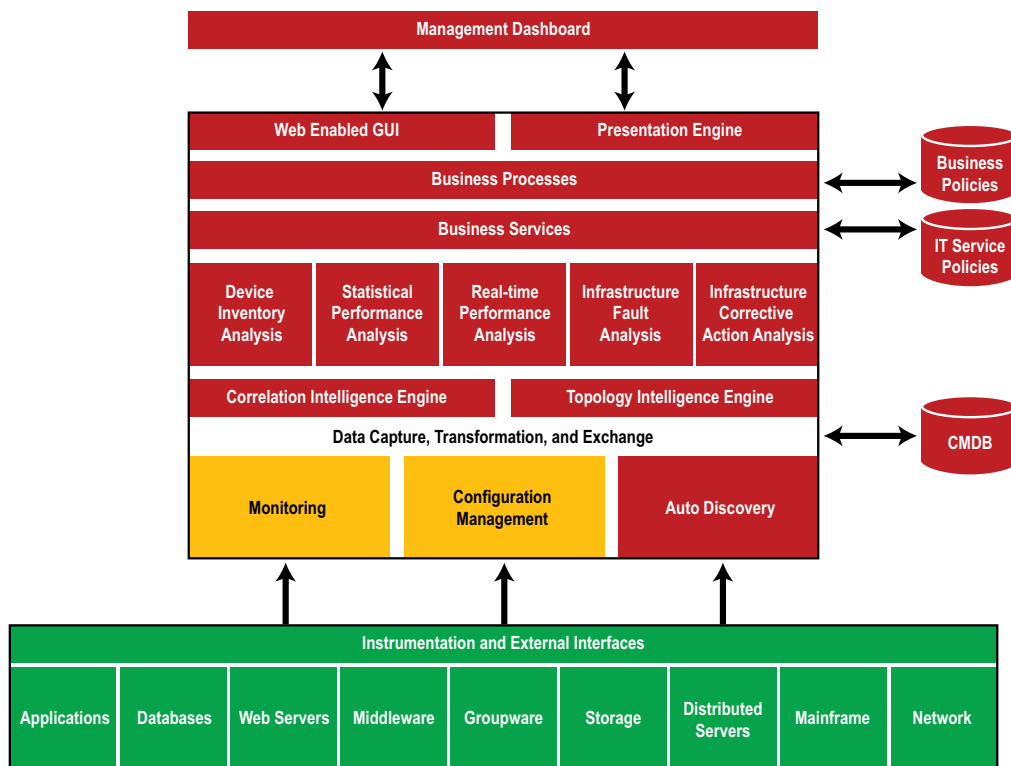


Figure 2: EMA's Semantic Model

## Step 4: Define Requirements and Architecture

Through our work on numerous real-world CMDB projects, EMA has developed a requirements methodology and a standard approach to building a functional CMDB architecture. During Step 4, EMA consultants combine this proven set of methodologies to review or help outline Detailed Requirements and an overall CMDB architecture. These critical documents:

- Set expectations for the IT initiative
- Provide a robust checklist for vendor feature comparisons
- Help prioritize what is critical and what is “nice to have”
- Provide the basis for the implementation roadmap with goals and milestones

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## *Step 5: Technology Selection*

For Step 5, EMA consultants leverage our extensive knowledge of available vendor solutions to create an EMA IT Vendor Matrix, which is a short list of CMDB vendor candidates with extensive side-by-side comparisons. These are matched to the general and detailed requirements gathered during the interview and research process. The result is a Vendor Matrix that provides the best overall CMDB solution for your needs including:

- Ability to scale
- Ease of implementation
- Initial and ongoing costs
- Compliance with standards such as ITIL
- Ability to integrate with other tools

## *Step 6: Addressing Critical Issues and Gating Factors*

In Step 6, EMA consultants provide a comprehensive overview of those issues that might cause your CMDB implementation to fail. While some gating factors are technical, most customer projects fail because they do not address organizational, cultural, and process issues up front. This overview provides a neutral third-party assessment of these critical issues including:

- Gaps in tools or processes
- Redundancies and duplications
- Technical issues such as discovery, automation, and security
- Organizational issues such as historical failures or lack of management buy-in
- Budget and resource constraints

## *Step 7: Develop Roadmap*

In Step 7, EMA consultants work with your core CMDB team to develop three roadmaps to put you on the road to CMDB success.

The Six-Month Roadmap is a tactical implementation plan consisting of short-term tasks that deliver small wins every 90 days. By showing immediate value, this approach helps build project momentum and keep key stakeholders engaged and committed to the longer-term project. This roadmap includes concrete return-on-investment goals and milestones.

The One-Year Roadmap is a draft of the next six-month tactical plan. This roadmap answers the question of “What will be addressed next?” to keep people focused on the longer-term vision while setting expectations for the next twelve months.

The Three-Year Roadmap lays out the vision for the completed CMDB effort. This is a living document that is adjusted as milestones are met and new components are made available. It demonstrates progress made toward the ultimate goal and clearly estimates the time left until completion.

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## *Step 8: Review Progress and Milestones*

The final deliverable from the engagement is the EMA CMDB Assessment Report. This document details:

- Requirements gathered from across the organization
- Real-world CMDB architecture
- Vendor-independent tool selection
- Critical issues identified before work begins
- Roadmaps for short-term deliverables and long-term goals

To keep your CMDB project the road to success, EMA recommends an “independent health checkup” every 6 months. By reviewing progress with an outside expert, you can get an objective reality check on the progress of your CMDB implementation from someone not engaged in its throes and make adjustments as necessary to get back on track.

## **Learn More**

The road to aligning IT with the business is filled with confusing alternatives. As an IT professional, you know that selecting the right technologies and tools for your enterprise’s IT management strategy can be tough. Let Enterprise Management Associates (EMA) be your guide on the pathway to IT Management success!

A leading industry analyst and consulting firm 100% dedicated to the issues of IT Management, EMA delivers in-depth, objective, and actionable insight into the technologies and best practices required to transform your IT organization from a fire-fighting cost center into a business partner that leverages technology to support your organization’s business objectives.

To learn how we can help your organization succeed with your CMDB initiative or to request a sample EMA Assessment Report, please contact the EMA Business Development Team at +1.303.543.9500 or [enterpriseIT@enterprisemanagement.com](mailto:enterpriseIT@enterprisemanagement.com).