

# CONFIGURATION MANAGEMENT DATABASE (CMDB)

## What is a CMDB?

Configuration Management Database is a repository that stores information about IT infrastructure components, which allows you to view, modify, and provide all resources system, known as configuration items (CI).

## WHY USE CMDB?

- ✔ Simpler ITSM process management,
- ✔ individual update frequency for different resources,
- ✔ data sources apply to the entire organization's infrastructure,
- ✔ domain-based grouping of data,
- ✔ simple analysis of the cause of incidents,
- ✔ full integration with Microsoft Active Directory.

## CI VS ITIL

As defined in ITIL 4, CI is all the components that must be managed to deliver an IT service. IT organizations define which components should be tracked and indicate how this process should be done. Data configuration data can include relationships and interdependencies between components, the change history of each component, as well as classes and attributes.

## CMDB IN EAUDITOR SYSTEM

The resources provided in the CMDB repository are grouped by domain. The scope of the groups is constantly developed and depends on the version of the system you have. Due to the complexity of the system, it is possible to collect data from multiple sources.

## CENTRAL RECORD-KEEPING AND MANAGEMENT

CMDB allows quick and easy reading of data on all hardware and software resources. The administrator receives information about:

- installed and used software in the organization,
- relationships in the infrastructure (employee – hardware-software),
- IT equipment in the organization's inventory,
- auxiliary repositories (e.g. documents).

## TRANSPARENT PRESENTATION OF DATA

Expanded organizations have a larger number of computers or other equipment that are subject to inventory, monitoring, or management. To carry out these processes, it is necessary to have information in an accessible and transparent form. CMDB, implemented in the eAuditor system, allows you to quickly obtain data on any component of the IT infrastructure.