Course : Define, implement and operate a CMDB

Configuration management database
Practical course - 2d - 14h00 - Ref. CMD
Price : 1890 CHF E.T.

★★★★⯪ 4,8 / 5

This training course will help you prioritize your resources and efforts in implementing a CMDB. It is based on the best practices of the IT service management repository and on numerous feedbacks from CMDB/CMS deployment and management projects.

Teaching objectives

At the end of the training, the participant will be able to:

- Master the concepts of configuration management and CMDB
- Key elements, tips and tricks for successfully defining, deploying and managing a CMDB
- Have a data model that can be easily adapted to an organization's needs
- Manage a CMDB deployment project using a typical project plan and an efficient organization.
- Choose a CMDB tool with the right criteria for your organization's objectives and constraints

Intended audience
Anyone involved in a CMDB/CMS implementation project: project managers, configuration managers, etc.

Prerequisites
Basic knowledge of the main concepts and vocabulary of IT service management (ITSM).

Practical details
Teaching methods
A course combining theory and practice, with discussion sessions on issues such as modeling, project management and tool selection.

Course schedule

1 IT Service Management - Reminders

- IT service management and the service lifecycle.
- The process approach to IT service management. Characteristics of a process.
- Roles and responsibilities. The RACI matrix.
- Process and service metrics.

2 Service asset and configuration management

- The purpose of the process.
- Process objectives.
- The scope and value of the process.
- Concepts and definitions: Configuration Item (CI), CMDB, CMS, Baseline, Snapshot...
- Process activities.
- Interfaces with other processes.
- Critical success factors (CSFs) and key performance indicators (KPIs).
- Roles and responsibilities in the service asset and configuration management process.

3 CMDB modeling considerations

- Take stock of what already exists.
- Defining a target model: approach, advice, studies of the main models on the market.
- Structure your model: granularity, attributes, relationships, impact model.
- Manage the life cycle.
- Some pitfalls and suggestions.

Example
Examples of CMDB classification and modeling.

4 5 steps to a CMDB project?

- Step 1: Assemble the project team and define objectives.
- Step 2: Define requirements and build the model.
- Step 3: Select a CMDB solution and related tools.
- Step 4: Feed and maintain the CMDB.
- Step 5: Justify the value generated.

Example
Supply of CMDB/CMS supply and maintenance models.

5 Choosing the right tool to support your CMDB

- Indispensable features.
- What kind of software architecture?
- CMDB or CMS?
- Selection criteria.
- The main tools on the market.
- Current developments. Influential factors.
- Some pitfalls to avoid and suggestions.

Storyboarding workshops
How to choose the tool best suited to your needs? Discuss the different tools on the market.

Dates and locations

REMOTE CLASS
2026 : 8 June, 21 Sep., 23 Nov.