

# 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

### PARTICIPANTS

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).

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 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.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

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