



Building a Robust CMDB with Virima for JSM Users

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PRESENTERS

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OVERVIEW

Building a successful Configuration Management database (CMDB) program depends on defining desired outcomes, identifying the key datasets to support those outcomes, and establishing the proper organizational governance. For IT Service Management users such as Jira Service Management (JSM), integration between discovery tools and JSM depends on data prioritization and mapping to optimize business value.

Virima enables a well-maintained CMDB that provides significant business value, helping users enhance CMDB capabilities within a JSM environment. Virima offers flexible infrastructure discovery, multi-cloud support, automated application dependency discovery, service mapping, full-featured visualization leveraging the Virima Visual Impact Display (ViVID™); all seamlessly integrated into JSM. The release of AirTrack will supercharge JSM's ability to integrate with and enrich CMDB data with almost any source of record. Thus, enabling far more mature process capabilities such as vulnerability management, and automated asset refresh.

The presenters discussed the importance of IT Asset and Configuration Management and explained how Virima helps organizations gain asset visibility, enforce governance, improve Service Delivery & SLA Performance and increased efficiency with the appropriate IT Asset and Configuration Management processes.

KEY TAKEAWAYS

Why is IT Asset and Configuration Management important?

Data and processes are the foundation of every effective IT service delivery deployment.

IT Asset and Configuration Management play a crucial role in organizing data and processes to optimize operations—from change management to security.

BENEFITS OF ROBUST IT ASSET AND CONFIGURATION MANAGEMENT

Visibility and Control	Provides a comprehensive view of an organization's IT infrastructure, including all hardware, software, documentation, and configurations. This visibility is crucial for effective management and control of IT services.
Risk Management	By maintaining an accurate, up-to-date CMDB, organizations can identify and manage potential risks associated with changes to their IT environment. This helps prevent incidents and minimize the impact of changes. In addition, maintaining a CMDB helps fulfill mandatory compliance requirements for regulatory specifications, such as SOC 2 or ISO 27-001.
Efficient Incident Resolution	When incidents occur, having a well-maintained CMDB enables faster and more accurate identification of affected applications and services. A well-documented IT service, including impact hierarchy, enables rapid response, speeding the resolution process and reducing downtime.
Enhanced Decision Making	With accurate and up-to-date information about IT assets and configuration items, organizations can make informed decisions regarding investments, upgrades, and improvements to their IT infrastructure. Informed planning enables organizations to be ahead of the curve and proactively address the next business challenge.

Within this domain there are two fundamental processes with different focuses:

1. **Configuration management** is a process that tracks all the individual configuration items (CI) in an IT system to understand the relationship between the CIs within that given system. A CI can be almost any type of item in the environment as long as it plays some significant role in the delivery of that system.
2. **IT asset management (ITAM)** is the set of business practices that join financial, contractual, and inventory functions to support life cycle management and strategic decision making for the IT environment.

“[Configuration Management] is crucial for maintaining control, reducing risk, and ensuring the effective and efficient delivery of IT services in alignment with business objectives.”

PAUL BUSSIERE, T4S PARTNERS

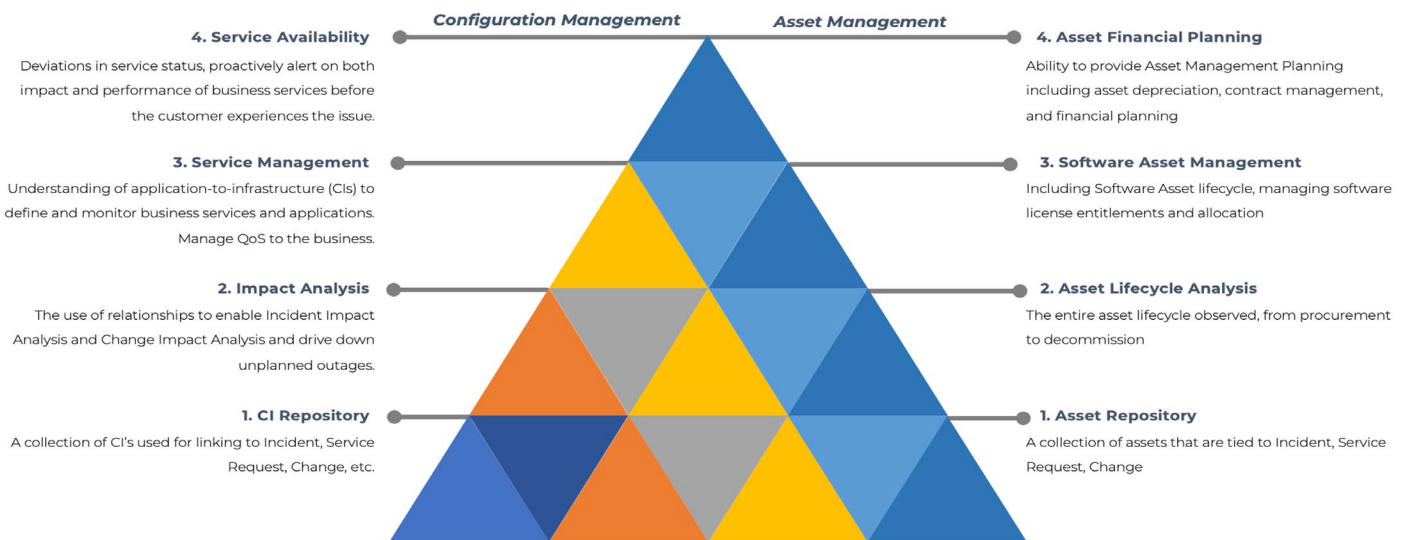
Having a clear, shared understanding of outcomes is key to project success.

It is important to recognize that the CMDB is a technology, not a process. The CMDB often incorporates assets but does not have to. The data collected and processes applied to a CMDB project will be markedly different, depending on whether a CMDB is focused on configuration management or IT asset management.

To successfully build a CMDB, stakeholders must clearly define their desired outcomes, which will drive which processes to focus on, what discovery methods need to be deployed, and what data sets they will be maintaining.

T4S has designed a Maturity Pyramid for Asset and Configuration Management (shown below) that is aligned to a set of outcomes. The Maturity Pyramid defines groups of items that build upon each other, providing guidance on where to start with asset and configuration management, as well as which activities and processes must be put into place to grow in maturity.

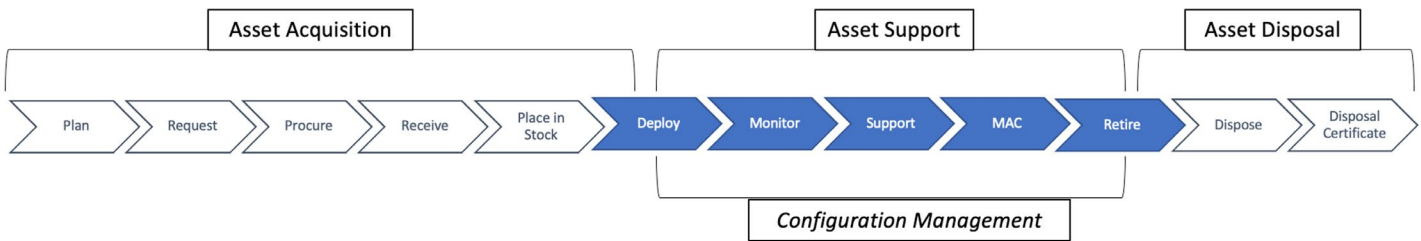
Figure 1: The Maturity Pyramid for Asset and Configuration Management



The lifecycle of an Asset and CI overlap, and both encompass a complete life cycle, but there are differences in focus and approach. For example, configuration management often starts once a CI is discoverable, therefore it has already been deployed, while asset management relies on process-related data, such as how an asset was acquired.

It is important to ensure the lifecycle activities you focus on as part of your project align to the desired outcomes. This also includes any technology that is deployed or integrated into this project. Only while building a repository will we have the most latitude with data and process. Once we begin to move beyond a point in time representation of our data and begin to support the greater lifecycle will the strict need for process and data alignment come into play.

Figure 2: The Asset and Configuration Management Life Cycle



Identifying and organizing key datasets is a fundamental step to achieving a data repository—the Maturity Pyramid's foundation. When it comes to data classification, most important is to capture data that is ultimately used by some process. Visualizing how data is used helps identify redundancies or disuse, so it is important to take the time to establish key data classes and their corresponding attributes.

Data classification is often prescriptive. While much of the information at the foundational level will likely encompass standard classes, as organizations move up the maturity pyramid, there will be other data sources that need to be integrated into the CMDB. Thus, additional capabilities might become necessary to handle de-duplication and normalization of data to create a single "golden" data set that can be consumed directly by processes such as Incident, Change, Service Request, and others within JSM.

Governance is a crucial function of IT Asset and Configuration Management.

When deploying technology, identifying the process manager and process owner is a critical step in asset and configuration management, as these roles are responsible for the success of the process. The process owner and manager often serve to ensure that any manual steps in the process are followed, documented, and measured.

Where this is most impactful is in the context of continuous service improvement. Processes must be adopted over time—adoption does not happen overnight—and is best performed using a Continual Service Improvement-based approach.

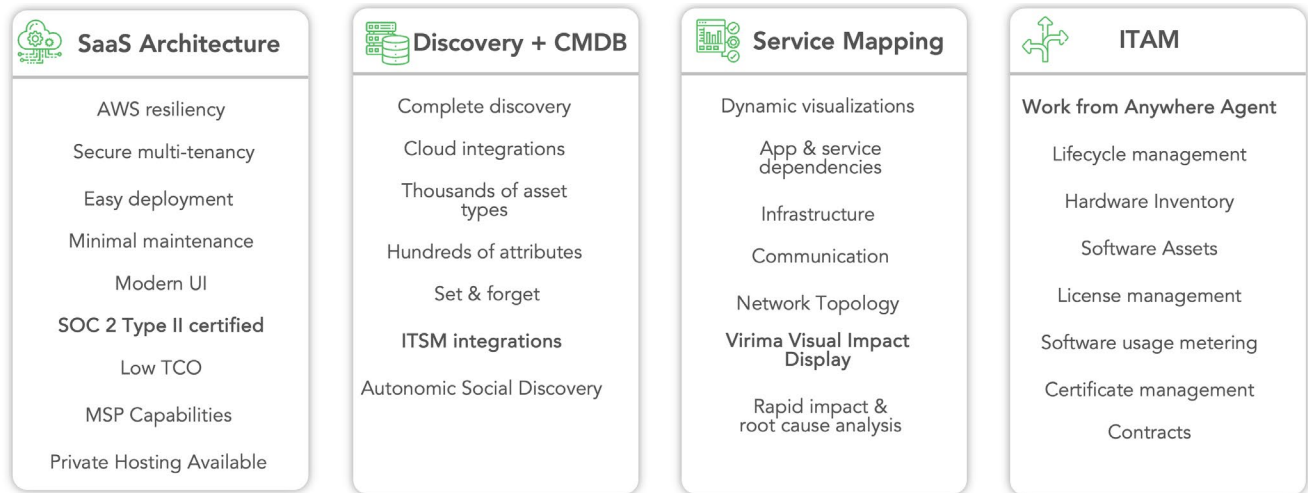
The key components of governance include:

- Defining clear ownership
- Developing standardized processes
- Conducting regular audits
- Utilizing automated tools
- Establishing performance metrics
- Ongoing investment

Virima's intelligent CMDB automation and end-to-end asset management platform provides business value.

The Virima (**V**isual **R**isk **M**anagement) platform offers a slew of out-of-the-box product differentiators including SOC 2 Type II certification, JSM integration, service mapping for the Virima Visual Impact Display (ViVID™), and a work-from-anywhere agent.

Figure 3: Virima platform overview



Incorporating Virima's automated discovery and service mapping with JSM provides users with a comprehensive solution that enriches CMDB and ITSM processes with detailed insights, all visually accessible through ViVID.

ViVID maps do not simply capture a visual representation of which machines talk to one another; ViVID goes a layer further to include interdependencies. For example, using the integration into JSM, Virima offers ITSM overlays to show active incidents on a machine and any associated change requests and corresponding status. Through the CI record in Virima, users can click into related information in JSM.

Scanning systems with Virima uses an agentless approach, requiring less effort—a combination of point-and-click and a small amount of data entry. Setup requires only JSM credentials and property mappings, many of which are provided out of the box. After initial setup and configuration, Virima automation applies the pre-configured blueprints to records that come into the CMDB, sending only approved data to JSM according to defined mappings. Virima also provides detailed sync logs to help troubleshooting in the event of a failure.

Virima's interdependent views offer a clear assessment of completeness of the CMDB. Virima's communications maps provide an easy-to-read visual of whether every system and CI that are part of a given ecosystem have been completely scanned.

"A key point of [governance] is completeness of your CMDB."

DAVID FRANCO POWERS, VIRIMA

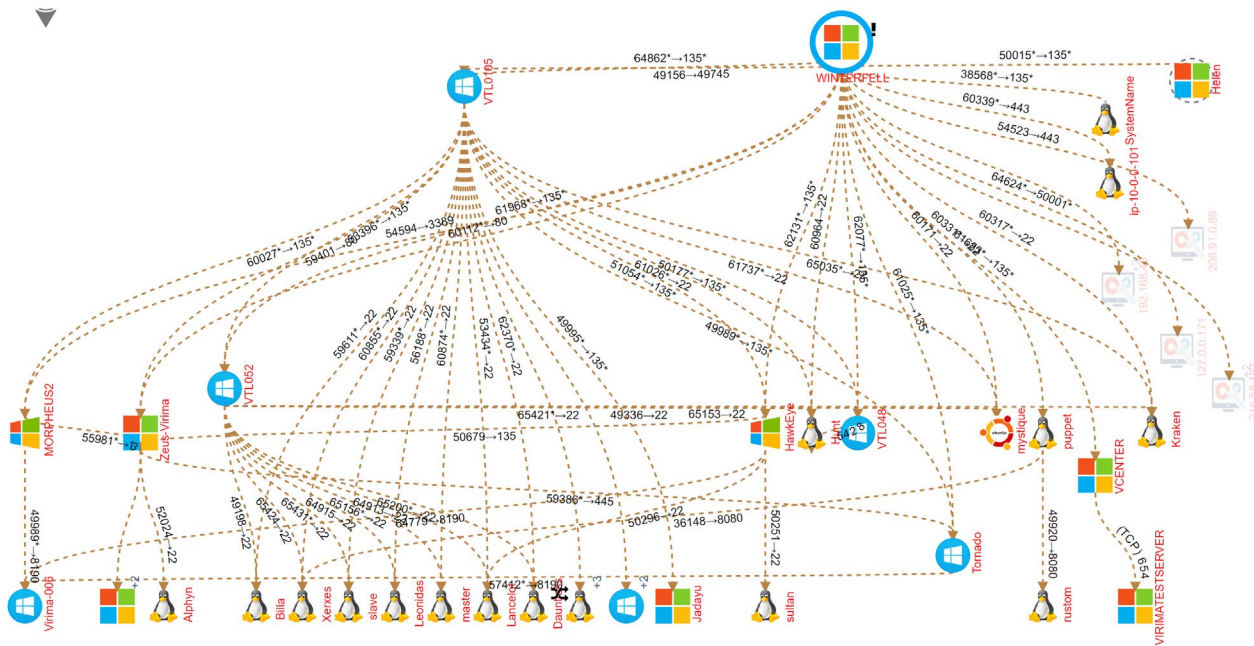


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Figure 4: An Example Virima ViVD Map



Other out-of-the-box features allow exploration into other layers, such as whether server-to-server communications are authorized or not. Clickable maps allow drill-down into reports that can be used to assess and communicate risk, and help to develop a remediation plan of action.

ADDITIONAL INFORMATION

To learn more, visit:

- Virima. virima.com
- T4S Partners. t4spartners.com



T4S Partners is a customer-focused IT consulting firm centered around three main practices: 1) Enterprise Service Management; 2) Application Transformation; and 3) Cloud Enablement. T4S Partners has completed more than 100 Jira projects and over 15 JSM projects.

T4S Partners delivers services across the spectrum from front-end advisory work—application, cloud, process, and service transformation—to ongoing service management. T4S Partners does a great deal of work in the asset and configuration management space, working with clients whose objectives include enabling visibility, financial efficiency, service assurance, and compliance and cybersecurity. To learn more visit www.t4spartners.com



Atlassian's emphasis has always been on helping teams be more effective in getting work done. As a result, through its products—especially JIRA—Atlassian provides the de facto tool for DevOps and organizations across the globe. Atlassian also offers JIRA Service Management (JSM), which is revolutionizing how organizations perform IT service management and enables synergies across teams. To learn more, visit www.atlassian.com



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BIOGRAPHIES



Paul Bussiere
Principal Consultant, T4S

Paul is an accomplished Enterprise Architect with over 20+ years of experience designing technology solutions in large complex enterprises. He specializes in IT transformational processes such as Business Service Management (BSM) and IT Asset Management (ITAM).



David Franco Powers
Senior Solution Engineer, Virima

David Franco Powers is an industry-recognized IT Configuration Management, Discovery and Service Mapping expert and conference speaker. A seasoned hands-on IT executive with over 20 years of career building experience leading and solutioning presales, prospecting, and post sales implementations, his core strengths are sales, solutioning, program management, transformation, growth opportunities, leading teams, building relationships, and communicating at varying levels and disciplines.



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