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CMDB Population Solution
Automated Population of third party CMDBs with System Center data

This CMDB Population Solution enables System Center customers to use the actual asset data captured by their System Center tools to populate their third party CMDB products.

For anyone who has a CMDB or is considering implementing a CMDB product the biggest challenge they face is not which product to buy but how am I going to populate the CMDB and insure the data it holds is current?

Traditionally there have been two approaches to solving this thorny issue; manually enter the data or purchase an Asset Discovery engine which can populate your CMDB. Both solutions have significant challenges.

The manual approach requires significant manpower and the data accuracy is only as good as the keying in of the data and when a human last updated it.

	_id	machineID	computerName	computerType	computerStatus	manufacturer	operatingSystem	memory	description	numberOfPhysicalProcessors	numberOfLogicalProcessors	NetworkName
1	1	16777219	GATEWAY-2016	Server	OK	Xen	Microsoft Windows Server 2016 Datacenter	2096752	AT/AT COMPATIBLE	1	1	Gateway-2016.lab
2	2	16777220	SQL-2016	Server	OK	Xen	Microsoft Windows Server 2016 Datacenter	8388208	AT/AT COMPATIBLE	1	2	SQL-2016.lab.keh
3	3	16777222	SCO-SEC-R2	Server	OK	Xen	Microsoft Windows Server 2016 Datacenter	2096752	AT/AT COMPATIBLE	NULL	NULL	SCO-Sec-R2.lab.l
4	4	16777223	SCO-2016	Server	OK	Xen	Microsoft Windows Server 2016 Datacenter	2096752	AT/AT COMPATIBLE	1	1	SCO-2016.lab.kel
5	5	16777224	SCOM-2016	Server	OK	Xen	Microsoft Windows Server 2016 Datacenter	2096752	AT/AT COMPATIBLE	1	1	SCOM-2016.lab.k

The Asset Discovery engine brings its own challenges. Although it automates the data entry, the asset information it discovers and reports is often different to that captured by the Enterprise Management tools and you get a lot of data entered into the CMDB you do not actually need. Both situations cause a great deal of confusion for the operations staff. Also an Asset Discovery engine places a significant extra management traffic load on the Network each time it polls to check if any Asset has changed or been added.

The ideal solution to CMDB population and management is to use the Asset data discovered by your Enterprise Management tools to populate your CMDB. This insures the data in your CMDB is the same as that seen by the Management tools and hence your Operations staff and you only gather management data once.
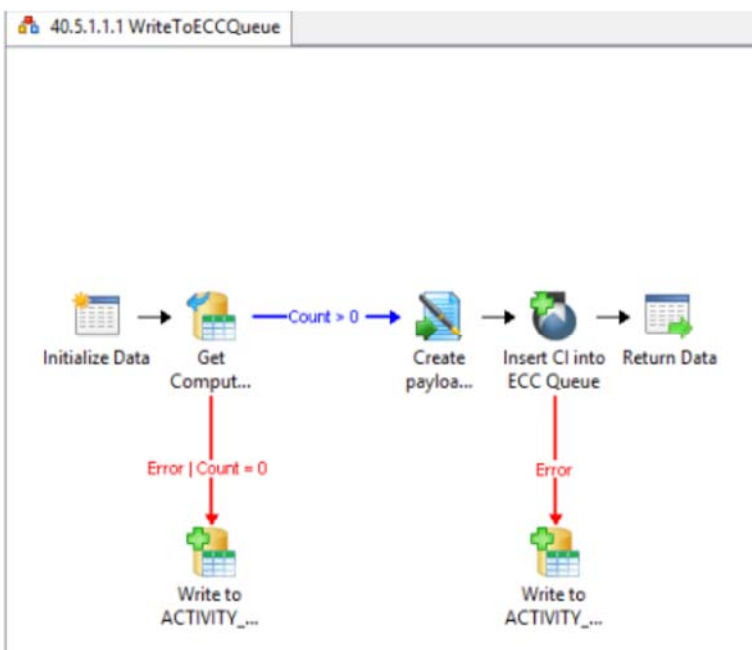
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This Orchestrator driven solution delivers a number of fully automated functions:

- Populate your CMDB with all New Assets discovered by the SCCM or SCOM.
- Automatically update your CMDB with changes to Assets discovered by SCCM or SCOM.
- Automatically builds Relationships between Assets as discovered and defined by the SCCM and SCOM
- Deletes Assets from your CMDB when you delete them from SCCM and SCOM.

The offering automatically discovers a range of common Asset data points and then you can configure the solution to populate your CMDB with any additional data you want and none of the data you don't.

The CMDB Population Solution out of the box is configured to populate the ServiceNow CMDB but the offering can support the following Target systems as well:
- BMC Atrium
- CA Service Desk Manager

If you need a connection to a tool which is not listed above then please contact us to discuss your requirements.
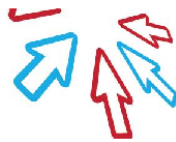
Define or change a Device Patching Schedule

* Select device from list

| Add Filter | Run filter | ⓘ |

-- choose field --   -- oper --   -- value --

Available   Selected

🔍

| 4300-071302 |
| 4300S-020220 |
| 4400-030218 |
| 4500S-021127 | >   ALDWXP
| 4700-050517 | <
| 8400-053105 |
| AnameREST10 |
| AnameSOAP52 |
| ANDREWDWXP |

* Select Patch Deployment Schedule to apply to this device

Saturday 18:00 Allow Reboot   🔍 ⓘ

Solution Implementaion

The solution is delivered as a Kelverion lead installation and configuration. In this option you provide Kelverion with remote access to your environment and then a Kelverion consultant will lead the installation and configuration of the solution into your environment and you will provide the subject matter expertise around your around your CMDB configuration.

Up to 40 hours of services delivery is included to deploy the solution.

The implementation hours are valid for 12 months from solution purchase.

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The scope of the Kelverion led implementation is defined as:

1. Integration of solution with ServiceNow only

2. Deployment into a single environment only i.e. Non-Production or Production not both

3. Configuration of the integration to SCCM or SCOM or both.

4. Configuration of the integration to the ServiceNow ECC Queue Only

5. The Asset data will be discovered by SCCM and SCOM and recorded into their respective databases

6. Orchestrator take a temporary copy of that data from SCCM and SCOM weekly and identify New and Updated items

7. Orchestrator will process the SCCM and SCOM data and normalise it into Configuration Item type data

8. For each item, Orchestrator, will create an entry in the ServiceNow data import table the ECC Queue.

ServiceNow will then read in this ECC Queue and then using transform rules create a new CI Record of the appropriate type or update an existing record.

You are responsible for:

- Providing Kelverion with remote access to your environment
- Installing the System Center tools, including Orchestrator and the other target systems
- The loading and transforming of the ECC Queue records. This is a task to be conducted by your ServiceNow team.

The exact data reported for each Client device in SCOM depends on;

- The version of Windows Operating System
- The Management Packs deployed in the SCOM instance
- That discovery has been enabled in those Management Packs. This may require a custom override to be turned on SCOM.

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Class Computer

Property	Source SCCM	Source SCOM
Computer Name	✓	
Computer Type	✓	
Computer Status	✓	
Is Virtual		✓
Host Server Name		
Manufacturer	✓	
Operating System	✓	
Memory	✓	
Description	✓	
Number of Disks		✓
Number of Interfaces		✓
Organizational Unit		✓
Number of Physical Processors		✓
Number Of Logical Processors		✓
Network Name		✓
IP Address		✓
Netbios Name		✓
DNS Name		✓
Display Name		✓
Offset to GMT		✓

Class Processor

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Processor Name	✓	✓
Address Width	✓	✓
Caption	✓	
Description	✓	✓
Device ID	✓	✓
Family	✓	✓
Is 64 Bit	✓	
Install Date	✓	
Instance Key	✓	
Is Hyper Thread Capable	✓	
Is Hyper Thread Enabled	✓	
Is Virtualization Capable	✓	
Manufacturer	✓	✓
Max Clock Speed	✓	✓
Name	✓	
Number of Cores	✓	
Number of Logical Processors	✓	
Processor ID	✓	
Role	✓	
Processor Status	✓	
Revision ID	✓	
Speed	✓	✓
System Name	✓	
Version	✓	✓

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Class Disk

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Disk Name	✓	✓
Caption	✓	
Disk Size	✓	✓
Description	✓	✓
Device Id	✓	✓
Index	✓	✓
Install Date	✓	
Interface Type	✓	✓
Manufacturer	✓	✓

Class Logical Disk

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Disk Name	✓	✓
Caption	✓	
Description	✓	✓
Device	✓	✓
File System	✓	✓
Free Space	✓	
Install Date	✓	
Name	✓	✓
Purpose	✓	
Size	✓	✓
Device Status	✓	
System Name	✓	
Time Key	✓	
Volume Name	✓	✓
Volume Serial Number	✓	

Class Network Interface

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Interface Name	✓	✓
Caption	✓	
Description	✓	✓
DNS Host Name	✓	
DNS Domain	✓	✓
Instance Key	✓	
Index	✓	✓
IP Address	✓	✓
IP Subnet	✓	✓
IPX Address	✓	
IPX Enabled	✓	
Mac Address	✓	✓
MTU	✓	
Service Name	✓	
Revision ID	✓	

Further CI record types can be provided as part of a custom engagement.

K elverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at http://www.kelverion.com

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