

Infra Course Outline

Configuration Management



Configuration Management is at the centre of every Infra implementation. The Configuration Management Database (CMDB) is the repository of all your key infrastructure items, and as such, it is crucial that the CMDB structure be correctly defined.

This one day course is suitable for all CMDB Administrators, Software Librarians, Hardware Controllers and Service Desk Managers who want to learn how to implement an ITIL aligned CMDB using Infra.

What You Will Learn

- An overall understanding of Configuration Management
- How to build the CMDB
- An understanding of the different CMDB entities
- How to create relationships between CMDB entities
- How to track and control changes in the CMDB
- Searching the CMDB
- How to configure global settings, security roles and keywords for your CMDB



How You Will Benefit

On completion of this course, students will be able to configure the key components of an ITIL aligned CMDB and define the relationships between CMDB entities, customers, organizations and contracts.

Length of Course: 1 day

Maximum Students: 8 Students

Infra Course Outline

Configuration Management

Course Topics

Module 1: CMDB Introduction

- ITIL Configuration Management
- CMDB contents
- Level of control

Module 2: Building the CMDB

- Defining the CMDB structure
 - ❖ Linking CMDB entities
- Creating CMDB entities
- Configuration items
 - ❖ Creating a CI
- Services
 - ❖ Creating a service
 - ❖ The service catalog
- Structures
 - ❖ Creating a structure
- Baselines
 - ❖ Creating a baseline
- Locations and organizations
 - ❖ Creating an organization
 - ❖ Creating a location
- Customers
 - ❖ Creating a customer
- Setting up the DHS
- Setting up the DML
- Agreements
- Contracts
 - ❖ Creating a contract
- External Suppliers
 - ❖ Creating an external supplier
 - ❖ Creating an external officer
- Contract Management

Module 3: Linking CMDB Entities

- Linking of CMDB entities
 - ❖ Defining dependencies
 - ❖ Viewing links

Module 4: CMDB Entities

- Freezing CMDB entities
- Cloning CMDB entities
- Versioning
- Templates
- Adding stakeholders to CMDB entities
- Audit trailing

Module 5: Customising CMDB Screens

- Customising CMDB windows
- Customising CMDB extensions
- Other custom information

Module 6: Searching CMDB Items

- Searching for CMDB items
- Using the CMDB search windows
 - ❖ Details and linked items
 - ❖ Viewing linked information
- Personalizing your views
 - ❖ Column widths
 - ❖ Reorder columns
 - ❖ Column sort
 - ❖ Column configurations
 - ❖ Filter CMDB items
- Exporting results

Module 7: CMDB Administration

- General CMDB configurations
- CMDB settings
 - ❖ CMDB items / customers
 - ❖ Audit trail
 - ❖ Version control
 - ❖ CMDB item window
 - ❖ CMDB item extension
 - ❖ External contract
 - ❖ Multiple screens
- Configuration Management Role
 - ❖ CIs, structures, baselines, services
 - ❖ Customers
 - ❖ Organizations, locations and contracts
 - ❖ External supplier

- CMDB parameters
 - ❖ Attributes
 - ❖ CMDB criticality
 - ❖ CMDB entity types
 - ❖ CMDB entity class types
 - ❖ CMDB physical statuses
 - ❖ CMDB profiles
 - ❖ CMDB service levels
 - ❖ Config item types
 - ❖ Contract types
 - ❖ Custom CI profiles
 - ❖ Customer VIP statuses
 - ❖ Disposal methods
 - ❖ Financial status
 - ❖ Link manufacturer to model
 - ❖ Link status
 - ❖ Link type
 - ❖ Manufacturers
 - ❖ Model types
 - ❖ Organization profiles
 - ❖ Purchase methods
 - ❖ Service link types
 - ❖ Service types
 - ❖ Stakeholder types
 - ❖ Structure types

Licensed Modules:

- Availability
- Federated CMDB