

E-BOOK

# Building and Maintaining a Trustworthy CMDB

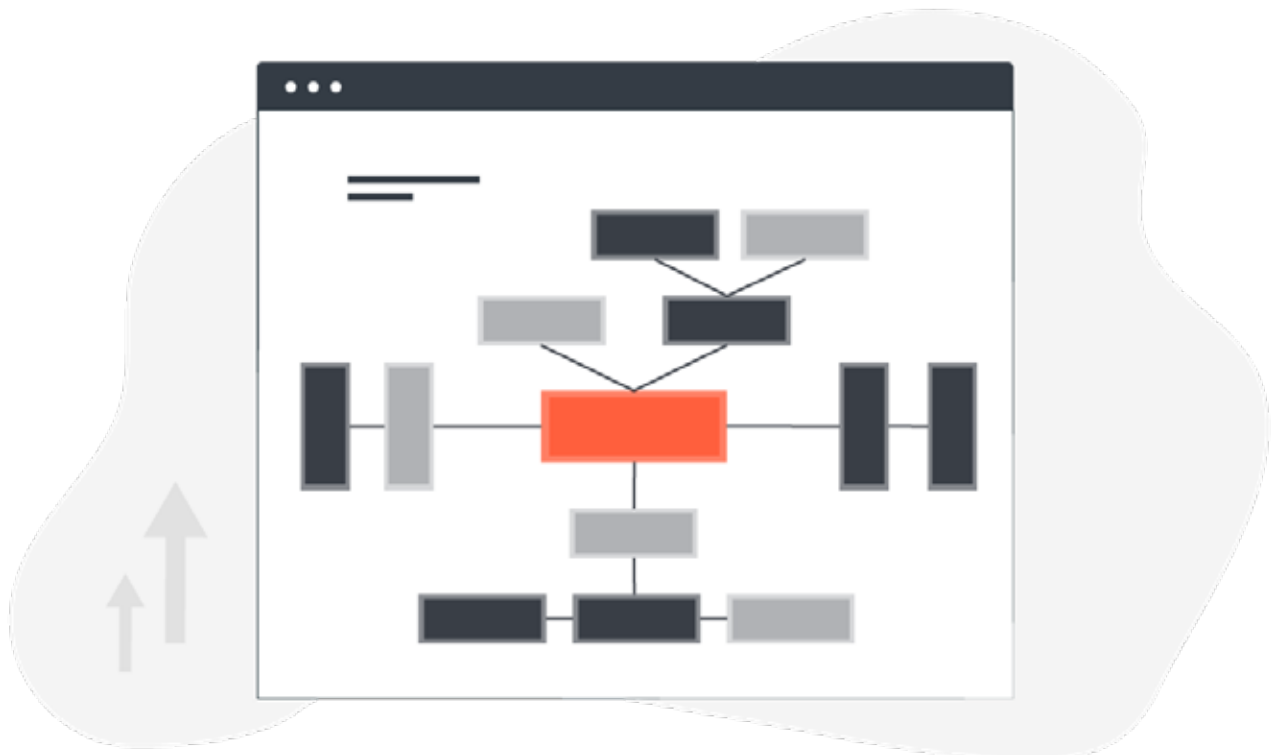
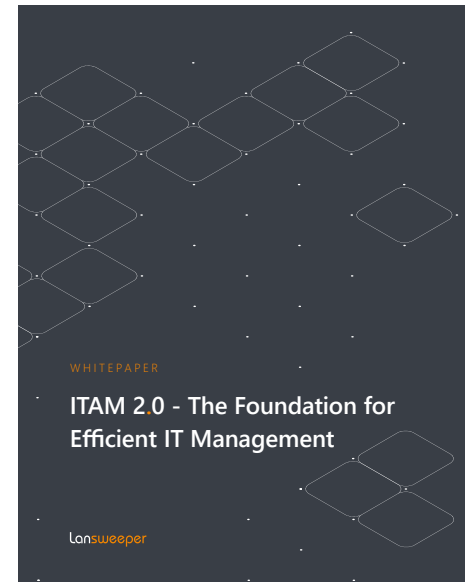
## INTRODUCTION

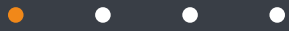
## Solving the Visibility Problem

A CMDB or Configuration Management Database is a purpose-built system for storing your IT infrastructure and the relationships between your IT assets. This includes all the hardware, software, operational technology, and IoT devices that comprise your IT estate. An organization's CMDB is one of their most highly valued IT assets but are manually managed CMDBs able to keep up with their continuously expanding IT estates? And are they foolproof and futureproof enough to deal with BYOD, homeworking, and cloud migrations as those organizations digitally transform? This e-book will delve in the challenge of building and maintaining a trustworthy CMDB.

## GET

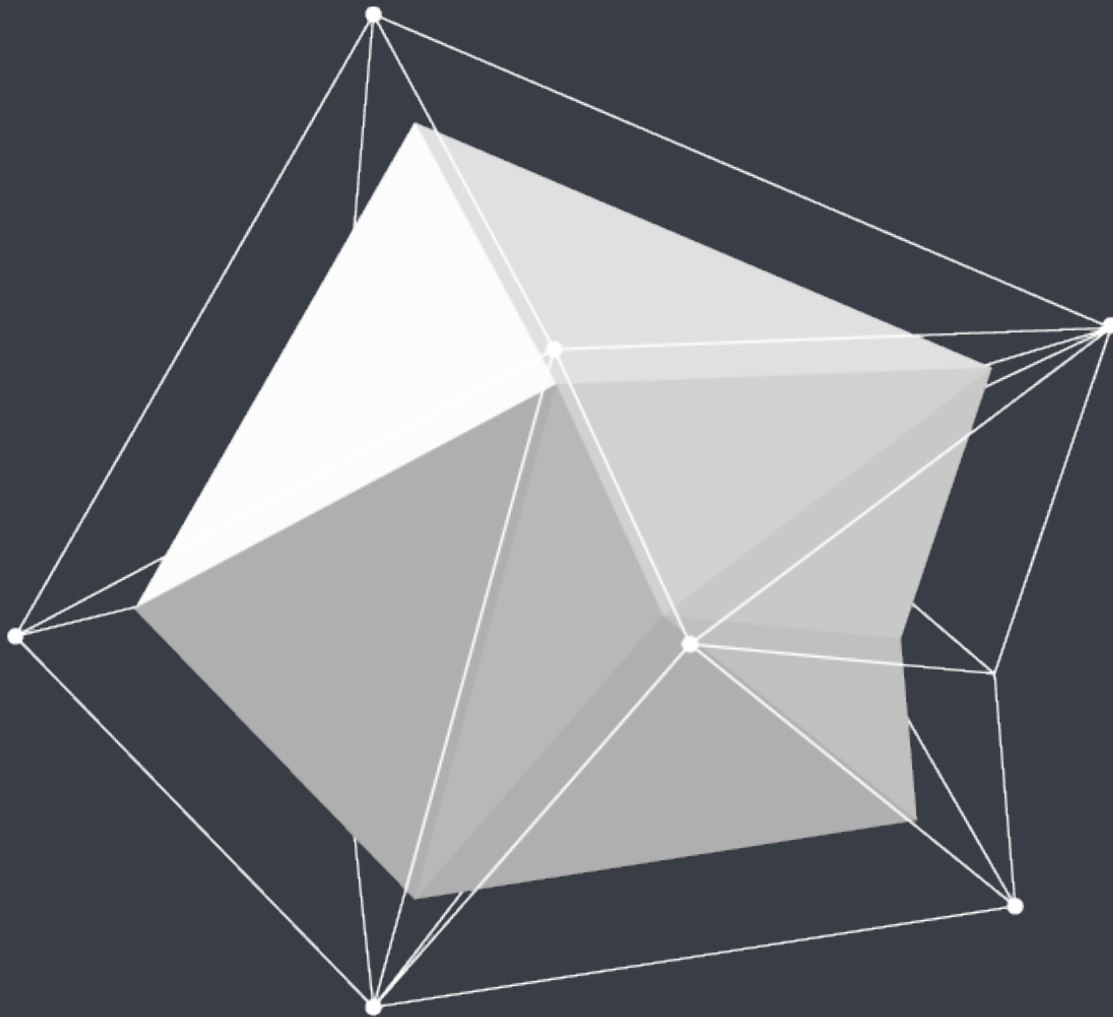
The companion white paper:





CHAPTER 1

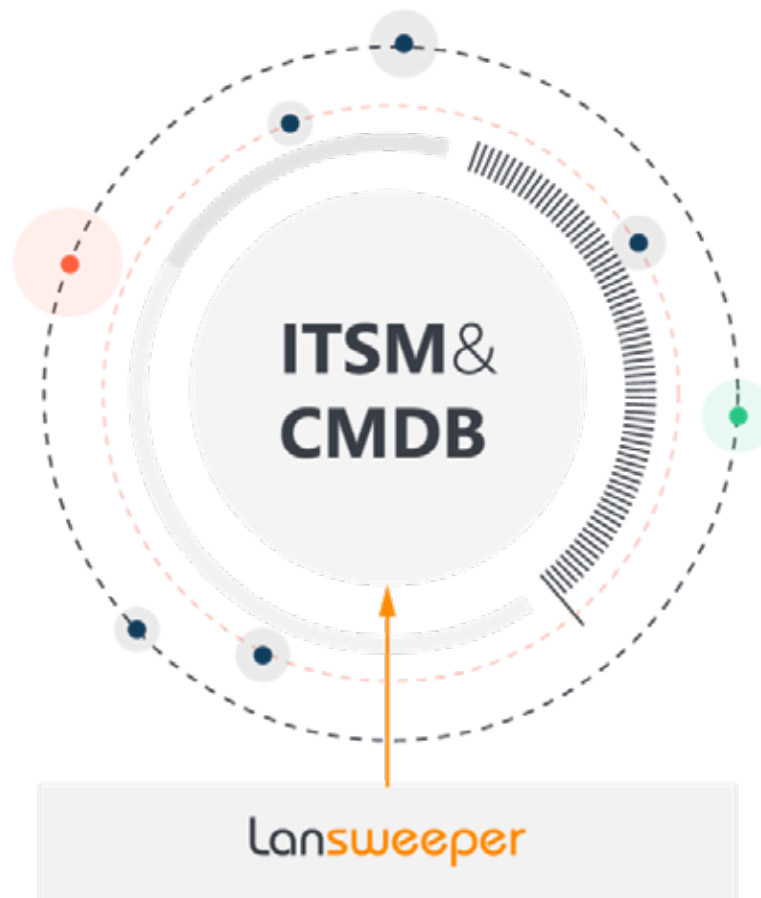
# Evolution of the CMDB

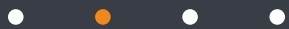


## Evolution of the CMDB

**Before we can realize the future of the CMDB, we must first understand its origins.**

When the CMDB was introduced during the 1980s, the goal of a CMDB was to provide an organization with the information needed to make better business decisions and run efficient ITSM processes. By centralizing all configuration information, leaders would be able to better understand critical CIs and their relationships. But realizing this goal was a challenging task for most organizations, as managing the CMDB required much manual labor. By the time sysadmins were done manually populating the CMDB, it was error prone, no longer up to date, and entirely unreliable. In recent years, with the advent of machine learning and automation, it is now possible to auto-populate a CMDB removing much of the cumbersome manual work that once hampered its usefulness. And with this automation comes the opportunity for the CMDB to be finally realized as an organization's single source of truth.





CHAPTER 2

# CMDB Challenge Today



## CMDB Challenge Today

**Regardless of the size of your organization, CMDB accuracy is critical.**

Without an accurate CMDB all major ITSM processes break down. This includes critical processes such as Incident Management, Critical Incident Management, Problem Management, Change Management, Release Management, and Service Request Management.

It is difficult to imagine running a high-performing IT organization without these critical ITSM processes operating effectively. Yet without an accurate CMDB, all these upstream processes are seriously degraded. So, what is required to achieve an accurate CMDB?



## Without accurate and continuous discovery of IT assets, you risk:

- Cumbersome manual management
- Lower productivity
- Data loss
- High overhead
- Unplanned downtime
- Security breaches
- Financial losses

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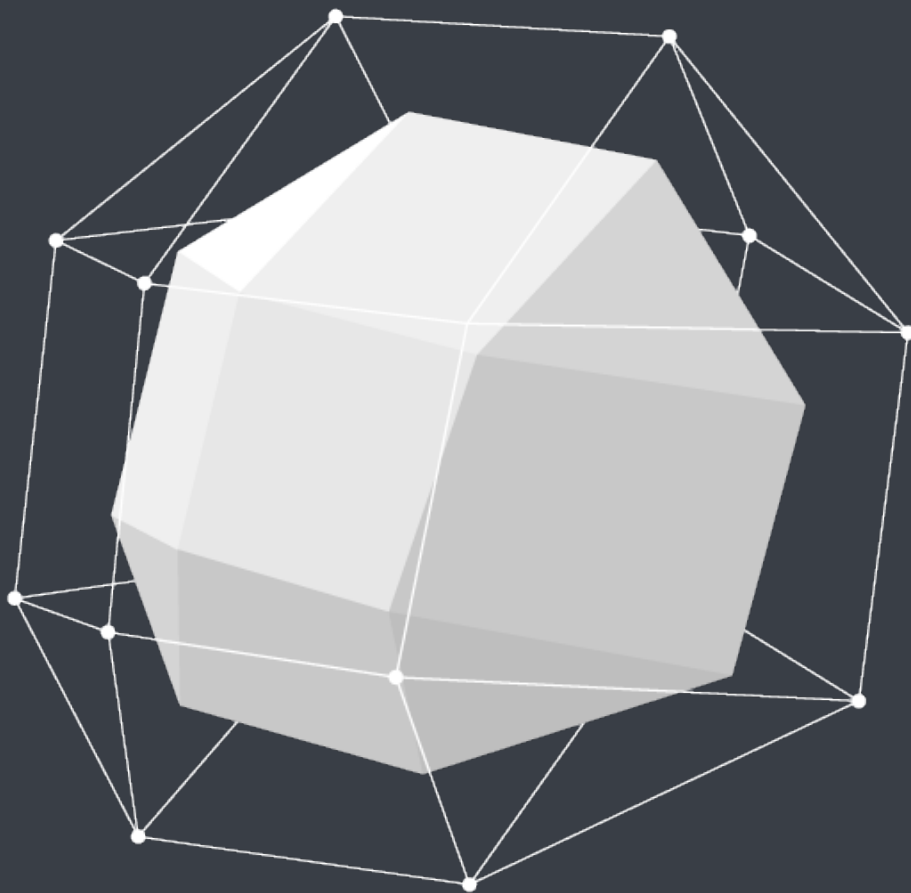
In 2019, 25% of survey respondents worldwide reported that the average hourly downtime cost of their servers ranged between 301,000 and 400,000 U.S. dollars.

— Source: [Alsop, Thomas, "Average cost per hour of enterprise server downtime worldwide in 2019." Statista, December 7, 2020.](#)



CHAPTER 3

# Lansweeper: Your IT Asset Discovery Solution



Lansweeper

## Lansweeper: Your IT Asset Discovery Solution

**Automatically populating your CMDB with accurate CI and CI relationships data is the best way to get maximum value out of your CMDB. Lansweeper's advanced discovery and recognition technology meets that requirement.**

### Automated IT Asset Discovery

Lansweeper is an IT asset discovery tool that automatically scans your entire IT estate, creating a base line of accurate IT asset data that can then be leveraged by ITSM, CMDB, Security management, compliance, and many other IT teams and scenarios.

Lansweeper leverages advanced agent-based and agentless scanning technology to collect in-depth data from all devices across a network, from servers and other IT infrastructure to endpoint devices within the four walls of the corporate office or in remote locations, as well as operational technology (OT). The platform's AI-powered Credential-free Device Recognition (CDR) technology creates a fingerprint of every IT asset - without the need for credentials. Additionally, Lansweeper's Asset Radar is able to detect a device the moment it connects to the network and record detailed information about it, even if it is only connected for a few minutes. This leaves no room for blind spots on your networks or in your CMDB, giving you complete trust in your data.



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By creating a single source of truth for all your IT asset data, Lansweeper eliminates one of the biggest hurdles in IT asset management - knowing your IT - as well as time-consuming, manual processes, like updating spreadsheets.

— Cassandra Lloyd, Partner  
Alliance Manager at Lansweeper



## Achieving an Accurate CMDB

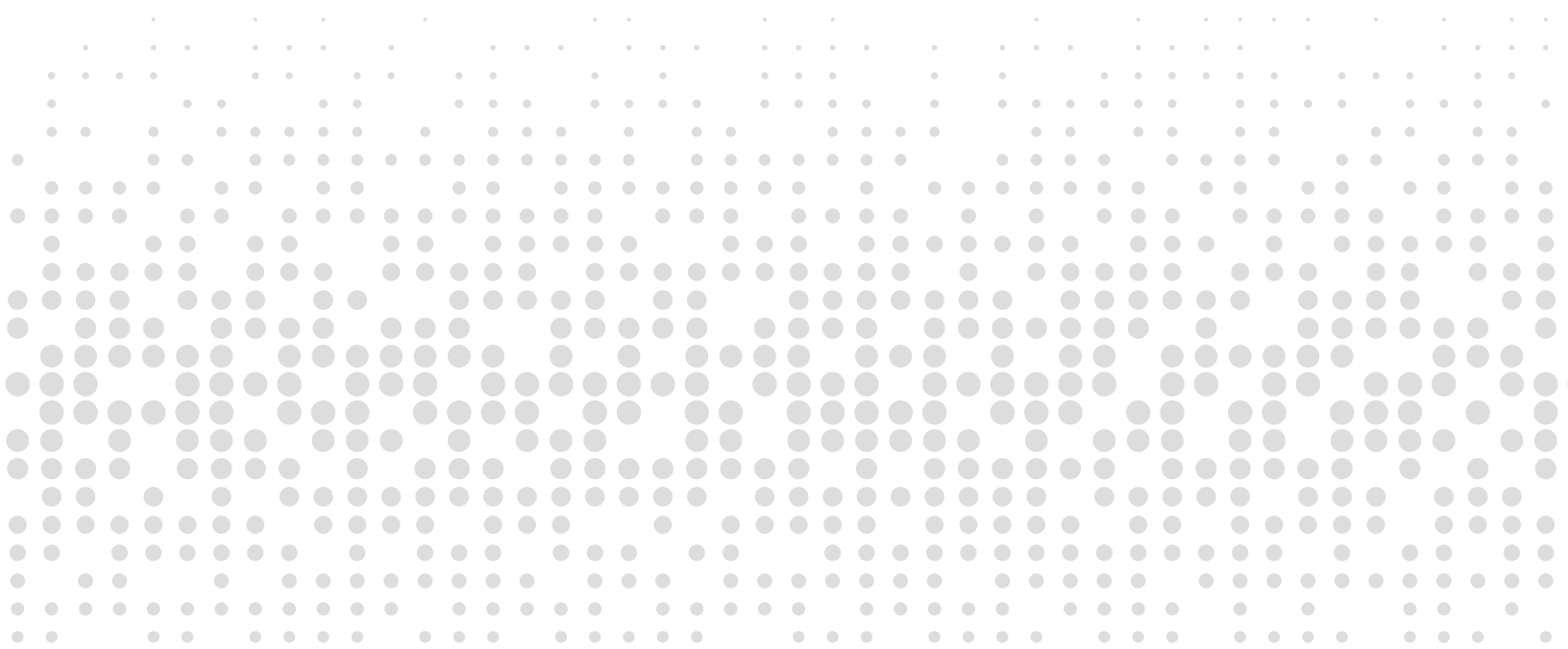
Manually maintaining a CMDB fully or even partially is costly, error prone, and will ultimately undermine the organization's critical ITSM processes and the effectiveness of Infrastructure Support Teams.

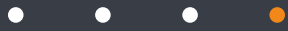
The key to achieving an accurate CMDB relies on automation, in particular from the following two components:

- **Automated IT Asset Discovery:** This is achieved using Lansweeper's comprehensive IT discovery and inventory technology deployed rapidly in even the largest organizations.
- **Automated synchronization of asset data into the CMDB:** This is achieved using integration technology which intelligently synchronizes asset information discovered by Lansweeper into your CMDB.

The combination of these two components ensures new or changed IT assets are rapidly discovered and persisted into the CMDB with comprehensive attribute information maintained against each CI. Most importantly, key relationships between infrastructure CIs are automatically derived, created, and maintained in the CMDB.

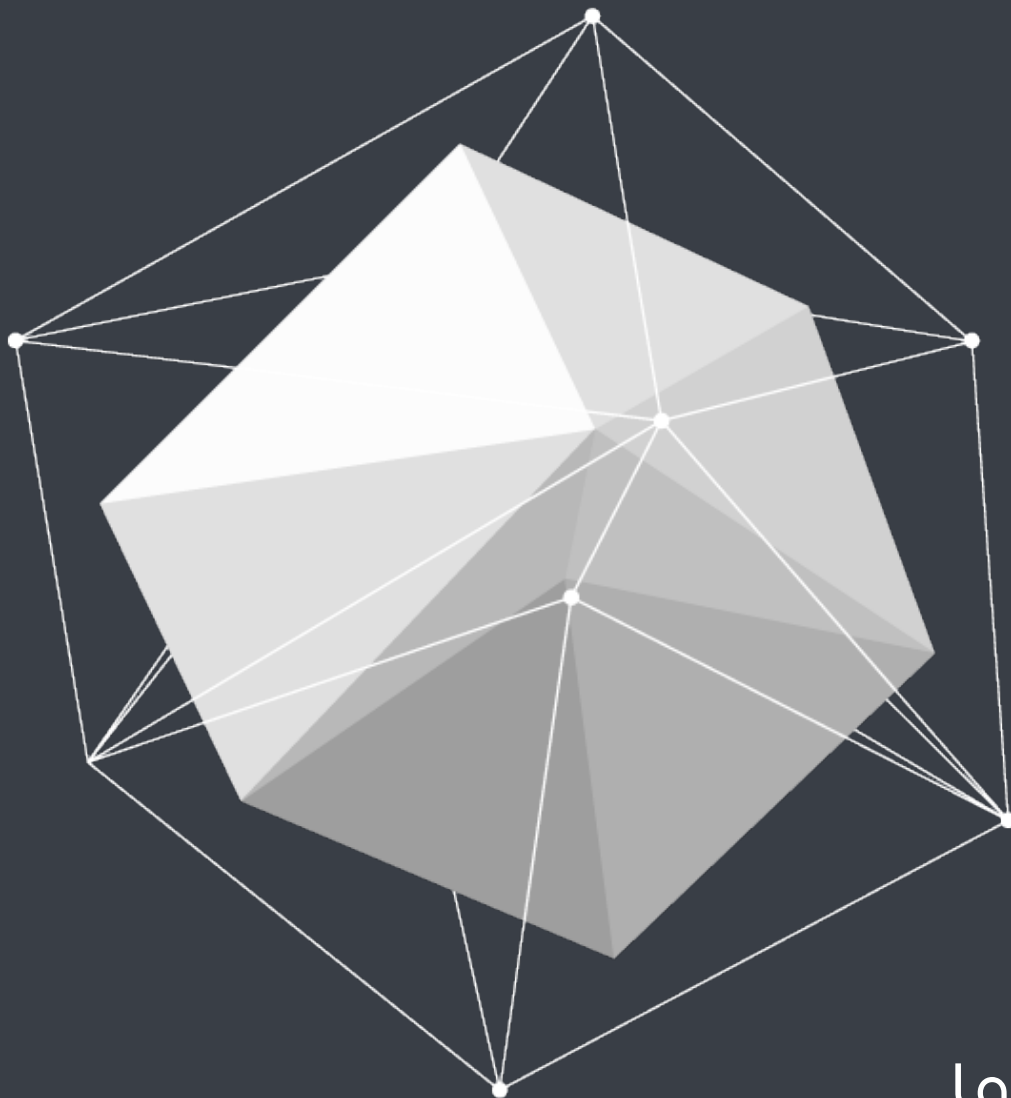
Lansweeper's low-cost and fast-to-implement discovery technology, combined with the Lansweeper-to-CMDB integrations described below, enable organizations to rapidly achieve a highly accurate CMDB and deliver dramatically improved value to stakeholders across the business. IT organizations will experience fewer unplanned outages, a reduction in the time-to-restore services when managing critical incidents, and improved quality of service request delivery to internal customers.





CHAPTER 4

# Your Lansweeper-fed CMDB: Benefits & Use Cases



Lansweeper

## Your Lansweeper-fed CMDB: Benefits & Use Cases

### The Benefits of an Accurate CMDB

- Obtain a single source of truth about your IT assets
- Understand the total cost of ownership of any IT asset
- Ensure efficient use of your IT assets
- Optimize your IT budget by avoiding unnecessary purchases, cut licensing and support costs
- Reduce the risk your IT assets pose
- Strengthen your cyber security posture



### One CMDB Feeding Multiple IT Scenarios

With Lansweeper, your CMDB becomes the single source of truth for a broad range of use cases, allowing you to rely on your CMDB to:

- **Minimize the impact of outages.** Often the first time that IT knows about a business service outage is when end users complain. Proactively addressing business service outages before they start is not only essential for making services, but for helping to prevent devastating financial losses, as well. An accurate CMDB helps you identify, diagnose and fix service outages faster.
- **Improve Network Security.** The [FBI reports](#) that since the start of the coronavirus, cyberattacks have increased by 300%, and [Accenture reports](#) that 68% of business leaders feel that risk will continue to rise. That is why it is essential to identify and address any vulnerabilities that can open the door for an attack. Serving as a single source of truth for IT asset configuration data, the CMDB helps security teams quickly and easily identify and remediate vulnerabilities to reduce the risk of a security incident.

- **Simplify compliance.** Ensuring that your organization complies with government and industry regulations, certification programs and regulatory requirements such as SOX, HIPPA, and PCI is a critical role of IT. However, without accurate data, it's a time-consuming, costly endeavor. An accurate CMDB makes compliance audits and reporting easier, by providing rapid access to accurate, complete IT asset and configuration data.
- **Accelerate issue resolution.** ITSM is more efficient with an accurate, up-to-date CMDB. The ability to update Configuration Items (CIs) with comprehensive data then map that to business services improves service desk readiness, enabling faster issue resolution. IT organizations can attach incident reports to CIs and track them over time to better understand the impact of planned and unplanned service outages, gaining the visibility they need to prevent issues in the first place or mitigate the impact should they occur.

### Improve Service Desk Effectiveness

In the grand scheme of things, faster ticket response may perhaps appear less of a priority. IT staff are flooded daily with calls for assistance that more than often involve small glitches. And when everything is a top priority, small glitches are the least of your concerns. But nothing could be further from the truth, as even small glitches that remain unresolved for too long can cause a bottleneck to business operations, costing organizations a lot of money.

But slow handling times are not just the result of not being able to tackle everything at once. Information about the device, software, configuration, and the user is often missing, incomplete, or inaccurate. Lack of data hampers the Service Desk staff's visibility across the IT infrastructure - and that increases handling time as well. When manual processes for updating the CMDB are common, data becomes stale quickly, and human error introduces inaccuracies that can impact the ability to make informed decisions.



[According to MetricNet,](#)

businesses spend an average of \$1.60 per minute resolving a ticket -- and the average mean time to repair (MTTR) for failed or broken equipment is more than 8 hours. With enterprise IT service desks receiving an average of 492 tickets per month, it is clear that any lag time in ticket resolution can be extremely costly.

## CMDB Integration Use Case: **Mint Service Desk**

To be truly useful to an organization's service desk, ITSM tools must be able to collect, organize, and leverage complete and accurate data about the IT infrastructure, reduce manual work that can be time-consuming and resource-intensive, and enable rapid ticket response and resolution. That is why **Mint Service Desk**, a Polish ITSM solution provider, decided to integrate Lansweeper's IT asset discovery technology with its ITSM platform.

While MintSD's platform was designed with robust asset management capabilities, it lacked the ability to automatically discover IT assets. Without automated discovery, clients would have had to manually input IT asset data, to achieve visibility and have the information they need to handle and resolve service tickets. Since IT infrastructure is constantly changing, ongoing updates and maintenance would have been necessary. That was no option for Pawel Kuźniar, CEO at OPGK Rzeszow S.A. / Mint Service Desk. He decided to ask Lansweeper for help.

### Results with Lansweeper

- Integrated a fully automated IT asset discovery
- Supplied the IT service desk with accurate CMDB data for more effective handling
- Provided faster issue resolution
- Made it possible to assess the impact of planned configuration and infrastructure changes



## Requirements

- Minimum Lansweeper V9.0
- Lansweeper Cloud Entitlement



Lansweeper is extremely simple for our clients to use, and enables them to more easily align their workflows with ITIL processes. It's also useful for data governance, because it provides a single source of truth for IT asset data that can be used across ITSM and CMDB tools.

— Paweł Kuźniar, CEO at OPGK Rzeszow S.A. / Mint Service Desk

## CMDB Integration Use Case: HaloITSM

A similar story can be told for HaloITSM, a software company from the UK. Their intuitive IT service management solution empowers IT teams to deliver rapid, efficient ITIL-aligned services. In addition to being a mature and powerful tool, HaloITSM is also easy to use and administered and can be leveraged by both internal and external customers alike to troubleshoot and resolve IT service issues rapidly. Organizations around the world from multiple industries, including many public sector organizations and local governments, use HaloITSM as a service desk and enterprise service management solution.

That is why it is important for Tom Petley, Director of HaloITSM, to provide their customers with the fastest and most efficient issue resolution possible. But legacy ITSM tools were somewhat clunky and required lots of clicks and steps to complete simple tasks. To address these customer pain points, Halo made the decision to integrate its modern ITSM tool with Lansweeper's market-leading IT asset management solution.

### Results with Lansweeper

- Automated their IT asset discovery, enhancing the staff's ability to rapidly handle tickets
- Supported development of self-service offerings, lightening the load on Service Desk staff
- Provided an easy-to-use, intuitive interface while supporting complex functionality
- Offered "out-of-the-box" support for ITIL processes and simplified data governance

# HALOITSM

## Requirements

- **Database:** Microsoft SQL Server 2008R2, 2012, 2014, 2016, 2017, 2019.
- **Operating System:** Windows 7, 8, 8.1, 10, Server 2003, Server 2008, Server 2012, Server 2016, Server 2019.
- **Platform:** 32-bit (x86) or 64-bit (x64).
- **Processor:** 2 gigahertz (GHz) or faster, dual or quad-core.
- **Memory:** 8 gigabytes (GB) RAM.
- **Email:** Exchange 2007, 2010, 2013, 2016, Office365, Mdaemon, any POP3 provider
- **Web Interfaces:** Compatible with most leading web browsers, including IE, Edge, Chrome, and Firefox.
- **iPhone:** iOS 10.0 and above.
- **Android:** Lollipop 5.0 or above.



Lansweeper provides a single source of truth for IT asset data that can be leveraged across systems and teams, ensuring everyone is working from the exact same dataset -- one that is always complete, accurate and up-to-date.

— Tom Petley, Director, HaloITSM

## CMDB Integration Use Case: ServiceNow

Lansweeper's agentless IT asset discovery and inventory platform provides complete visibility into an organization's current IT estate, enabling accurate data that system admins can populate into their CMDBs. The integration between Lansweeper and ServiceNow ensures that all the IT asset data is accurate, current, and automatically synchronized with ServiceNow to achieve high-quality and automated CMDB data.

The ServiceNow Integration has been designed and built with three key things in mind:

- **Scalability** (it can handle millions of CIs through a scalable queuing architecture)
- **Performance** (it supports delta synchronization in addition to other)
- **Extensibility** (it includes many more asset types/CI classes, CI attributes, related lists, and CI relationships)

The combination of automated IT asset discovery plus automated CMDB maintenance delivers end-to-end automation of this critical underpinning data in your CMDB. As a result, business disruptions from poorly maintained data are reduced significantly. This allows company leaders to rest assured that, as they are making business decisions for security, finance, governance, compliance, and more, there are no gaps in their mission-critical IT asset data.

<b>servicenow</b>	
<b>Without Lansweeper</b>	<b>With Lansweeper</b>
Incomplete Asset Visibility Snapshot in Time Inventory Manual Input & Management Agents & Manual Configuration Stale & Duplicate Data Manual Correlation of Data	Complete Asset Discovery & Inventory Automated IT, IoT, OT Device Discovery Accurate, Current Inventory of Asset Data Data Federation & Normalization Agentless Discovery Service Graph Integration

## Know Your IT!

**You can't manage and protect what you don't know you have.  
IT is most agile with a reliable asset inventory on-hand.**

- Future proof approach to ITAM
- Agentless discovery
- Aggregating data across IT systems
- Cloud based for scalability and accessibility
- Leverage data for any IT scenario or use case
- Ability to integrate with other applications and services

**For more information about Lansweeper,  
visit [www.lansweeper.com](http://www.lansweeper.com).**

Lansweeper

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