

iET® CMDB Intelligence

Full Control over your Configuration Items

iET CMDB Intelligence assists in:

- ▶ meeting legal requirements for IT
- ▶ enabling fast data preparation for upcoming audits
- ▶ acquiring in-depth knowledge about your IT infrastructure
- ▶ delivering up-to-date data for incident, problem and release management as well as for change enablement

Installation and Operation of a Configuration Management Database (CMDB)

IT inventory is not static. Hardware changes such as upgrades, decommissioning, new acquisitions, maintenance and losses are part of daily business. Unused capacity needs to be reallocated and performance must be optimized. In addition, new software releases and patches are implemented continuously. If you want to execute all these changes under controlled conditions, with minimal risk, you need an exact, accurate picture of your inventory including its allocation and use.

When planning new or enhanced hard- and software implementations, an IT organization has to know precisely which configuration items (CIs) will be affected. The IT team also needs to understand which services are underpinned by which configuration items. Only then can changes be implemented with minimal effect.

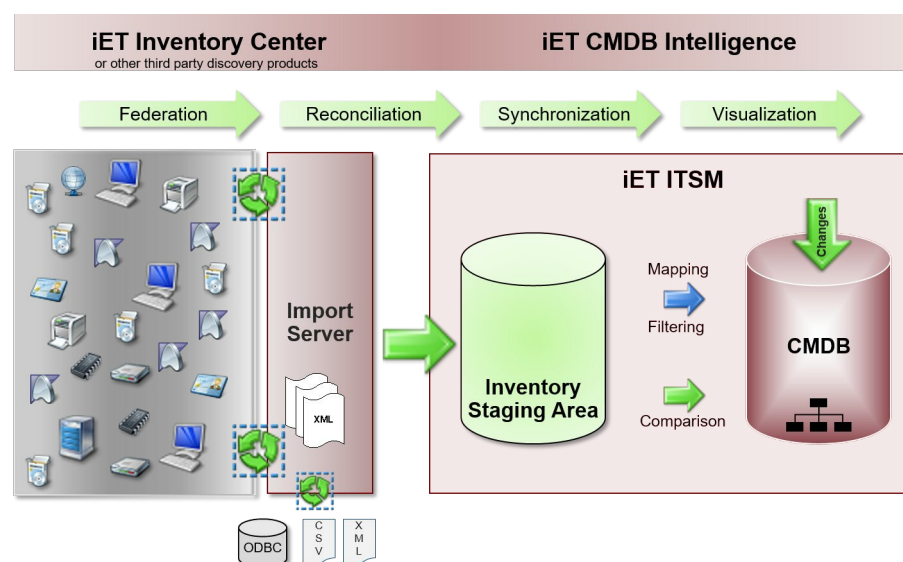
iET CMDB Intelligence assists in populating the CMDB with data, ensures that it is up-to-date and provides information needed by all IT processes. Technical infrastructure can be planned optimally, the change enablement practice monitored and inventory controlled fully throughout the complete asset lifecycle.

Compliance requirements can be met easily, as changes to the IT infrastructure are documented and archived and single authorization steps are recorded comprehensibly.

iET CMDB Intelligence Functionalities

iET CMDB Intelligence transfers filter-based asset discovery data into a database. This database containing current data is the "Inventory Staging Area". Current IT infrastructure data is stored separately from the CMDB inventory and the two data types are automatically compared. iET CMDB Intelligence identifies discrepancies between the current data and the CMDB inventory and compares the data directly against each other.

iET CMDB Intelligence integrates besides iET Inventory Center also third party systems such as Microsoft MECM*, Novell ZENworks*, InControl* and enteo*.

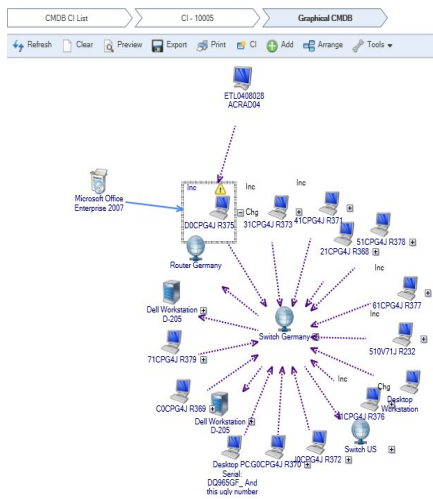


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Features and Benefits of iET CMDB Intelligence

- ▶ Automated creation of hard- and software relationships
- ▶ Management of the complete IT inventory including its location, configuration, history, etc.
- ▶ Central database providing company-wide inventory data
- ▶ Comparison and analysis of the current inventory with data stored in the CMDB (target-actual comparison)
- ▶ Comparison of IT inventory changes over defined periods of time
- ▶ Time savings in incident management through immediate availability of all required CI details
- ▶ Identification of non-authorized changes and implementation of all appropriate measures
- ▶ Accurate data as planning basis for release management
- ▶ Queries for control and transfer to Microsoft Excel*
- ▶ Prevention of duplicate data and unwanted overwriting of configuration items
- ▶ Filters for data import restrictions such as the exclusion of detailed BIOS information or executable files (.exe) that are delivered with the operating system
- ▶ Possibility to add descriptions to certain groups of CIs and to simply list "HP ProLiant ML370*" computers as "HP* server" in the CMDB, for example



Inventory Attribute	Inventory Attribute Value	CMDB Attribute	CMDB Attribute Value	Difference Accepted	Automatic Update
IC Version	0.001.0001.16702 (English)	IC Version		N	N
NAME	R375	Name	R375	N	N
DNSHOSTNAME	R375	Name	R375	N	N
MEMORY	12288	RAM	12288	N	N
LASTBOOT	201110707092726	Last Boot	201110707092726	N	N
SERIAL	COCPGAJ	Serial number	COCPGAJ	N	N
MANUFACTURER	Dell Inc.	Manufacturer	Dell Inc.	N	N

ABOUT iET SOLUTIONS

iET Solutions, a division of UNICOM® Global, helps large and midsize enterprises to increase the efficiency and security of their IT operations and infrastructure. Organizations around the world use software from iET Solutions for IT service management (ITSM), software asset management (SAM) and enterprise service management (ESM). The company has more than three decades of experience in service management and works with organizations across all industry sectors.

Locations

Worldwide Headquarters

iET Solutions, LLC.
UNICOM Global HQ
UNICOM Plaza Suite 310
15535 San Fernando Mission Blvd.
Mission Hills, CA 91345, United States

Phone: +1 818 838 0606
info@unicomglobal.com
www.unicomglobal.com

European Headquarters

iET Solutions GmbH
Humboldtstr. 10
85609 Aschheim, Germany

Phone: +49 89 74 85 89 0
info@iet-solutions.de
www.iet-solutions.com

UK Headquarters

iET Solutions
Macro 4 Limited
The Orangery
Turners Hill Road
Worth, Crawley
West Sussex RH10 4SS, United Kingdom

Phone: +44 12 93 87 23 00
info@iet-solutions.co.uk
www.iet-solutions.co.uk

Integration with Asset Discovery

Organizations that plan to populate the CMDB automatically, can integrate iET CMDB Intelligence with asset discovery solutions such as iET Inventory Center.

With iET Inventory Center, you can collect all data relating to you hardware and software assets and manage your licenses. iET Inventory Center has its own Windows*- and web client and can be implemented as a standalone solution, independent of other software products from iET Solutions. iET Inventory Center identifies all data needed for comprehensive asset management and provides detailed queries and views.

You can find further information about iET Inventory Center in the corresponding datasheet.