

Project

Result

Use

Benefits

Create a CMDB

We will have a CMDB available for general use, for reference for ad-hoc purposes

Publish and see how people use it, refine as necessary.

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Improve Change Management with Configuration Management data.

New Configuration Items, Attributes, and Statuses defined in the CMDB needed to support Change

When planning a Change, the submitter links the Change to one or

More predictable implementation of Changes, reduction in unplanned outages of related system.

The submitter can determine what other system are impacted by the Change.

We can route the Change to the correct approver, or ensure the approvers is in

Improved authorization of Changes, adjust schedules or scope based on business requirements.

Send communications to the appropriate stakeholders based on relationships to the affected CI's.

Improved communications, reduced confusion, and satisfaction with planned or unplanned outages.

Update CI data, statuses, relationships after completion of Changes.

Improved reliability of configuration data, improved retention of environment of configuration when staff members turnover.

Generate reports on known allowed permissions to controlled applications and servers.

Inappropriate access permissions are reduced following scheduled owner reviews, audits.

Access Request CI's are created for each Access Request ticket and for historical requests.

Access Request CI's are linked to the server or software CI's specific to the CI

Visualize the relationship to the Access Request CI's when visualizing the server or software.

Assess the impact (users) when scheduling planned changes.

Improve Access Management with Configuration Management data.

Access Request CI's are linked to the Access Request ticket.

Quickly identify and review the ticket associated with the CI.

Support audits by showing appropriately approved access requests exist for each permission granted.