Version
1.0

CMDBuild READY2USE®

» Overview Manual

June 2015

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www.tecnoteca.com

ENG

ready 2 use

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CMDBuild ® uses many great technologies from the open source community:
PostgreSQL, Apache, Tomcat, Eclipse, Ext JS, JasperReports, IReport, Enhydra Shark, TWE, OCS Inventory, Liferay, Alfresco, GeoServer, OpenLayers, Prefuse, Quartz, BiMserver.
We are thankful for the great contributions that led to the creation of these products.

CMDBuild READY2USE is a version of CMDBuild ®. It is already configured and ready to be used in the production environment, all its features are available if you subscribe the maintenance service with Tecnoteca

CMDBuild ® is a product of Tecnoteca S.r.l. Tecnoteca is responsible of software design and development, it's the official maintainer and has registered the CMDBuild logo.

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CMDBuild ® is a registered trademark of Tecnoteca Srl.

Everytime the CMDBuild® logo is used, the official maintainer "Tecnoteca srl" must be mentioned; in addition, there must be a link to the official website:

http:\\www.cmdbuild.org.

CMDBuild ® logo:

- cannot be modified (color, proportion, shape, font) in any way, and cannot be integrated into other logos
- cannot be used as a corporate logo, nor the company that uses it may appear as author / owner / maintainer of the project
- cannot be removed from the application, and in particular from the header at the top of each page

The official website is http://www.cmdbuild.org

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1. About CMDBuild READY2USE

CMDBuild READY2USE is a preconfigured solution to support the management of IT assets
.

CMDBuild READY2USE is the result of the experience of several installations realized all over the world; it implements every functionality necessary for medium and large organisations:

- it manages the configuration of hardware and software items, client and infrastructure area items, physical servers and virtual ones, services and dependencies
- it includes a self-service interface to access the service catalogue, report malfunctions and send new requests
- it implements the Incident Management, Request FulFillment, Change Management, Asset Management workflows
- it includes sync connectors with Active Directory (staff), OCS Inventory (automatic client discovery) and VMware VCenter (virtual host data)
- it provides a mobile interface that allows you to operate direct on the field

CMDBuild READY2USE is a **CMDBuild** configuration, the open source framework realized and maintained by Tecnoteca.

Thanks to this choice, **CMDBuild READY2USE** is both a standard ready-to-use product and a solution that can be further customized through proper mechanisms. They allow you to work on every single element of the system (data model, workflows, reports, dashboards, connectors, etc).

By subscribing the maintenance service with Tecnoteca to use **CMDBuild READY2USE** you will have the right to:

- get the Maintaner's support to install / activate / change standard configurations and to get assistance in the production environment with granted SLA
- get the connectors with Active Directory, OCS Inventory and VMware (based on the framework CMDBuild Advanced Connector)
- have the self-service portal for a more efficient cooperation with the non-IT staff (based on the CMDBuild GUI Framework)
- have the mobile interface for a more efficient management of the activities on the field

If you want to test or use the product without our support, you can download its basic features from SourceForge and activate them on a normal CMDBuild instance

2. Configuration on CMDBuild

As previously mentioned, the application ***CMDBuild READY2USE*** is configured on CMDBuild, the open source framework that manages assets which has been also designed and realized by Tecnoteca, its current maintainer.

So, the conditions of use of ***CMDBuild READY2USE*** are like the ones of CMDBuild, both for the base functions of the user (web) interface and the configuration conditions of the data model, workflows, reports and connectors with external applications.

For the general conditions of use, please refer to the following CMDBuild manual (it can be downloaded from the CMDBuild websitewww.cmdbuild.org):

- Overview Manual (general description of the base framework)
- User Manual (base use of the user interface of the framework)
- Administrator Manual (use of the administration module and configuration)
- Technical Manual (installation and technical management of the framework)
- Workflow Manual (configuration of the workflow system)
- Webservice Manual (interoperability with other systems)
- Connectors Manual (data sync with external systems)

On the other side, the preconfigured application features are fully specialized. They implement those features that are usually required for the IT Governance management in ITIL compliant modality.

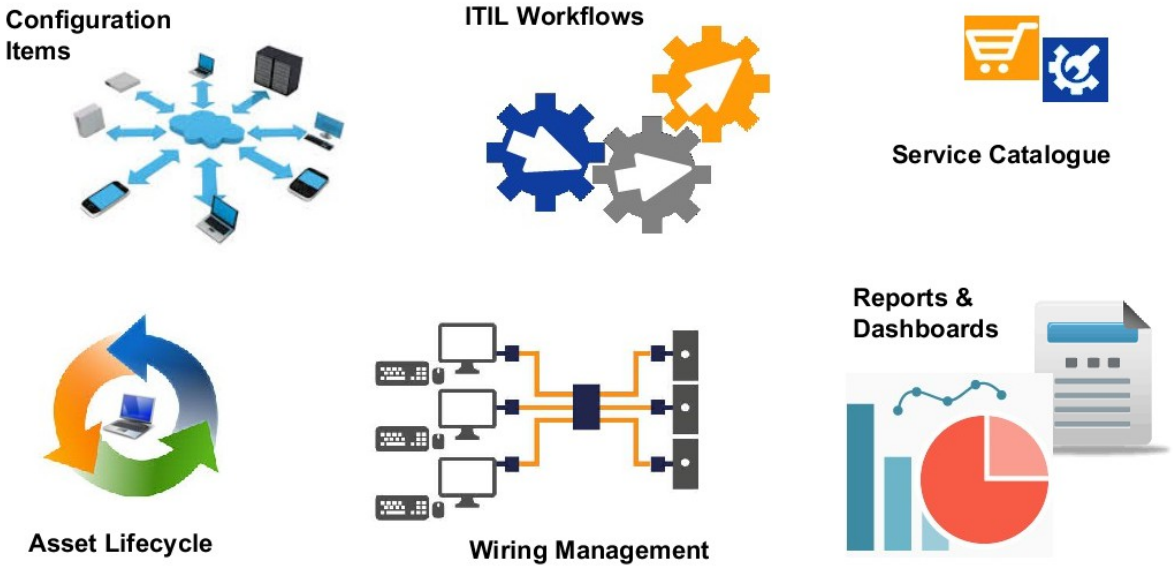
The following pages describe such features with also some exemplifying schemes.

By subscribing the annual maintenance service with Tecnoteca, you will have right to get some more detailed documents and other support services with granted SLA.

3. Application functionalities

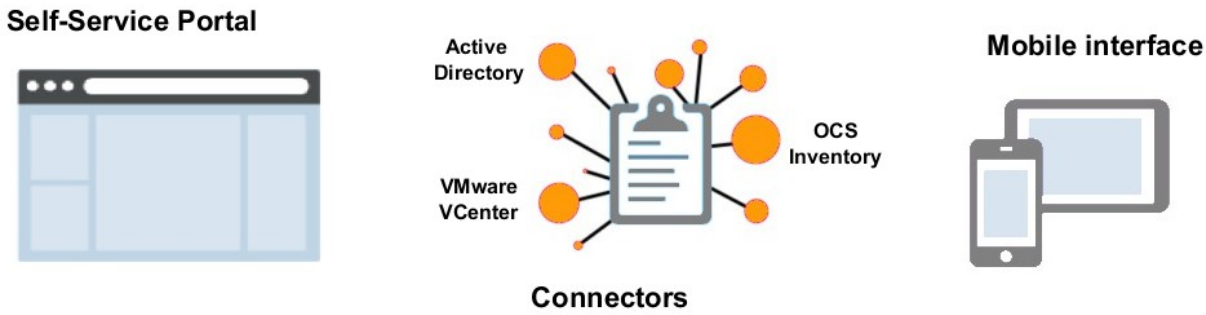
CMDBuild READY2USE includes the following already configured elements:

- preconfigured data cards for every kind of necessary entities in a IT Governance system (Configuration Item, Suppliers and Orders, Locations, Staff and Offices, etc), for relation charts and data logging charts
- Incident Management workflow, starting from the self-service portal (subscription required) and carried out by any escalation between expert groups or non-IT staff by means of the mobile interface.
- Request Fulfillment workflow, to manage the request of information and services, starting from the self-service portal (subscription required), activation of services through workorders based on preconfigured workorders performed even through the mobile interface
- Change Management workflow with execution of workorders based on preconfigured templates
- Asset Management workflow with management of all inventory reason codes and management of the lifecycle of assets, which can be used also from "mobile" interface
- support wizard for wiring management
- support wizard for the management of IP addresses
- preconfigured reports: asset inventory also at previous date, SLA analysis, layout of 19-inch racks, barcode labels, etc.
- preconfigured dashboards: SLA analysis, analysis of assets according depending on typology, seniority, etc.



CMDBuild READY2USE includes the following already configured elements (available for those who have a valid annual subscription)::

- connector with Active Directory for the synchronisation of the staff
- connector with OCS Inventory for the synchronisation of computers
- connector with VMware for the synchronisation of virtual servers
- mobile interface, in order to work direct on the field
- self-service portal for final users: IT news, requests of information, incident communications, requests for services, control of open requests, approval of requests from third party, FAQ, your personal data, your equipment / services, useful links



4. Data model

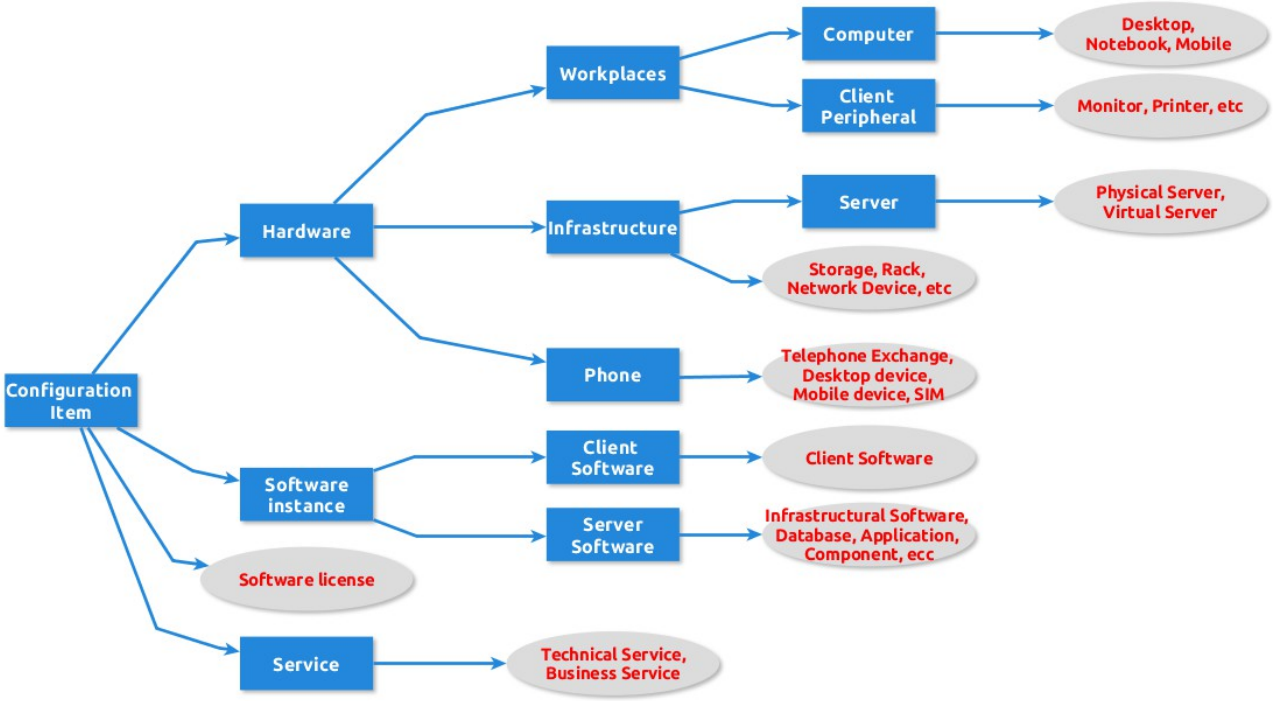
CMDBuild READY2USE has already configured all required entities for the IT management of a medium/large-sized organisation.

The entities are organized in superclasses and subclasses, they include all necessary attributes and are linked through different kinds of relations.

The **data model** includes the following macro-areas:

- Staff (Employees, external Personnel), organisation Units
- Locations (Building, Floor, Room)
- Purchases (Suppliers, Supplier's staff, Order, Purchase order row)
- Configuration Items, divided in:
    - Client places of work (Desktop, Notebook, Mobile, Monitor, Printer, etc.)
    - Infrastructures (physical Servers, virtual Servers, Storage, Racks, Network Equipment, etc.)
    - Telephone (Telephone Exchange, Landline, Mobile Phone, SIM)
    - Software instances (Client and Server Instance, such as Infrastructure Software, Database, Application, Component)
    - Software licenses
    - Services (technical services, business services)
- Networks (VLAN, VPN, Network interface, IP interval time)
- Support entities

Below is a detail of the Configuration Item hierarchy:

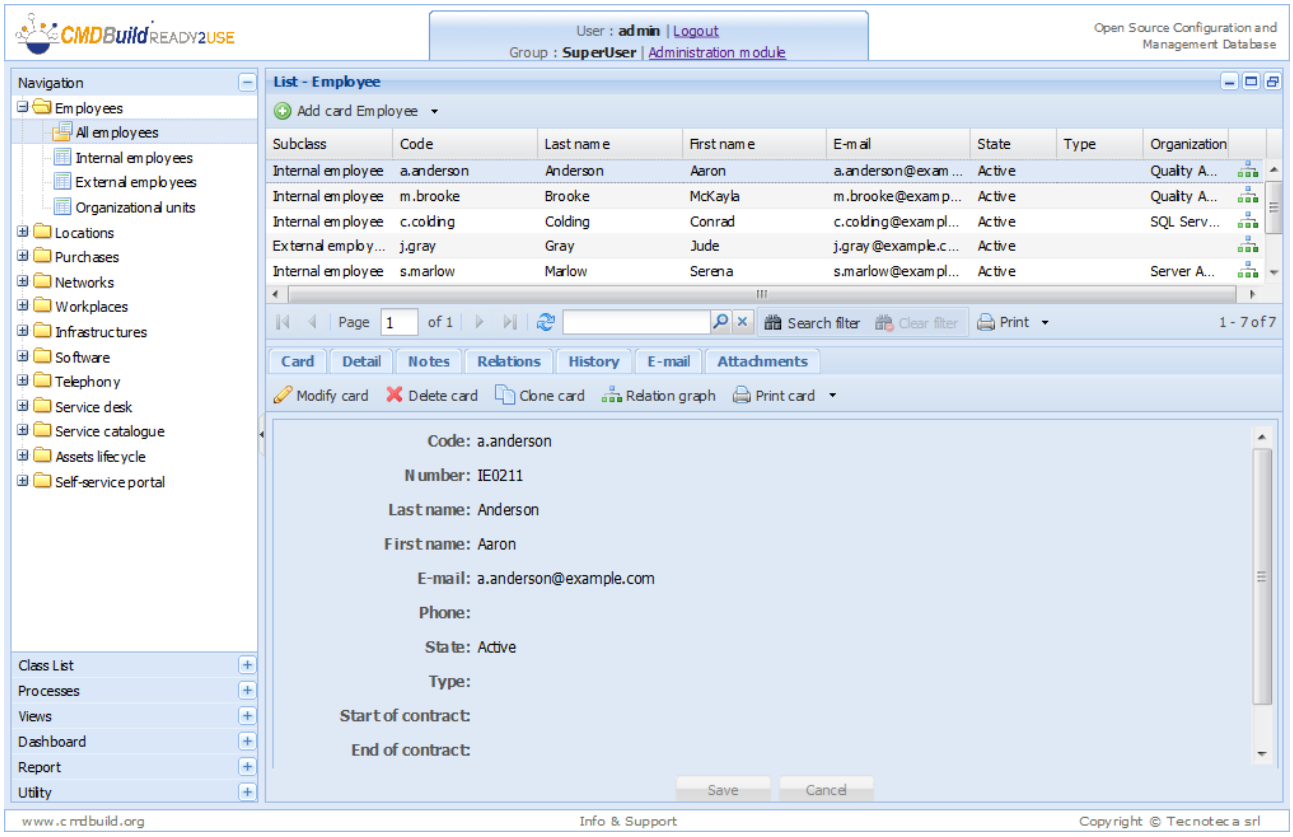


The **Services area**, i.e the last subclass of the Configuration Item hierarchy, allows you to define IT services provided by users, together with the request and support modalities, the availability, the SLAs, the technical and business reference-points.

Each service is associated to one or more kind of request, started by the self-service Portal and managed through the Request Fulfillment workflow.

For all data cards of every data model, the system allows you to edit the cards describing each element, link them, attach documents, carry out simple or complex searches, save them, consult the history, georefer them on 2D maps or 3D models.

The above-mentioned macro-areas can be easily identified in the application menu (Navigation Menu on the left)::


CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Purchases
Networks
Workplaces
Infrastructures
Software
Telephony
Service desk
Service catalogue
Assets lifecycle
Self-service portal
Class List
Processes
Views
Dashboard
Report
Utility
List - Employee
Add card Employee
Subclass Code Last name First name E-mail State Type Organization
Internal employee a.anderson Anderson Aaron a.anderson@exam... Active Quality A...
Internal employee m.brooke Brooke McKayla m.brooke@examp... Active Quality A...
Internal employee c.colding Colding Conrad c.colding@exampl... Active SQL Serv...
External employ... j.gray Gray Jude j.gray@example.c... Active
Internal employee s.marlow Marlow Serena s.marlow@exampl... Active Server A...
Page 1 of 1
Search filter
Clear filter
Print
1 - 7 of 7
Card Detail Notes Relations History E-mail Attachments
Modify card
Delete card
Clone card
Relation graph
Print card
Code: a.anderson
Number: IE0211
Last name: Anderson
First name: Aaron
E-mail: a.anderson@example.com
Phone:
State: Active
Type:
Start of contract:
End of contract:
Save
Cancel
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5. The Incident Management Workflow

The **Incident Management** workflow manages the support requests forwarded to users because of IT services malfunctioning.

The requests are sent by users through the Self-Service Portal, taken in charge by the helpdesk and, if necessary, can be forwarded to internal or external experts (horizontal and vertical escalation).

The following groups of users are involved in the workflow:

- company employees, which will be able to open requests through the self-service portal
- various groups of the helpdesk staff, which can accept requests received through the portal or register new requests received from different channels, forward them to the specialists or take them in charge, carry them out and close them
- various groups of specialists, qualified to satisfy different requests

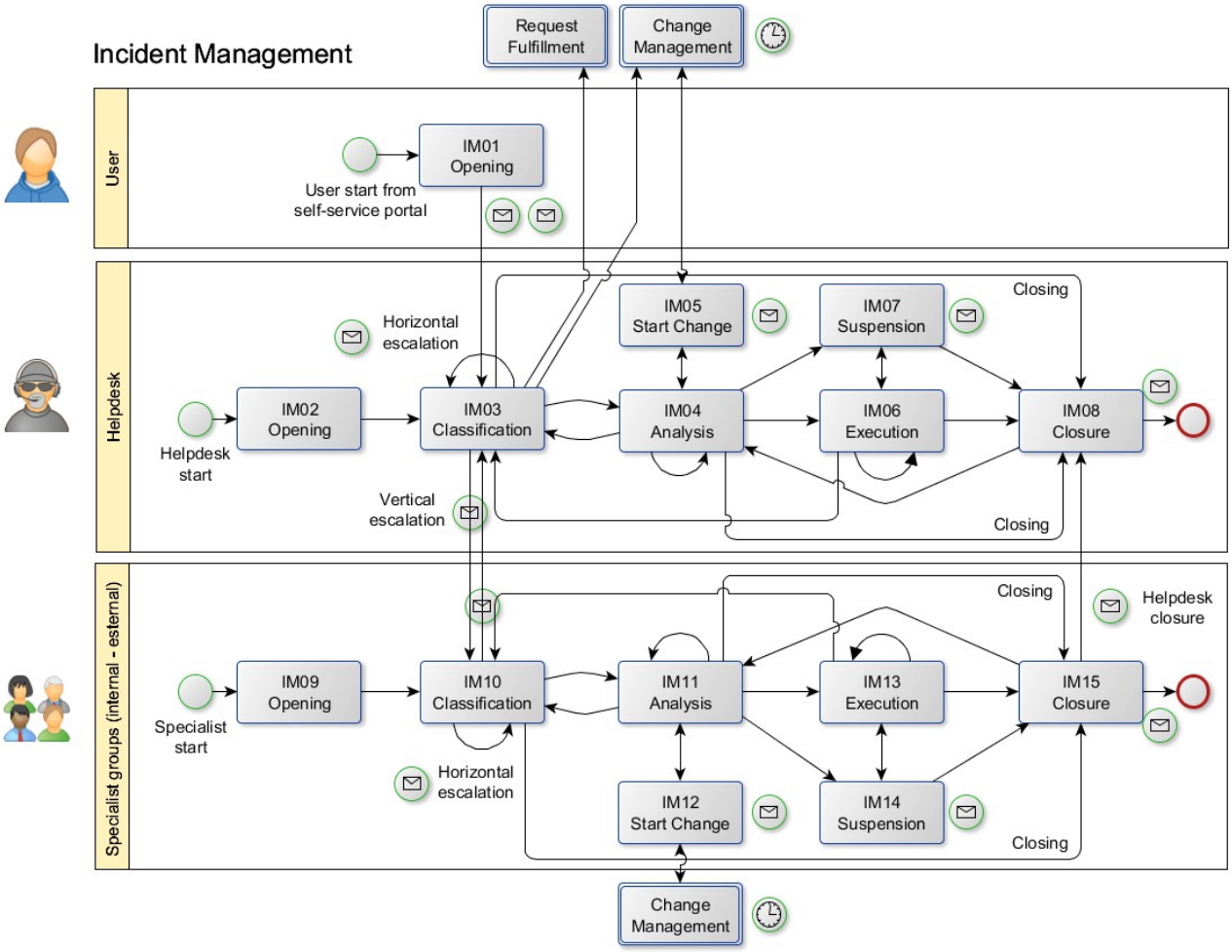
The process includes the following main features:

- start from the self-service portal included in CMDBuild READY2USE
- classification of requests for category and automatic forward to the correct recipient group
- notifications via email through predefined templates
- filing sent emails
- evaluation of priorities through a proper table based on the urgency and the impact
- possibility of connecting a request to another pending request, suspend it and automatically close it when closing the main request
- possibility of connecting the request to one or more assets and/or one or more services (filtered according to the applicant)
- support to operators during the analysis activity when accessing the file containing already known problems and already used solutions (Knowledge Base), with possible supply of the same file during the closure
- possibility of consulting the previous Incident signals from the same user
- calculation of working hours
- calculation of the time for a process to pass through the various process status and any

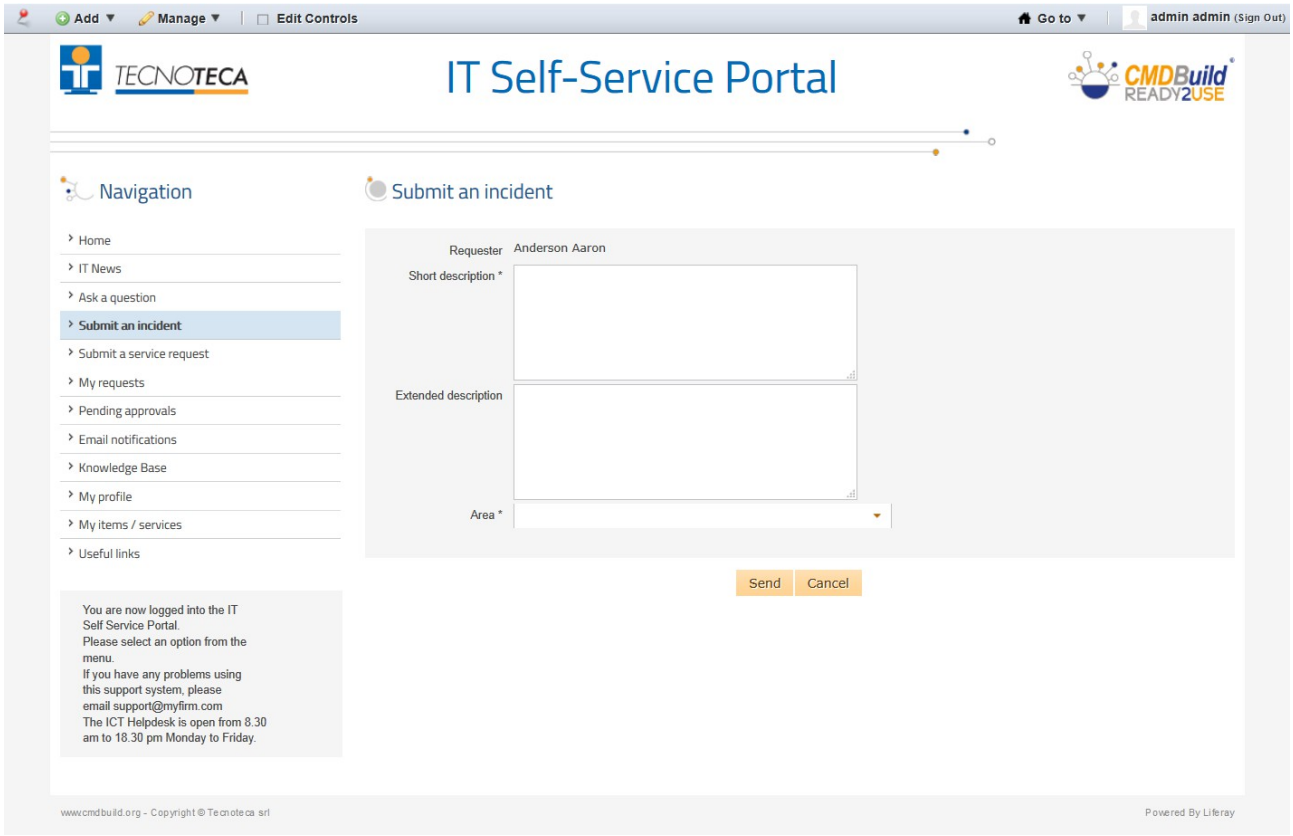
dispatch of notifications / solicits in case the expected SLA are disregarded

- automatic update of the register (user, date, activity name, outcome, notes, spent time, for each workflow step)
- definition of filters for the rapid access to predefined views (Incidents from your group, Incidents where you appear as preferential executor, etc.)
- documents attachment
- start of any Change Management workflow in case the request is not configured as Incident but as Change
- request details and request list
- dashboards with the amount of requests per period / process status / category

Here is the logic schema of the workflow:



Below is the form that triggers the process from the Self-Service Portal and a sample of a following form about the process advancement (Qualification Helpdesk step).


Add
Manage
Edit Controls
Go to
admin admin (Sign Out)
TECNOTECA
IT Self-Service Portal
CMDBuild READY2USE
Navigation
Home
IT News
Ask a question
Submit an incident
Submit a service request
My requests
Pending approvals
Email notifications
Knowledge Base
My profile
My items / services
Useful links
You are now logged into the IT Self Service Portal.
Please select an option from the menu.
If you have any problems using this support system, please email support@myfirm.com
The ICT Helpdesk is open from 8.30 am to 18.30 pm Monday to Friday.
Submit an incident
Requester
Anderson Aaron
Short description *
Extended description
Area *
Send
Cancel
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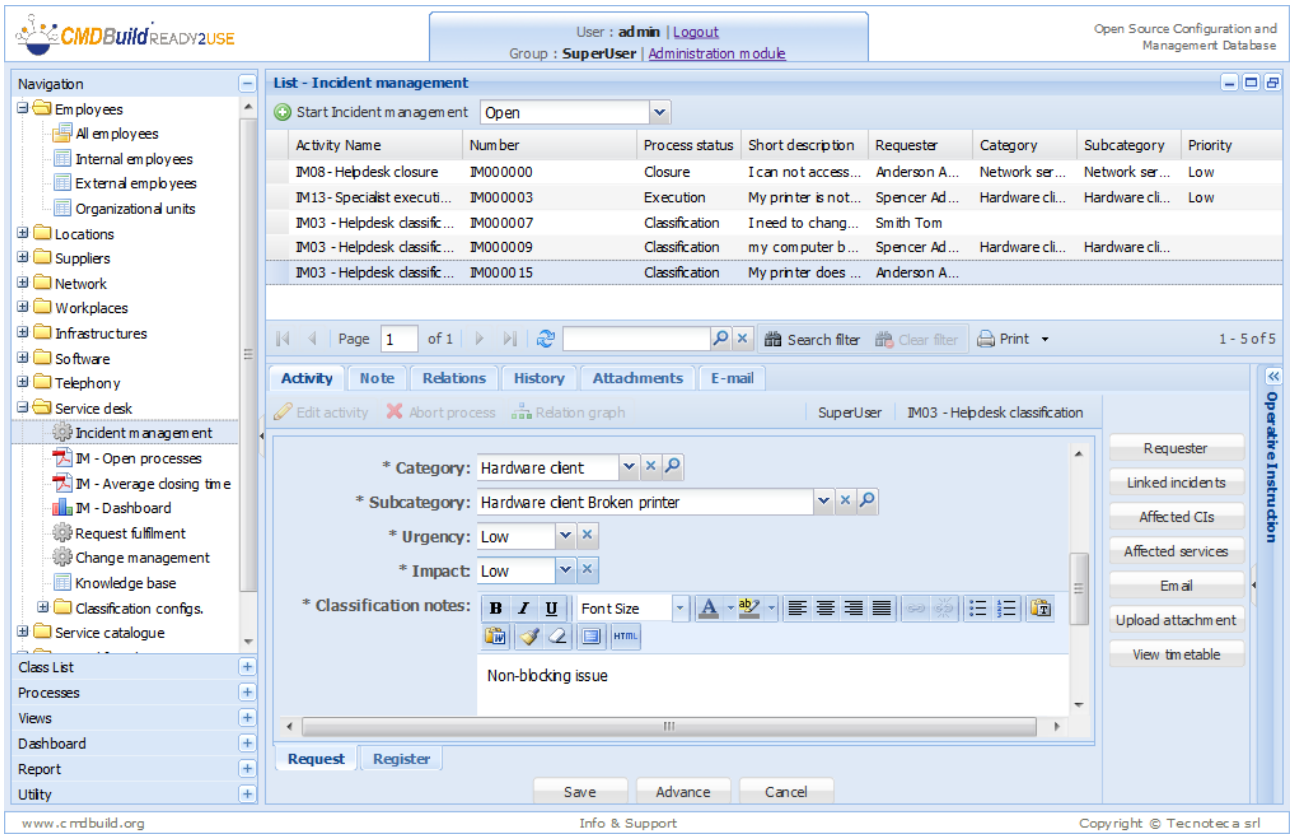
CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Suppliers
Network
Workplaces
Infrastructures
Software
Telephony
Service desk
Incident management
IM - Open processes
IM - Average closing time
IM - Dashboard
Request fulfilment
Change management
Knowledge base
Classification configs.
Service catalogue
Class List
Processes
Views
Dashboard
Report
Utility
List - Incident management
Start Incident management
Open
Activity Name
Number
Process status
Short description
Requester
Category
Subcategory
Priority
IM08 - Helpdesk closure
IM000000
Closure
I can not access...
Anderson A...
Network ser...
Network ser...
Low
IM13 - Specialist executi...
IM000003
Execution
My printer is not...
Spencer Ad...
Hardware cli...
Hardware cli...
Low
IM03 - Helpdesk classific...
IM000007
Classification
I need to chang...
Smith Tom
IM03 - Helpdesk classific...
IM000009
Classification
my computer b...
Spencer Ad...
Hardware cli...
Hardware cli...
IM03 - Helpdesk classific...
IM000015
Classification
My printer does ...
Anderson A...
Page 1 of 1
Search filter
Clear filter
Print
1 - 5 of 5
Activity
Note
Relations
History
Attachments
E-mail
Edit activity
Abort process
Relation graph
SuperUser
IM03 - Helpdesk classification
* Category: Hardware client
* Subcategory: Hardware client Broken printer
* Urgency: Low
* Impact: Low
* Classification notes:
Font Size
Non-blocking issue
Request
Register
Save
Advance
Cancel
Requester
Linked incidents
Affected CIs
Affected services
Email
Upload attachment
View timetable
Operative Instruction
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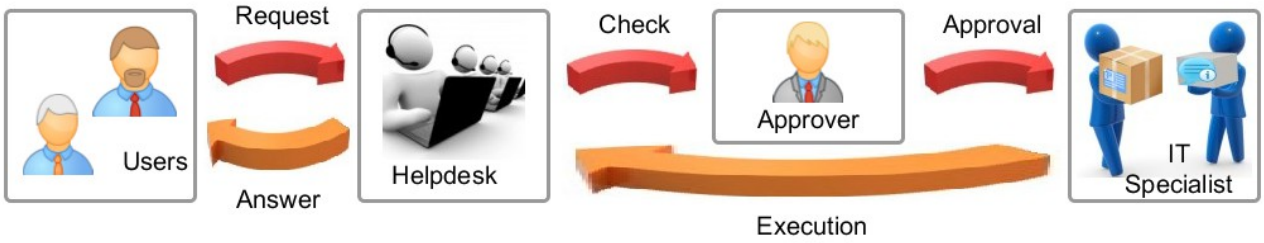
6. The Request Fulfillment workflow

The **Request Fulfillment** workflow manages the requests forwarded by users in order to ask for standard services (from the Catalogue) and technical information.

The requests are sent by users through the Self-Service Portal and are taken in charge by the helpdesk, which can ask for its approval to an expert.

Standard services are then resolved through one or more workorders, which can be configured and diversified according to the kind of service.

The requests of non-standard services are managed through the Change Management workflow.



The following groups of users are involved in the workflow:

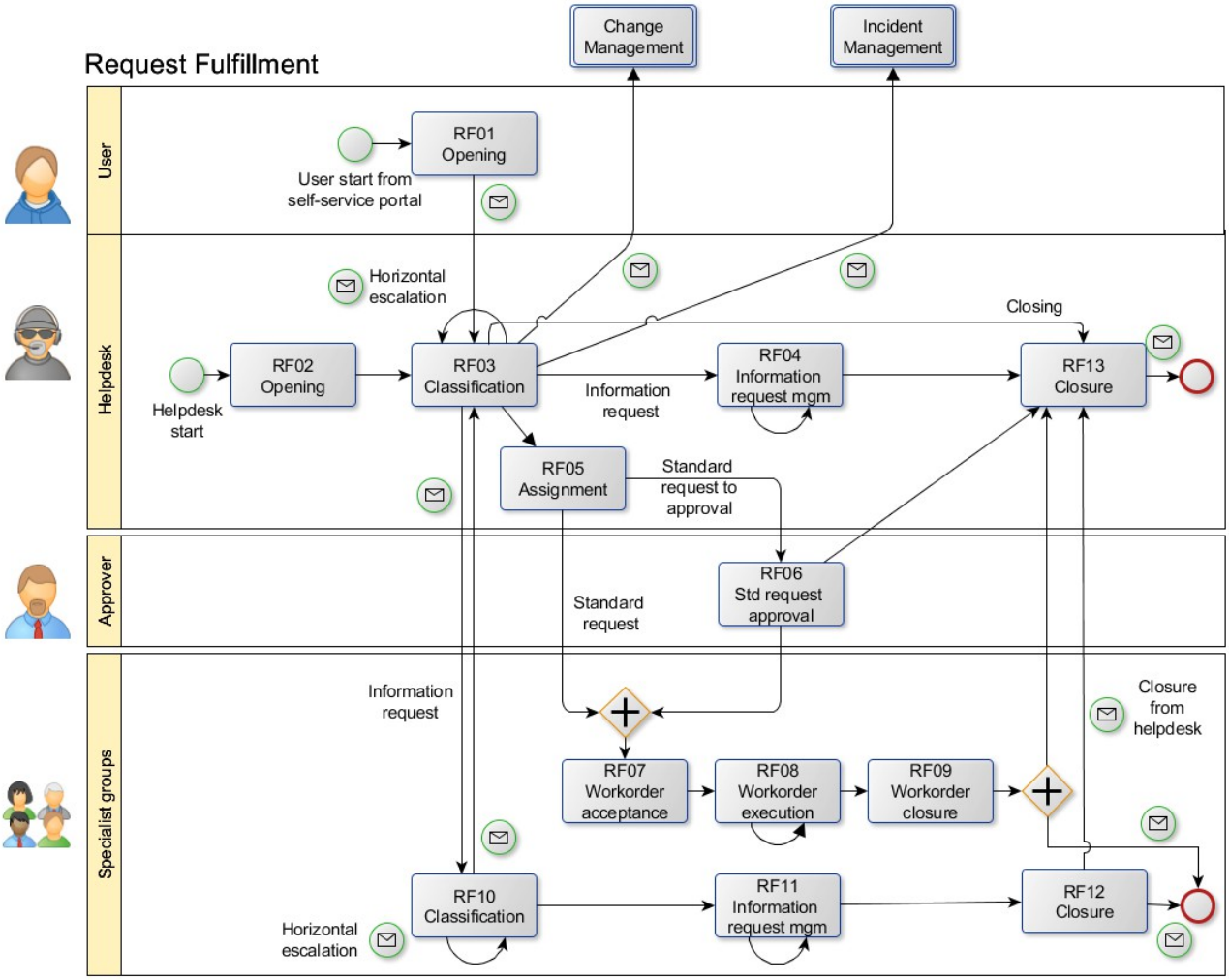
- company employees, that will be able to open requests through the self-service area (based on the GUI Framework interface and configured as an intranet portal)
- the helpdesk employees, which will be able to accept a request received through the portal or register new requests received from different channel, forward it to the specialists or take it in charge, carry it out and close it
- various groups enabled to approve a service request according to the typology
- various groups of specialists, qualified to manage different requests

The process includes the following main features:

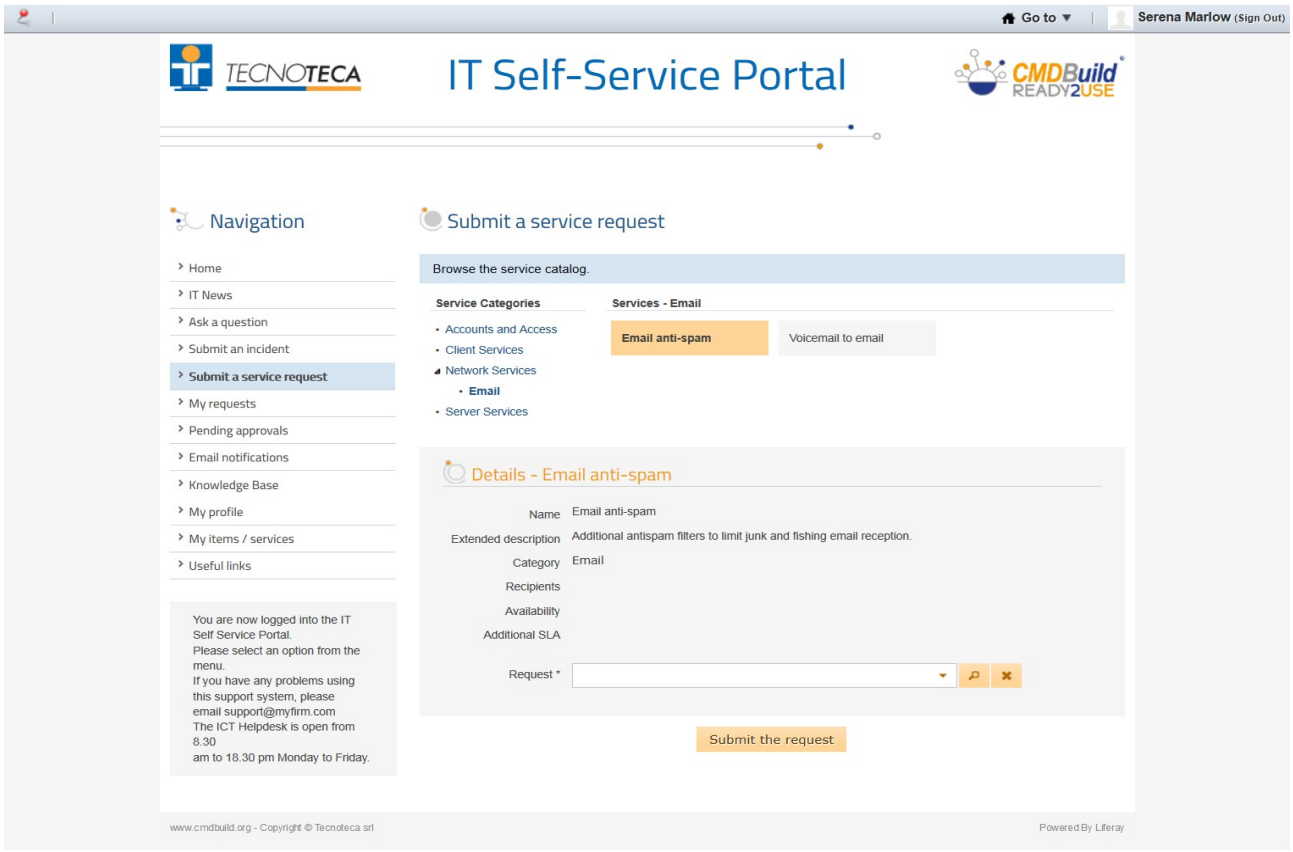
- opening of new requests using the standard self-service portal included in CMDBuild READY2USE. The requests will be based on a service catalogue
- opening of an Incident Management or Change Management workflow when the request cannot be categorized as a service/information request
- possibility for a peculiar operator (parametrically defined for each type of request) to approve the service requests, using a specific self-service portal function
- service request classification by category, and automatic forwarding to the correct group (specialist operators)
- service request execution through one or more pre-defined workorders. The workorders are peculiar for each request type (using a specific archive)
- notifications via email through predefined templates

- filing sent emails
- possibility of consulting the previous requests of the same user
- calculation of working hours
- automatic update of the register (user, date, activity name, outcome, notes, spent time, for each workflow step)
- filter definition to quick access pre-defined views (Requests assigned to my group, Requests where I am the suggested operator for, etc.)
- documents attachment
- request details and request list
- dashboards with the amount of requests per period / process status / category

Here is the logic schema of the workflow:



Below is the form that triggers the process from the Self-Service Portal and a sample of a following form about the process advancement (step Specialist workorder execution).


Go to
Serena Marlow (Sign Out)
TECNOTECA
IT Self-Service Portal
CMDBuild READY2USE
Navigation
Home
IT News
Ask a question
Submit an incident
Submit a service request
My requests
Pending approvals
Email notifications
Knowledge Base
My profile
My items / services
Useful links
You are now logged into the IT Self Service Portal.
Please select an option from the menu.
If you have any problems using this support system, please email support@myfirm.com
The ICT Helpdesk is open from 8.30 am to 18.30 pm Monday to Friday.
Submit a service request
Browse the service catalog.
Service Categories
Accounts and Access
Client Services
Network Services
Email
Server Services
Services - Email
Email anti-spam
Voicemail to email
Details - Email anti-spam
Name
Email anti-spam
Extended description
Additional antispam filters to limit junk and fishing email reception.
Category
Email
Recipients
Availability
Additional SLA
Request *
Submit the request
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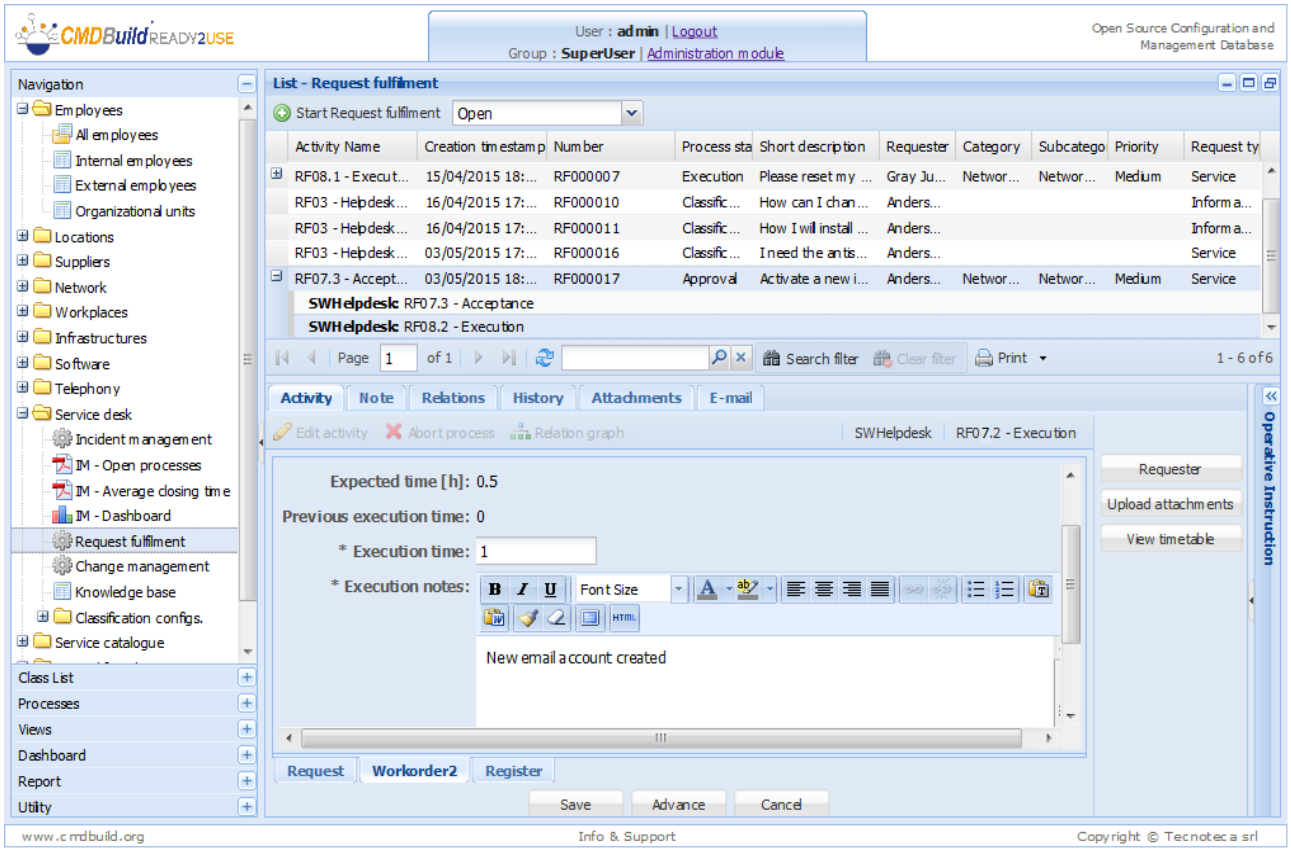
CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
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Suppliers
Network
Workplaces
Infrastructures
Software
Telephony
Service desk
Incident management
IM - Open processes
IM - Average closing time
IM - Dashboard
Request fulfilment
Change management
Knowledge base
Classification configs.
Service catalogue
Class List
Processes
Views
Dashboard
Report
Utility
List - Request fulfilment
Start Request fulfilment
Open
Activity Name
Creation timestamp
Number
Process sta
Short description
Requester
Category
Subcatego
Priority
Request ty
RF08.1 - Execut...
15/04/2015 18:...
RF000007
Execution
Please reset my ...
Gray Ju...
Networ...
Networ...
Medium
Service
RF03 - Helpdesk...
16/04/2015 17:...
RF000010
Classific...
How can I chan...
Anders...
Informa...
RF03 - Helpdesk...
16/04/2015 17:...
RF000011
Classific...
How I wil install ...
Anders...
Informa...
RF03 - Helpdesk...
03/05/2015 17:...
RF000016
Classific...
I need the antis...
Anders...
Service
RF07.3 - Accept...
03/05/2015 18:...
RF000017
Approval
Activate a new i...
Anders...
Networ...
Networ...
Medium
Service
SWHelpdesk RF07.3 - Acceptance
SWHelpdesk RF08.2 - Execution
Page 1 of 1
Search filter
Clear filter
Print
1 - 6 of 6
Activity
Note
Relations
History
Attachments
E-mail
Edit activity
Abort process
Relation graph
SWHelpdesk
RF07.2 - Execution
Expected time [h]: 0.5
Previous execution time: 0
* Execution time: 1
* Execution notes:
Font Size
New email account created
Requester
Upload attachments
View timetable
Operative Instruction
Request
Workorder2
Register
Save
Advance
Cancel
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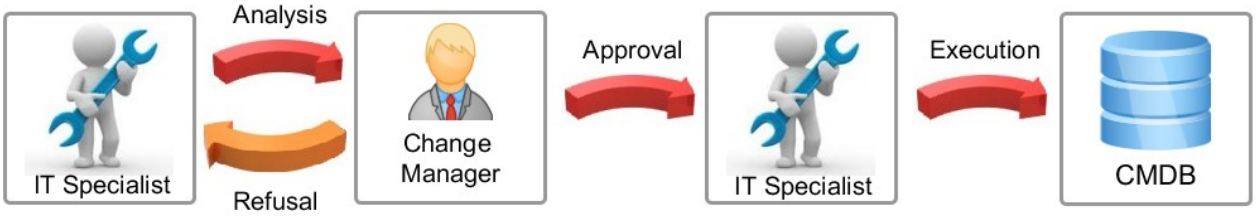
7. The Change Management Workflow

The **Change Management** workflow manages the change requests of IT configuration that cannot be solved with standard procedures.

The workflow can be started by IT technicians or generated by processes of Incident Management and Request Fulfillment.

Each request is approved by the Change Manager and is then solved by specialists with one or more analysis, implementation and test activities executed and described through workorders.



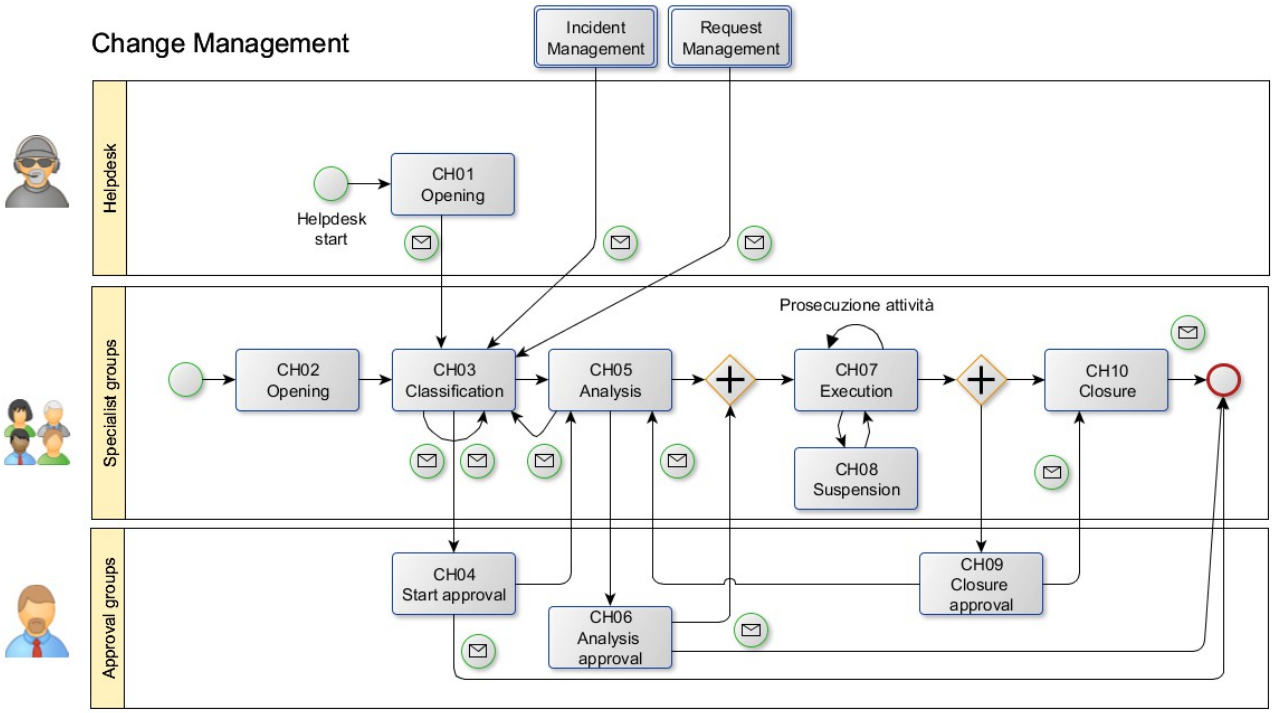
The following groups of users are involved in the workflow:

- the helpdesk staff which can ask for the manual opening of a Change in case the users need it, besides the automatic opening of the Change through the standard flow of an Incident Management or Request Fulfillment process
- various groups of specialists, which are competent in the management of different Changes, can open and execute the classification of a Change and carry it out with one or more implementation and test activities executed and described through parallel workorders
- one or more technicians (Change Manager), enabled to approve the start, analysis and closure of Change processes

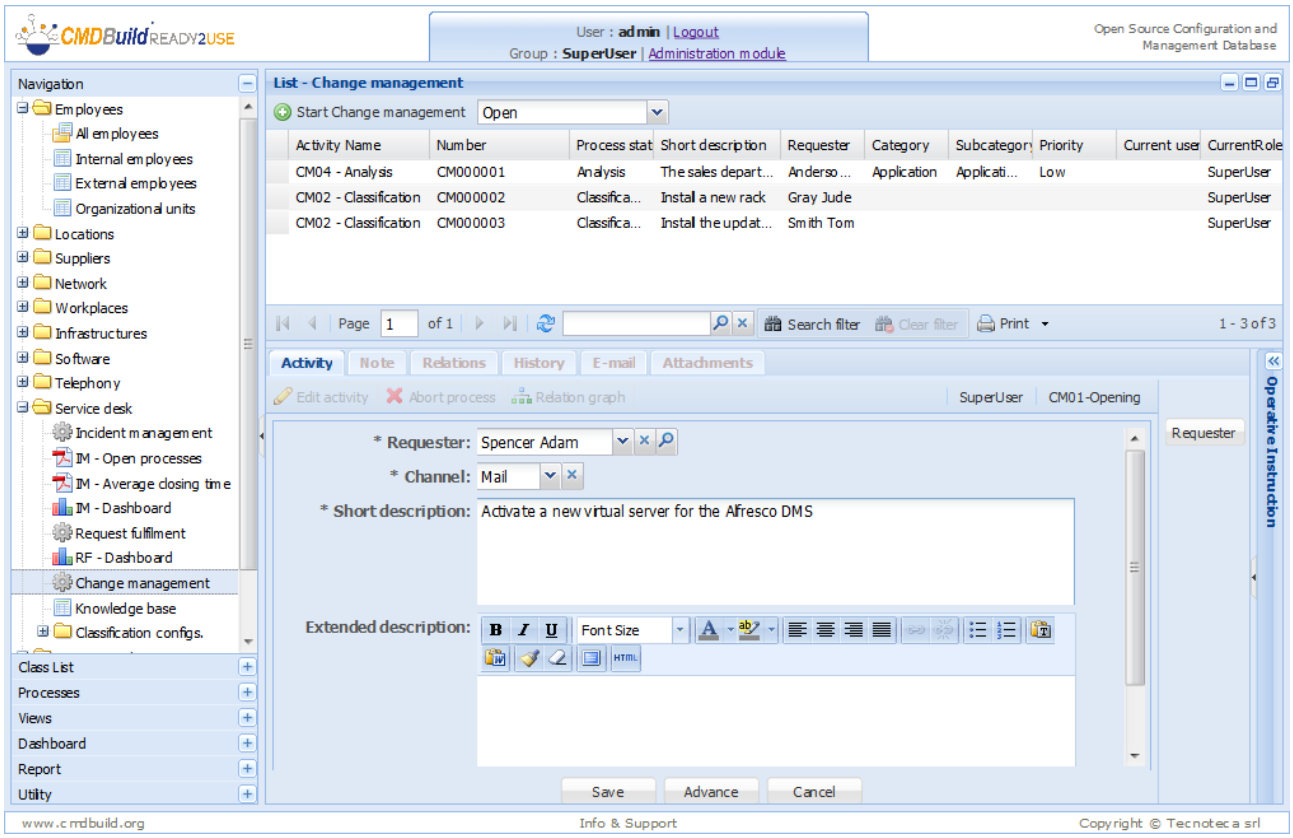
The process includes the following main features:

- automatic start from an Incident Management or Change Management workflow
- approval by a responsible competent group (parametrically defined for each type of Change)
- service request classification by category, and automatic forwarding to the correct group (specialist operators)
- service request execution through one or more pre-defined workorders. The workorders are peculiar for each request type (using a specific archive)
- email notifications using pre-defined templates (see paragraph 9.5)
- filing sent emails
- automatic recording of the register (user, date, activity name, notes, for each workflow step)
- documents attachment

Here is the logic schema of the workflow:



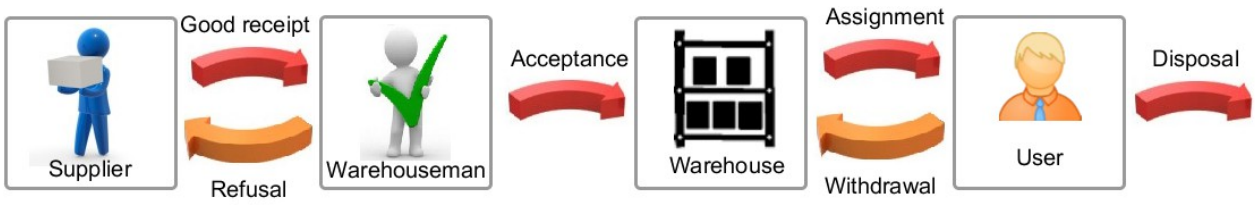
Below is the form that triggers the process advancement (step Opening by specialists).



8. The Asset Management Workflow

The Asset Management workflow leads the operators during the registration of the configuration items and their lifecycle management.

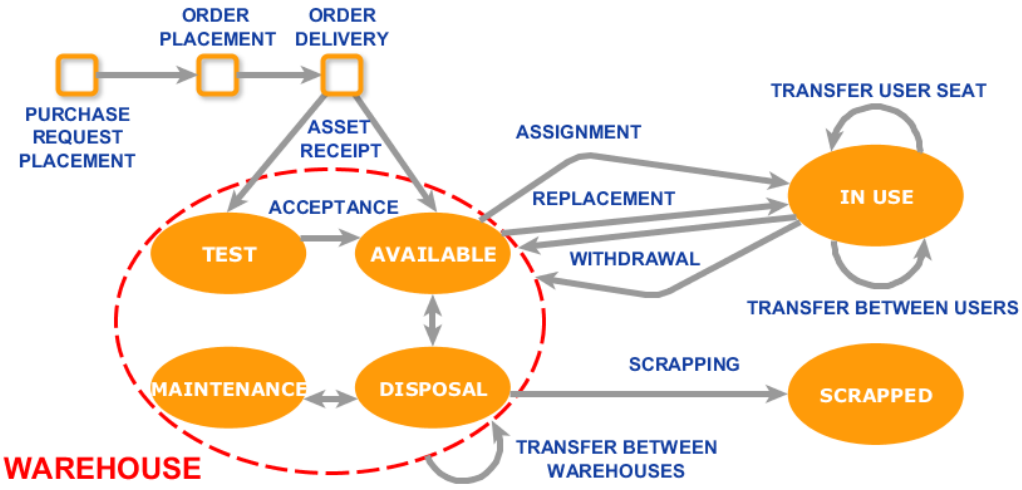
It manages the requests of materials and order issue, goods income and test, assets assignment and loan to users, transfer among users or seats or warehouses, dismissal and scrapping.



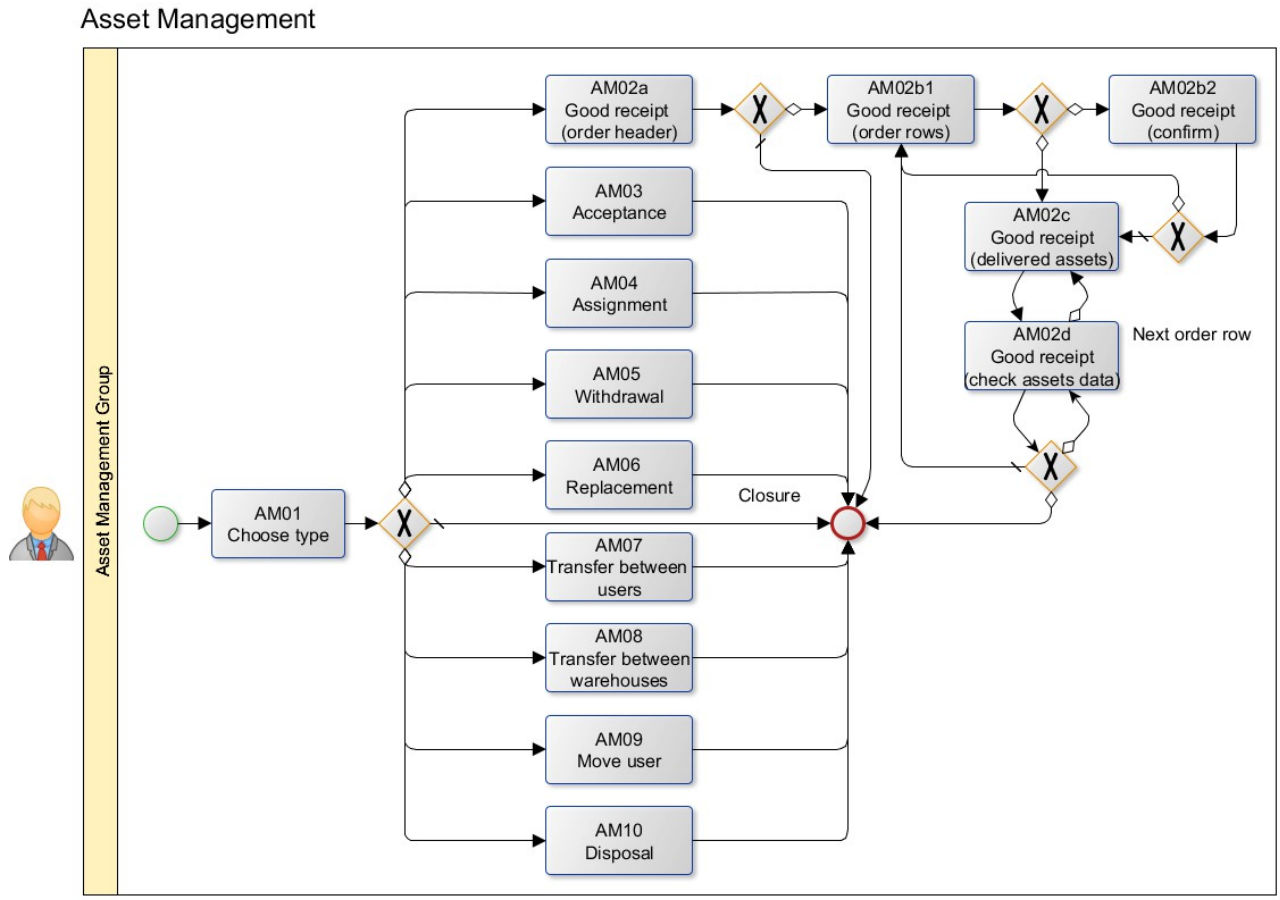
Only one group of users is involved in this workflow. It deals with the activities of asset handling.

The Asset Management workflow manages:

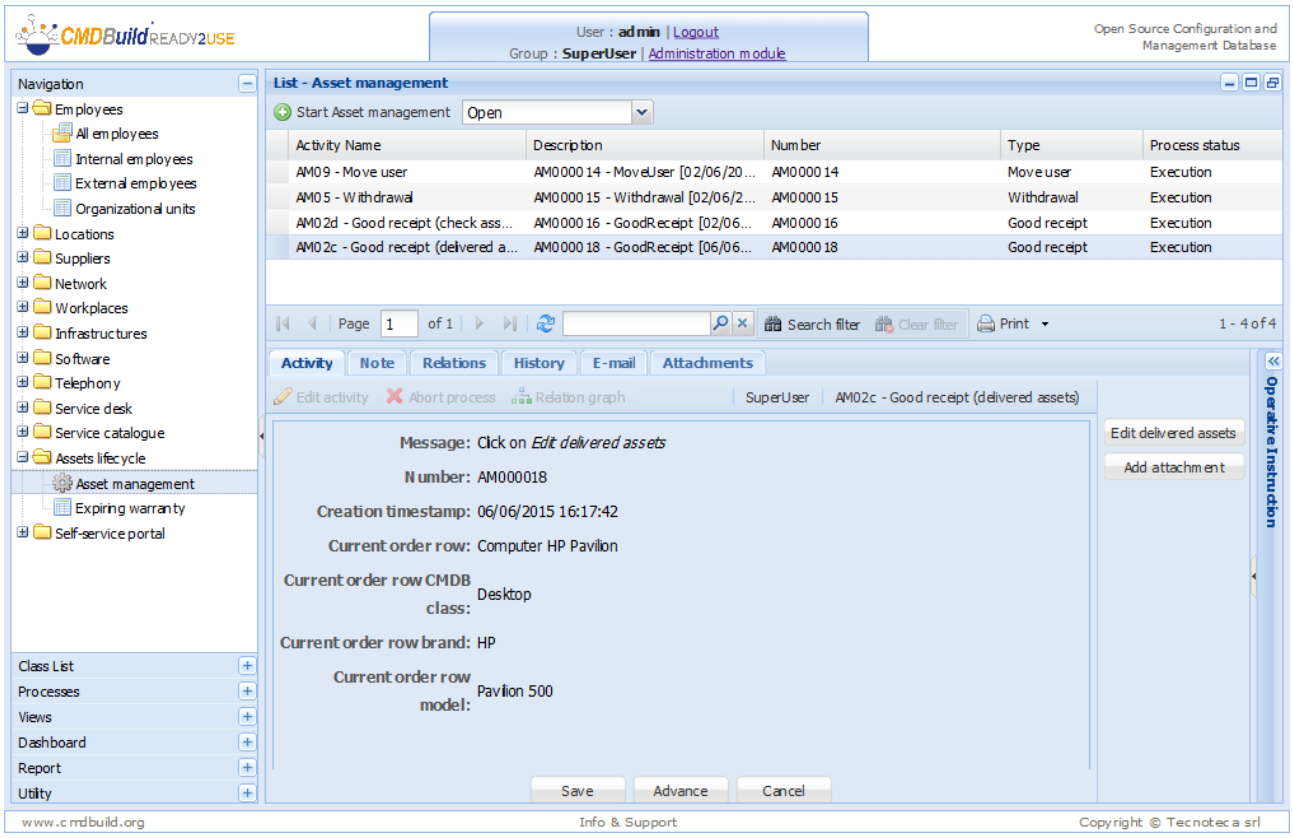
- goods entry
- asset reception after a possible trial
- asset assignment to a user
- asset withdrawal
- asset replacement
- asset transfer among users
- asset transfer in case the user changes seat
- asset transfer from a warehouse to another
- asset scrapping



Here's the logic schema of the process:



Below a sample of a form regarding the process advancement (step Compilation of the details about those assets received by the supplier).


CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Suppliers
Network
Workplaces
Infrastructures
Software
Telephony
Service desk
Service catalogue
Assets lifecycle
Asset management
Expiring warranty
Self-service portal
Class List
Processes
Views
Dashboard
Report
Utility
List - Asset management
Start Asset management
Open
Activity Name
Description
Number
Type
Process status
AM09 - Move user
AM000014 - MoveUser [02/06/20...
AM000014
Move user
Execution
AM05 - Withdrawal
AM000015 - Withdrawal [02/06/2...
AM000015
Withdrawal
Execution
AM02d - Good receipt (check ass...
AM000016 - GoodReceipt [02/06...
AM000016
Good receipt
Execution
AM02c - Good receipt (delivered a...
AM000018 - GoodReceipt [06/06...
AM000018
Good receipt
Execution
Page 1 of 1
Search filter
Clear filter
Print
1 - 4 of 4
Activity
Note
Relations
History
E-mail
Attachments
Edit activity
Abort process
Relation graph
SuperUser
AM02c - Good receipt (delivered assets)
Message: Click on Edit delivered assets
Number: AM000018
Creation timestamp: 06/06/2015 16:17:42
Current order row: Computer HP Pavilion
Current order row CMDB class: Desktop
Current order row brand: HP
Current order row model: Pavilion 500
Edit delivered assets
Add attachment
Operative Instruction
Save
Advance
Cancel
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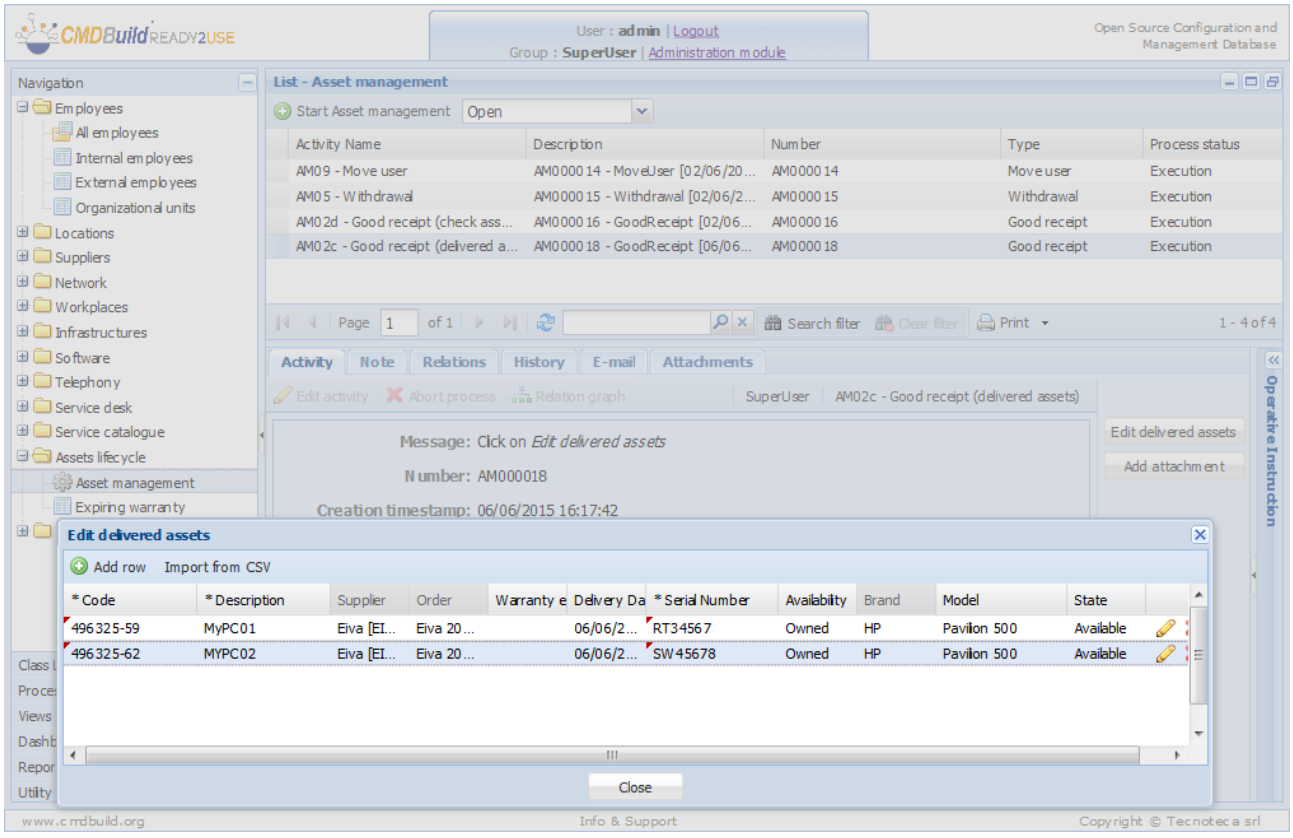

Edit delivered assets
Add row
Import from CSV
* Code
* Description
Supplier
Order
Warranty e
Delivery Da
* Serial Number
Availability
Brand
Model
State
496325-59
MyPC01
Eiva [EI...
Eiva 20...
06/06/2...
RT34567
Owned
HP
Pavilion 500
Available
496325-62
MYPC02
Eiva [EI...
Eiva 20...
06/06/2...
SW45678
Owned
HP
Pavilion 500
Available
Close

9. Management of Wirings and IP Addresses

The mechanism of CMDBuild workflows can also be used to configure certain wizards that guide the operator by carrying out certain recurring activities.

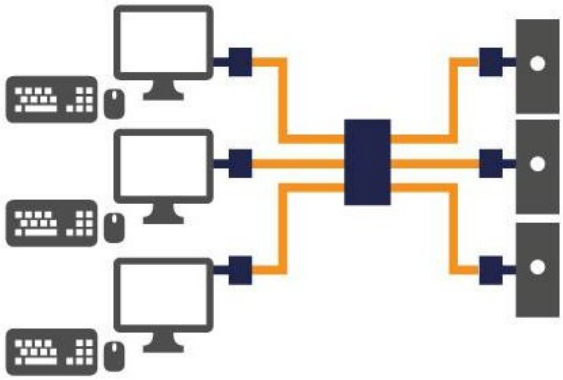
CMDBuild READY2USE includes two wizards for the management of network wirings and IP addresses.

Only the group of users among the network specialists is involved in the workflow.

The workflow for the support of wiring management drives the operators in the registration of those operations implying interventions on the connections of network wires.

The operations provided in the workflow managing wirings include:

- creation of a new wiring
- removing an existing wiring
- modification of an existing wiring



The support workflow for the management of IP addresses helps the operators register the configuration operations of physical and virtual interfaces.

The operations managed in the workflow include:

- selection of device
- visualisation of the situation of the IP addresses on that device
- update of the situation of the IP addresses of that device

10. Reports and dashboards

The most commonly needed reports are already configured in CMDBuild READY2USE. They are useful to view the Configuration Items and the related processes.

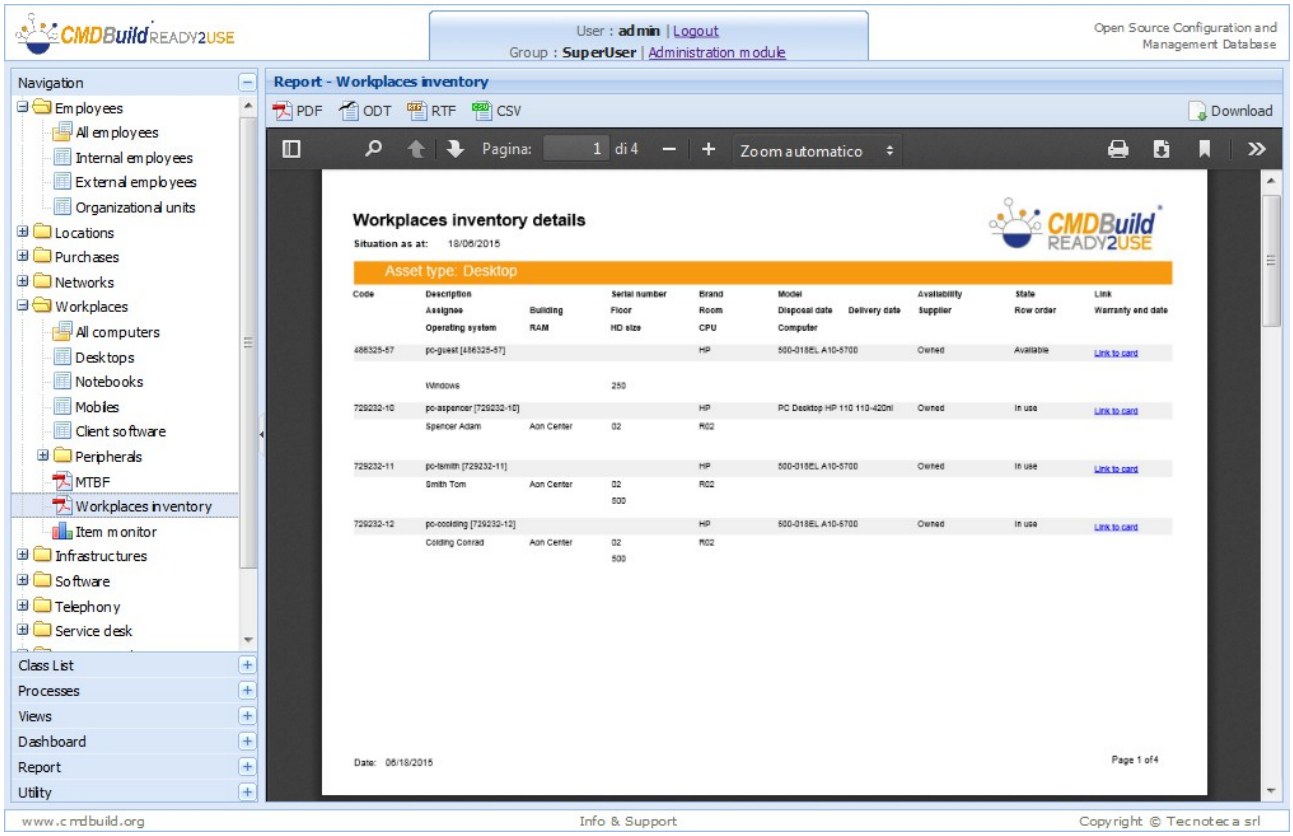
There are also available dashboards for the analysis of the Configuration Items condition and for the analysis of the duration of the Service Desk process.

The following reports and dashboards are available for the control of the Configuration Item condition.

- inventory report (also at previous dates)
- location reports
- MTBF reports
- rack layout reports
- asset dashboard per status / typology / kind of availability / duration
- barcode labels

Below some examples of layout.

Further reports and dashboards can be designed by every single user by using standard mechanisms implemented in CMDBuild.


CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Purchases
Networks
Workplaces
All computers
Desktops
Notebooks
Mobiles
Client software
Peripherals
MTBF
Workplaces inventory
Item monitor
Infrastructures
Software
Telephony
Service desk
Class List
Processes
Views
Dashboard
Report
Utility
Report - Workplaces inventory
PDF ODT RTF CSV
Download
Pagina: 1 di 4
Zoom automatico
Workplaces inventory details
Situation as at: 18/06/2015
CMDBuild READY2USE
Asset type: Desktop
Code Description Assignee Building Floor Room Serial number HD size Brand CPU Model Computer Disposal date Delivery date Availability Supplier State Row order Link Warranty end date
486325-57 pc-guest [486325-57] Windows 250 HP 500-018EL A10-5700 Owned Available Link to card
729232-10 pc-aspencer [729232-10] Spencer Adam Aon Center 02 R02 HP PC Desktop HP 110 110-420nl Owned In use Link to card
729232-11 pc-lsmith [729232-11] Smith Tom Aon Center 02 R02 500 HP 500-018EL A10-5700 Owned In use Link to card
729232-12 pc-ccolding [729232-12] Colding Conrad Aon Center 02 R02 500 HP 500-018EL A10-5700 Owned In use Link to card
Date: 06/18/2015
Page 1 of 4
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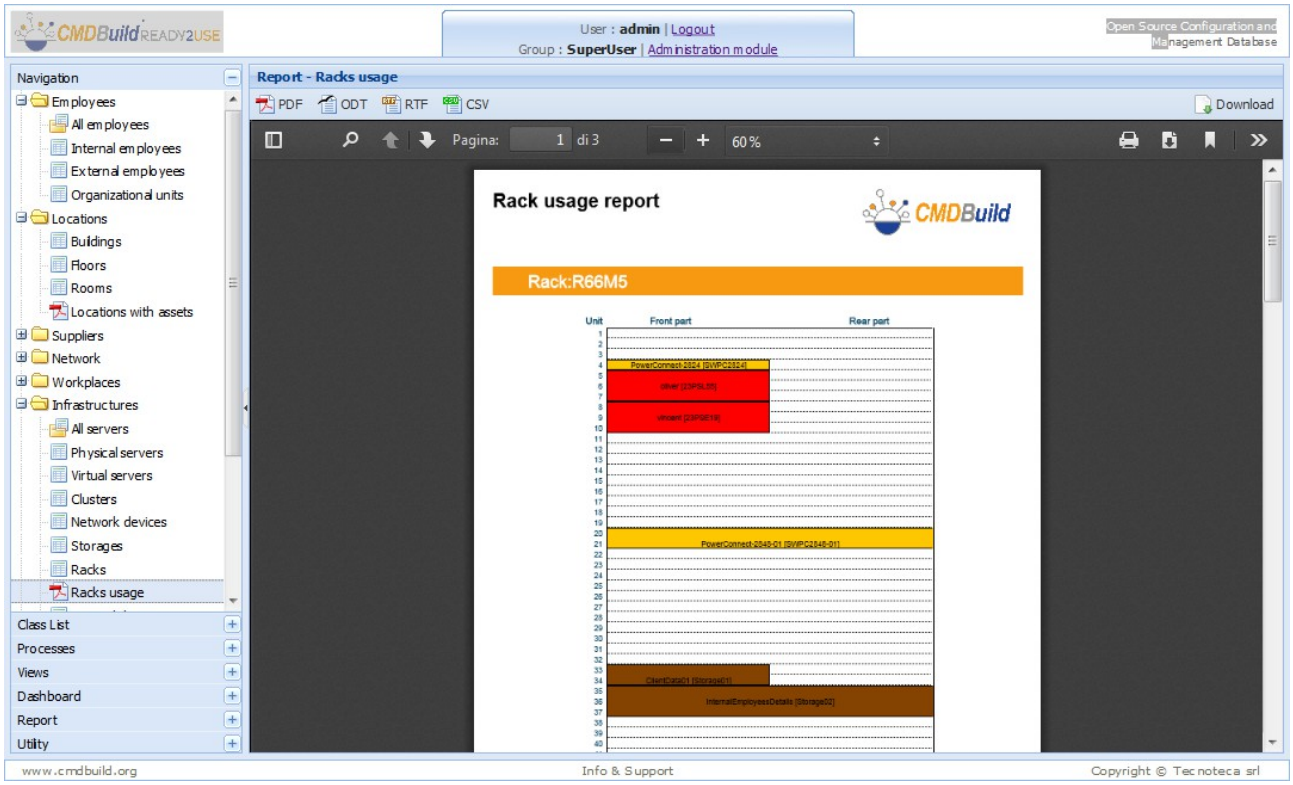
CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Buildings
Floors
Rooms
Locations with assets
Suppliers
Network
Workplaces
Infrastructures
All servers
Physical servers
Virtual servers
Clusters
Network devices
Storages
Racks
Racks usage
Class List
Processes
Views
Dashboard
Report
Utility
Report - Racks usage
PDF ODT RTF CSV
Download
Pagina: 1 di 3
60 %
Rack usage report
CMDBuild
Rack:R66M5
Unit
Front part
Rear part
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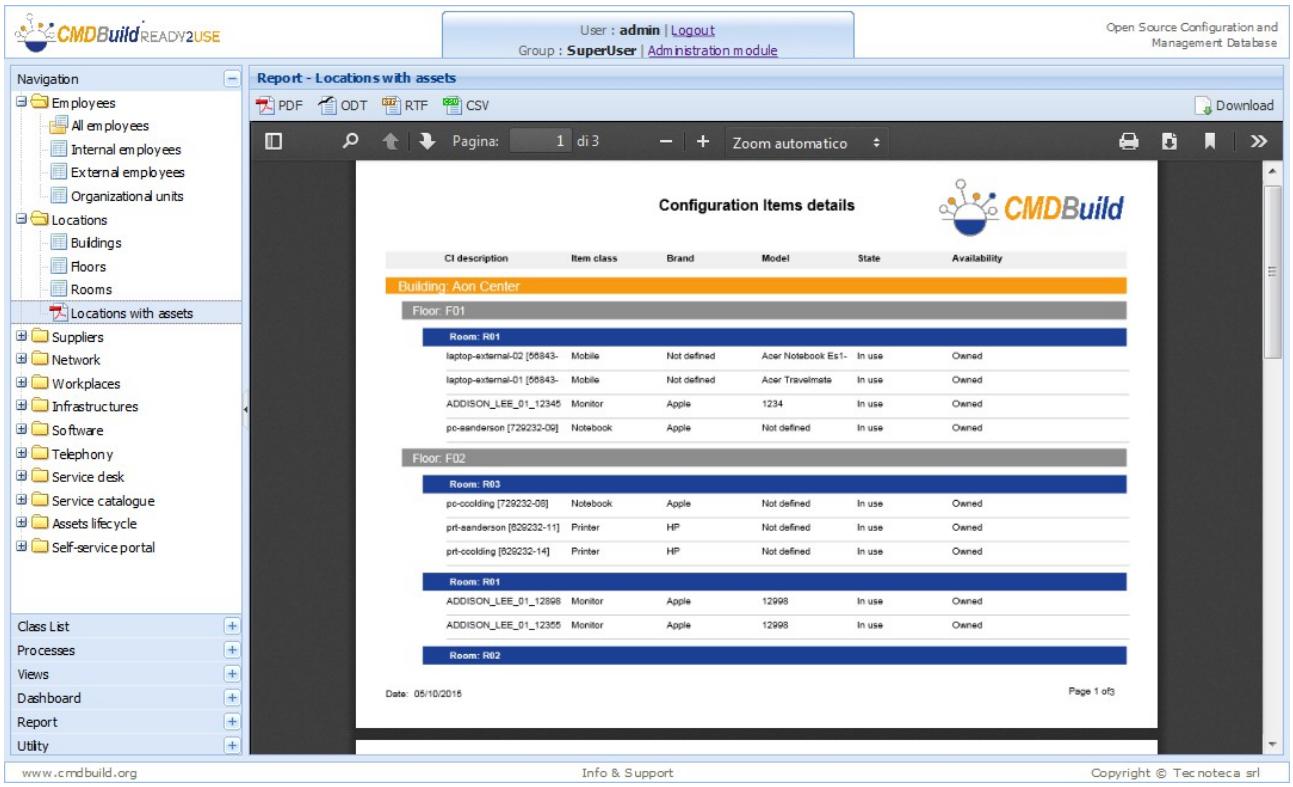
CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Buildings
Floors
Rooms
Locations with assets
Suppliers
Network
Workplaces
Infrastructures
Software
Telephony
Service desk
Service catalogue
Assets lifecycle
Self-service portal
Class List
Processes
Views
Dashboard
Report
Utility
Report - Locations with assets
PDF ODT RTF CSV
Download
Pagina: 1 di 3
Zoom automatico
Configuration Items details
CMDBuild
CI description
Item class
Brand
Model
State
Availability
Building: Aon Center
Floor: F01
Room: R01
laptop-external-02 [56843-
Mobile
Not defined
Acer Notebook Es1-
In use
Owned
laptop-external-01 [56843-
Mobile
Not defined
Acer Travelmate
In use
Owned
ADDISON_LEE_01_12345
Monitor
Apple
1234
In use
Owned
pc-aanderson [729232-09]
Notebook
Apple
Not defined
In use
Owned
Floor: F02
Room: R03
pc-coolding [729232-08]
Notebook
Apple
Not defined
In use
Owned
prt-aanderson [829232-11]
Printer
HP
Not defined
In use
Owned
prt-coolding [829232-14]
Printer
HP
Not defined
In use
Owned
Room: R01
ADDISON_LEE_01_12898
Monitor
Apple
12998
In use
Owned
ADDISON_LEE_01_12355
Monitor
Apple
12998
In use
Owned
Room: R02
Date: 05/10/2015
Page 1 of3
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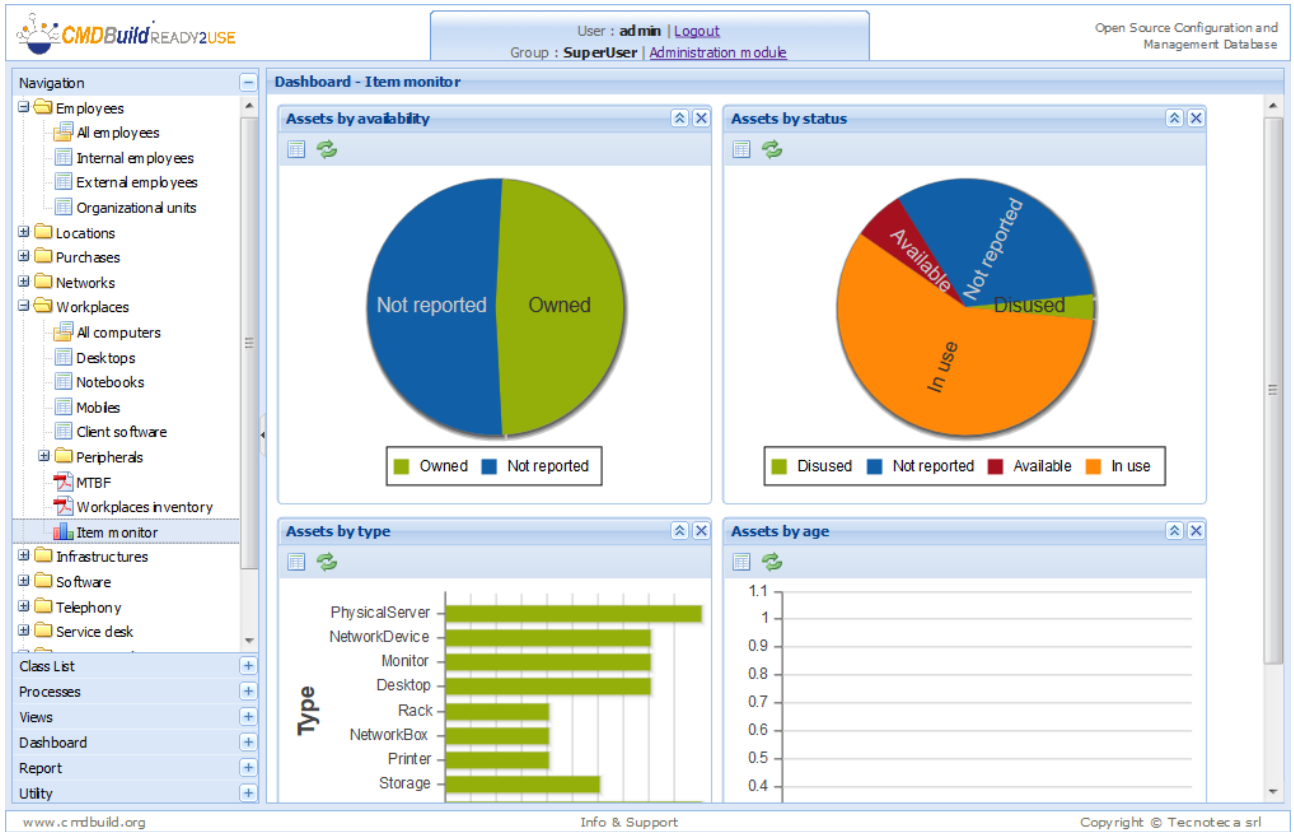
CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Purchases
Networks
Workplaces
All computers
Desktops
Notebooks
Mobiles
Client software
Peripherals
MTBF
Workplaces inventory
Item monitor
Infrastructures
Software
Telephony
Service desk
Class List
Processes
Views
Dashboard
Report
Utility
Dashboard - Item monitor
Assets by availability
Not reported
Owned
Owned
Not reported
Assets by status
Available
Not reported
Disused
In use
Disused
Not reported
Available
In use
Assets by type
PhysicalServer
NetworkDevice
Monitor
Desktop
Rack
NetworkBox
Printer
Storage
Type
Assets by age
1.1
1
0.9
0.8
0.7
0.6
0.5
0.4
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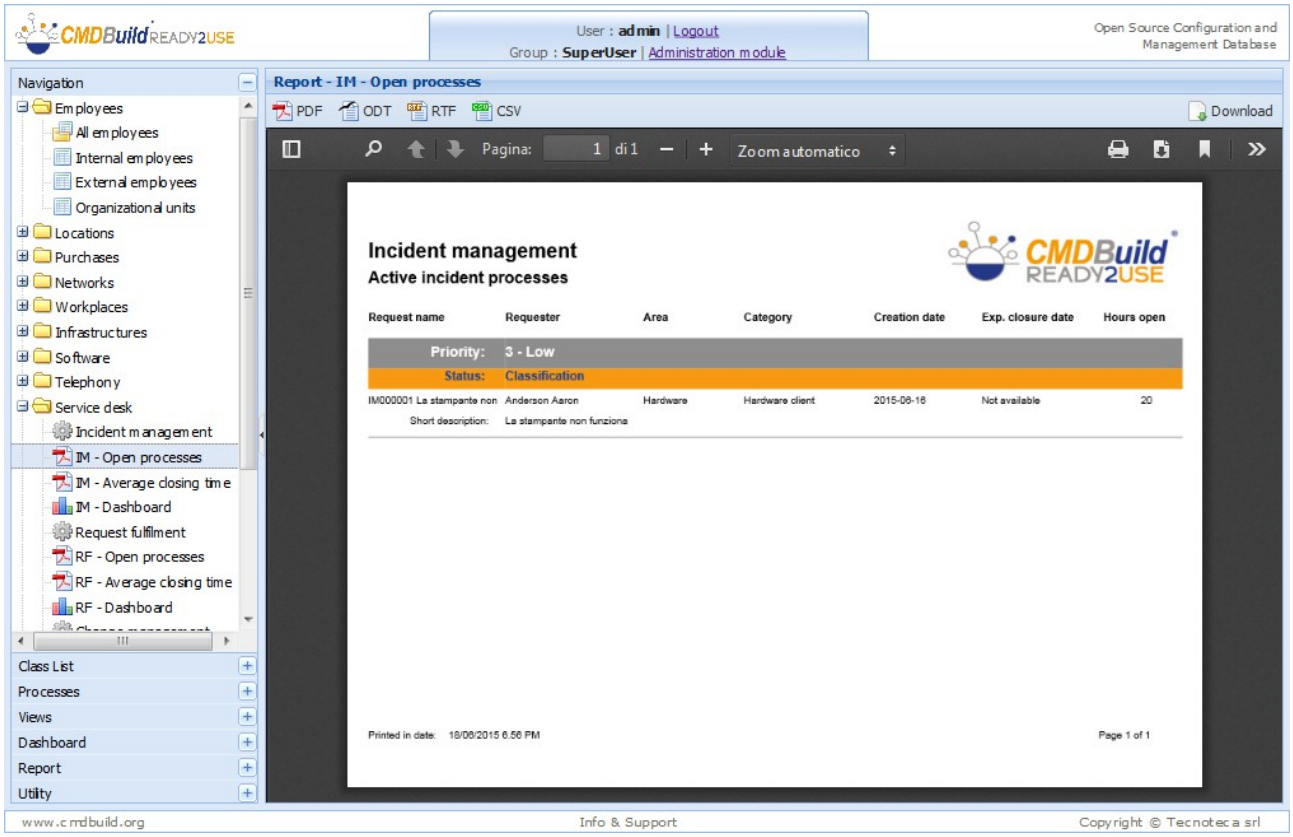
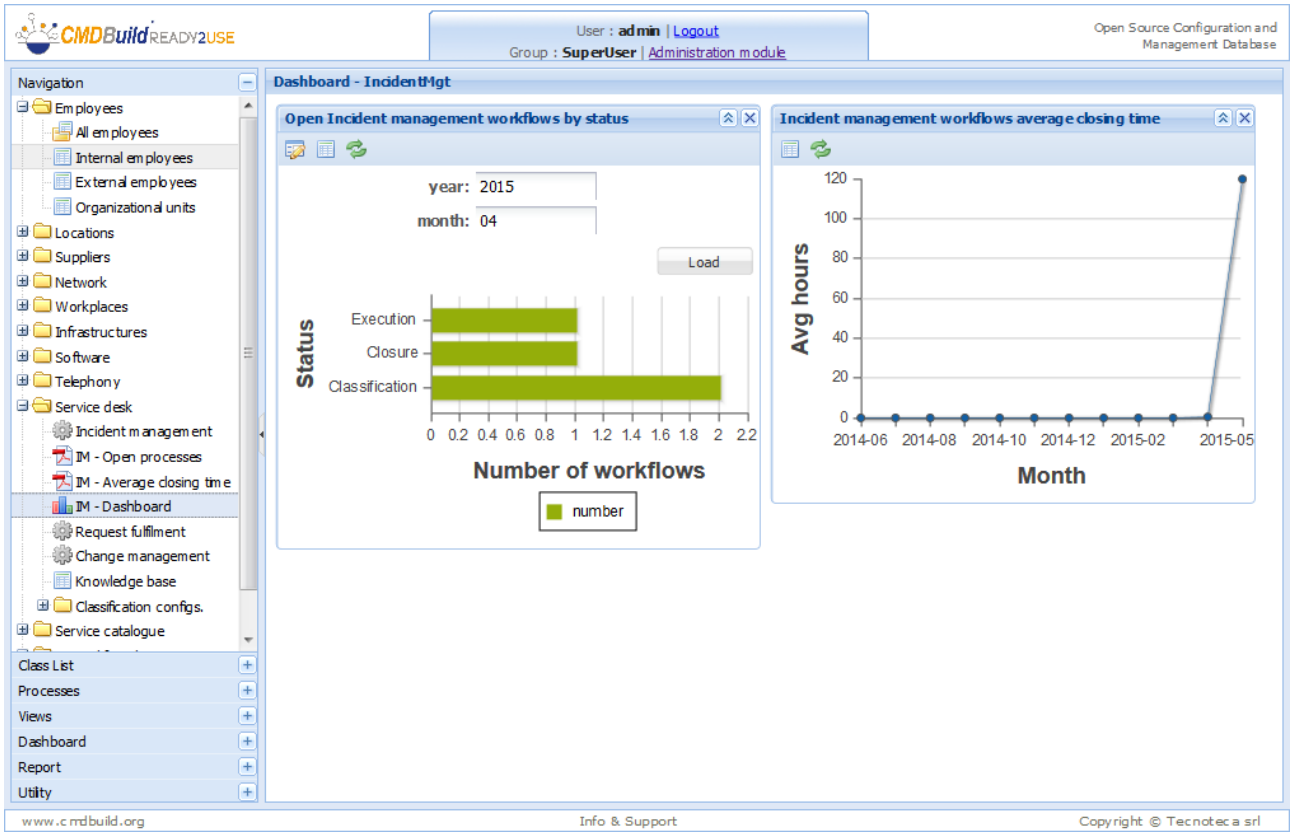
The following reports and dashboards are available to control the execution time of Service Desk processes.

- open Incident and Request reports
- report for the average time of the Incident and Request closure
- Incident and Request dashboard per status / category / year and month
- dashboard for the average time of the Incident and Request closure per month

Below some examples of layout.




CMDBuild READY2USE
User : admin | Logout
Group : SuperUser | Administration module
Open Source Configuration and Management Database
Navigation
Employees
All employees
Internal employees
External employees
Organizational units
Locations
Suppliers
Network
Workplaces
Infrastructures
Software
Telephony
Service desk
Incident management
IM - Open processes
IM - Average closing time
IM - Dashboard
Request fulfilment
Change management
Knowledge base
Classification configs.
Service catalogue
Class List
Processes
Views
Dashboard
Report
Utility
Dashboard - IncidentMgt
Open Incident management workflows by status
year: 2015
month: 04
Load
Status
Execution
Closure
Classification
0 0.2 0.4 0.6 0.8 1 1.2 1.4 1.6 1.8 2 2.2
Number of workflows
number
Incident management workflows average closing time
Avg hours
120 100 80 60 40 20 0
2014-06 2014-08 2014-10 2014-12 2015-02 2015-05
Month
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11. Sync connectors through other systems

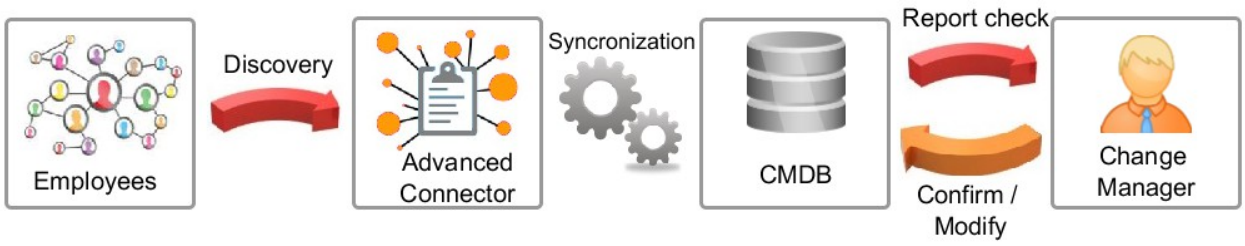
The manual management of the information treated in the CMDB can cause delays or imprecisions when updating data.

In order to overcome this problem you can activate - if possible - automatic connectors which contact external system, notice any misalignment between the two data sources, notify such situations to the operators and update the approved changes.

CMDBuild READY2USE includes three connectors which interact with Active Directory (staff), OCS Inventory (physical computers), VMware VCenter (virtual servers).

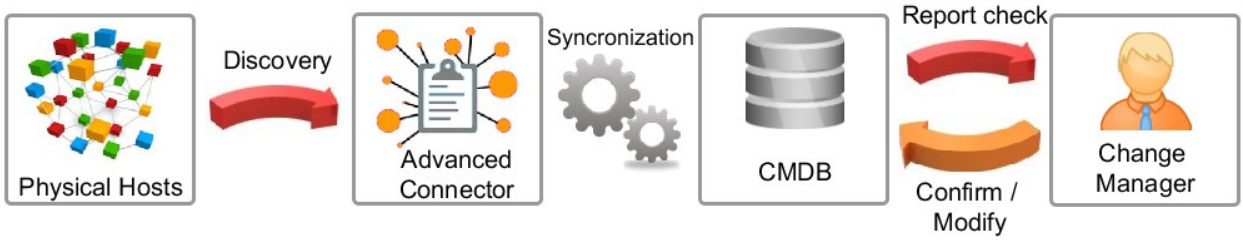
The aim of the connectors with **Active Directory** is as follows:

- the automatic sync of the CMDBuild employees registry with the data available in the Active Directory repository
- the supplying of a change report, used to verify the correctness of the update



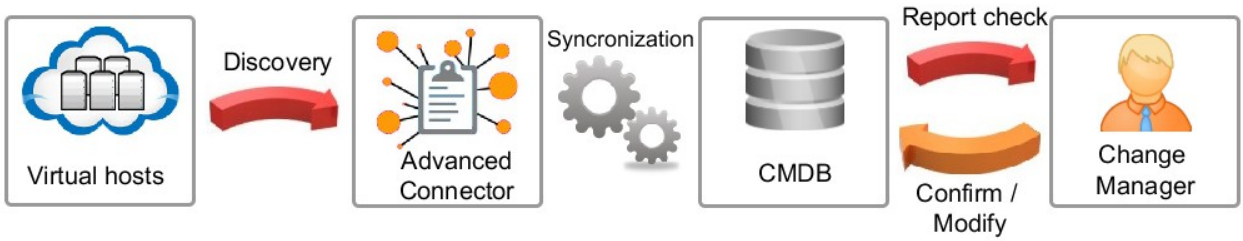
The aim of the connector with OCS Inventory (software for "automatic discovery" released with open source license) is as follows:

- automatic sync of the computer file registered in CMDBuild with data available in the OCS Inventory database
- automatic sync of the CMDBuild file containing the instances of the "controlled" software (where you want to verify the licenses) with the data available in the OCS Inventory database and filtered through a custom “white list”
- the supplying of a changes report, used to verify the correctness of the update



The primary goal of the connector with VCenter (software for the control of the VMware virtualization system) are:

- the automatic sync of the virtual server file registered in CMDBuild with the data available from VCenter
- the supplying of a change report, used to verify the correctness of the update



12. The Self-Service Portal

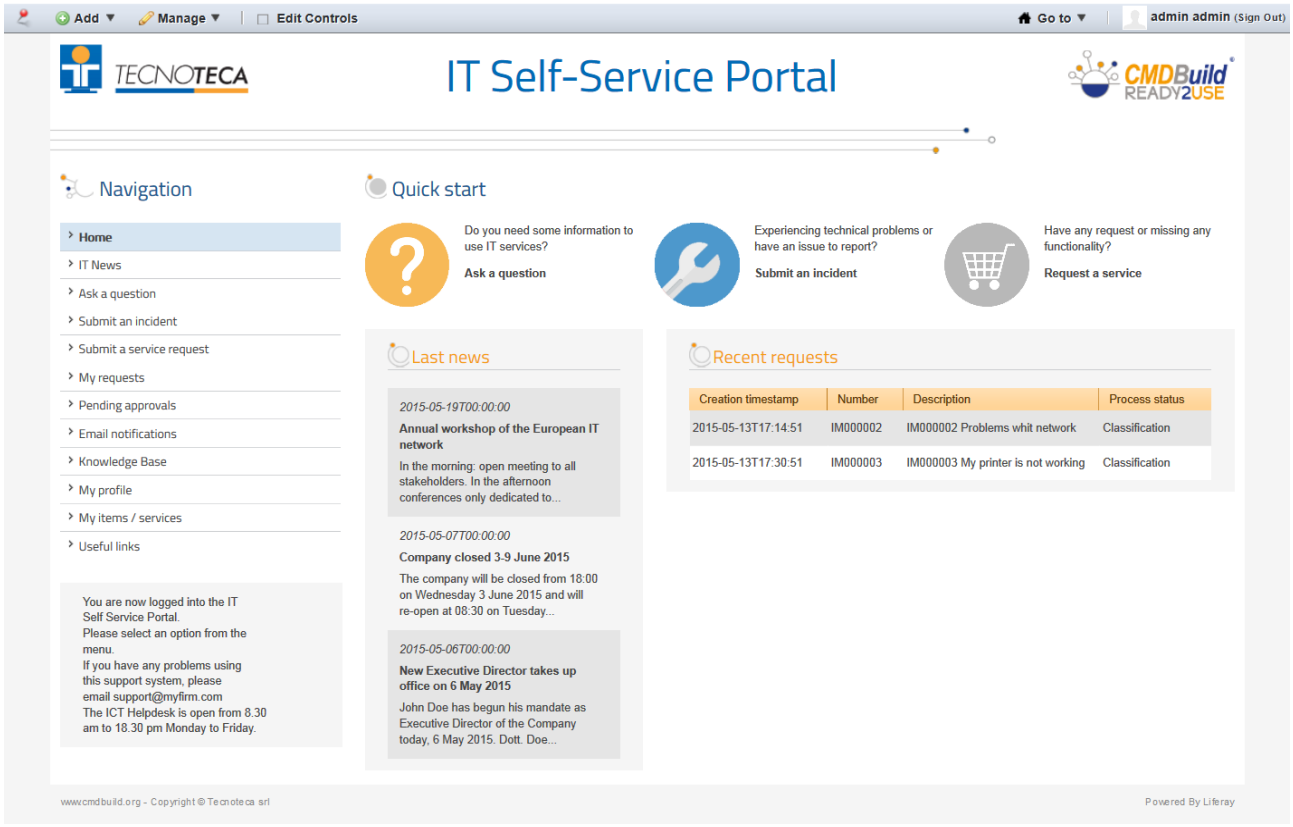
CMDBuild READY2USE includes a Self-Service portal: it allows non-technical users to interact with the management system of the IT infrastructure.

In particular, the portal allows to:

- point out malfunctionings, which will then start in CMDBuild the Incident Management workflow and follow the resolution procedure
- ask for technical information
- consult the service catalogue and ask for a standard service, which will then start in CMDBuild the Request Fulfillment workflow
- consult your records and point out any incongruities
- consult the list of the assigned equipment and of the subscribed services and point out any incongruities
- consult a FAQ file in order to solve autonomously certain kinds of needs
- consult IT news and useful links

In the implementation suggested by **CMDBuild READY2USE**, the Self-Service pages are integrated in the open source portal Liferay.

Below some examples of layout.


Add
Manage
Edit Controls
Go to
admin admin (Sign Out)
TECNOTECA
IT Self-Service Portal
CMDBuild READY2USE
Navigation
Home
IT News
Ask a question
Submit an incident
Submit a service request
My requests
Pending approvals
Email notifications
Knowledge Base
My profile
My items / services
Useful links
You are now logged into the IT Self Service Portal.
Please select an option from the menu.
If you have any problems using this support system, please email support@myfirm.com
The ICT Helpdesk is open from 8.30 am to 18.30 pm Monday to Friday.
Quick start
Do you need some information to use IT services?
Ask a question
Experiencing technical problems or have an issue to report?
Submit an incident
Have any request or missing any functionality?
Request a service
Last news
2015-05-19T00:00:00
Annual workshop of the European IT network
In the morning: open meeting to all stakeholders. In the afternoon conferences only dedicated to...
2015-05-07T00:00:00
Company closed 3-9 June 2015
The company will be closed from 18:00 on Wednesday 3 June 2015 and will re-open at 08:30 on Tuesday...
2015-05-06T00:00:00
New Executive Director takes up office on 6 May 2015
John Doe has begun his mandate as Executive Director of the Company today, 6 May 2015. Dott. Doe...
Recent requests
Creation timestamp
Number
Description
Process status
2015-05-13T17:14:51
IM000002
IM000002 Problems whit network
Classification
2015-05-13T17:30:51
IM000003
IM000003 My printer is not working
Classification
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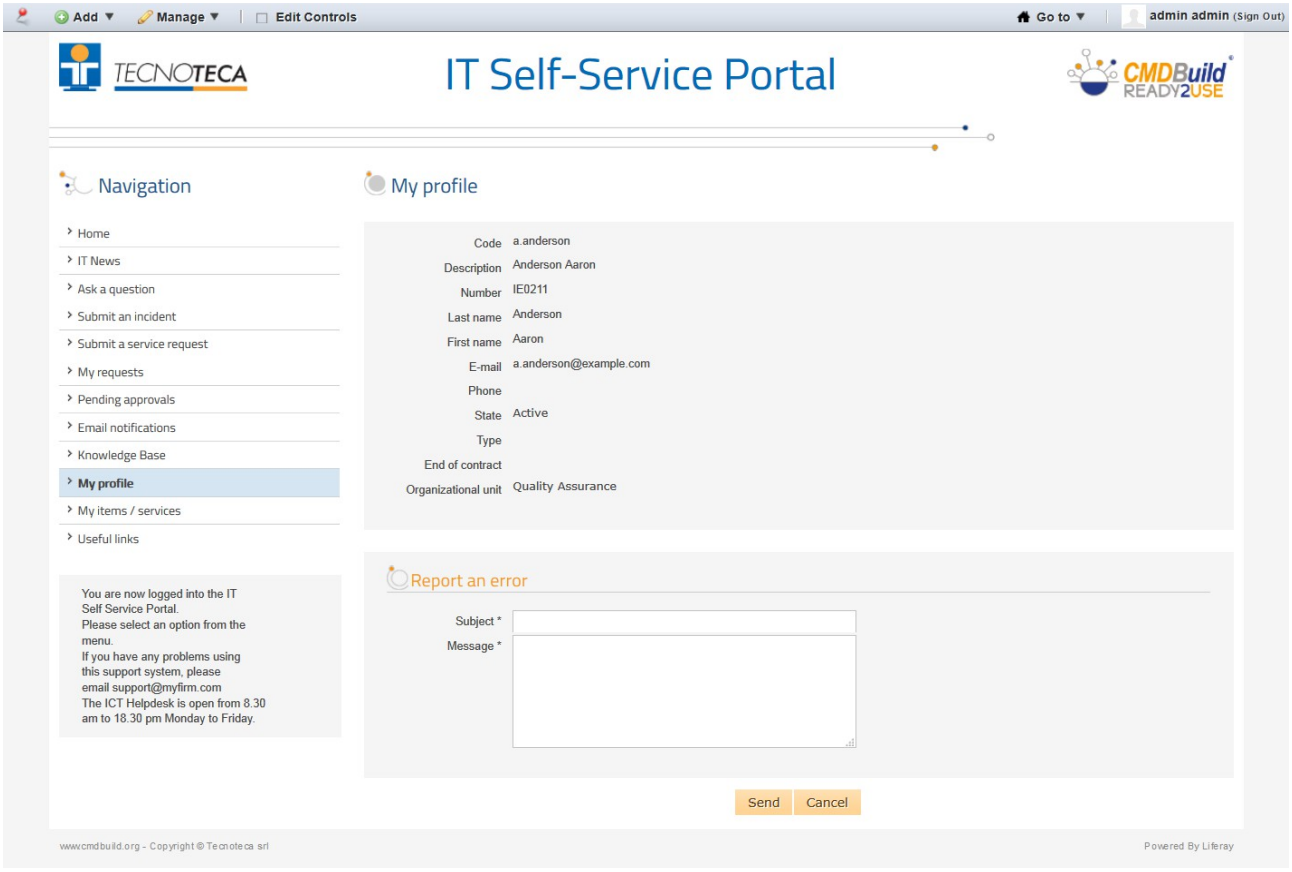
Powered By Liferay


Add
Manage
Edit Controls
Go to
admin admin (Sign Out)
TECNOTECA
IT Self-Service Portal
CMDBuild READY2USE
Navigation
Home
IT News
Ask a question
Submit an incident
Submit a service request
My requests
Pending approvals
Email notifications
Knowledge Base
My profile
My items / services
Useful links
You are now logged into the IT Self Service Portal.
Please select an option from the menu.
If you have any problems using this support system, please email support@myfirm.com
The ICT Helpdesk is open from 8.30 am to 18.30 pm Monday to Friday.
My profile
Code a.anderson
Description Anderson Aaron
Number IE0211
Last name Anderson
First name Aaron
E-mail a.anderson@example.com
Phone
State Active
Type
End of contract
Organizational unit Quality Assurance
Report an error
Subject *
Message *
Send
Cancel
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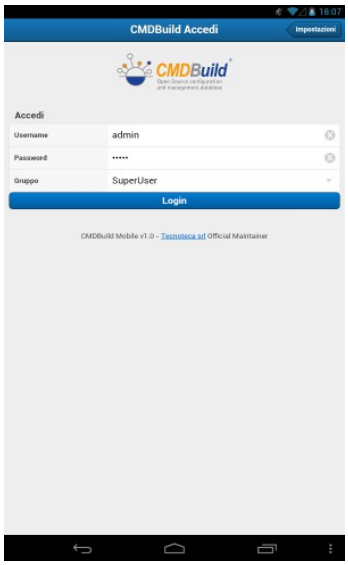
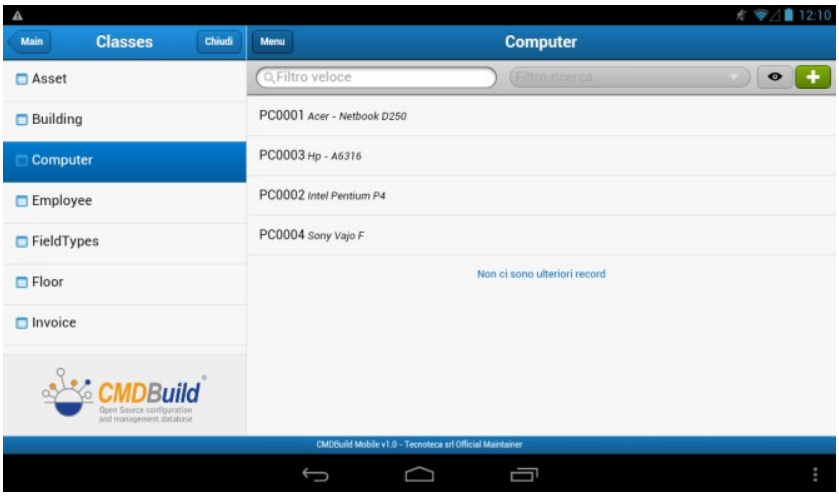
13. The Mobile Interface

A lot of operations executed during the management of the asset lifecycle occurs in the field (delivery / withdrawal of computers and devices, inventory, etc.). It would be useful to keep track of them as they are performed, in order to avoid delays and oversights.

CMDBuild READY2USE includes an "app" for smartphones and tablets: it implements the main features of the desktop interface, such as navigation menu, management of data cards with relations and attachments, researches and filters, management of workflow with the main widgets, print of reports.

Furthermore, this app allows you to carry out additional features, such as taking pictures and file them into the CMDB like attachments, and reading barcodes or QR viewing automatically the related data card. .

Below some examples of layout.