ITSM360

CMDB & CI data model

Service-centric design · 360° IT-collaboration

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Key Partners

ITSM360/GRC360 Processes

- Stakeholder Management (vendors and suppliers)
- Contract Management
- SIAM (Service Integration & Management)

Key Activities

ITSM360/GRC360 Processes

- Service Desk (SR/IM)
- Operation (PM/CM/EM)
- Project Management
- Continual Improvement
- Governance (guidelines/process, roles/responsibilities, scheduled operations)
- ITSec (Cybersecurity)
- Compliance & Documentation

Key Resources

Collaboration and repository

- Tech. Services & Bizz. Services
- CMDB/ITAM
- Teams & headcounts

Value Proposition

Your Services

- Business Services (Service Portfolio)
- Request Processes (Service Catalog)

Customer Segments

- Global Services
- Niche Services
- Country divided Services
- Permissions based Services

Customer Relationships

ITSM360/GRC360 Processes

- Full or partly self-service
- Data model for AI/Chat-bot

Channels

Engaging points

- Microsoft Teams
- SharePoint pages
- Custom Power Pages

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CMDB Concept

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Two core elements behind the CMDB in ITSM360

1. SharePoint based data model – using our SSC-concept “SharePoint as Sequel”

2. App as interface/UI (the CMS app) designed for Microsoft Teams and SharePoint

The CMDB is a part of the CMS

Content Management Systems · Configuration Management Systems

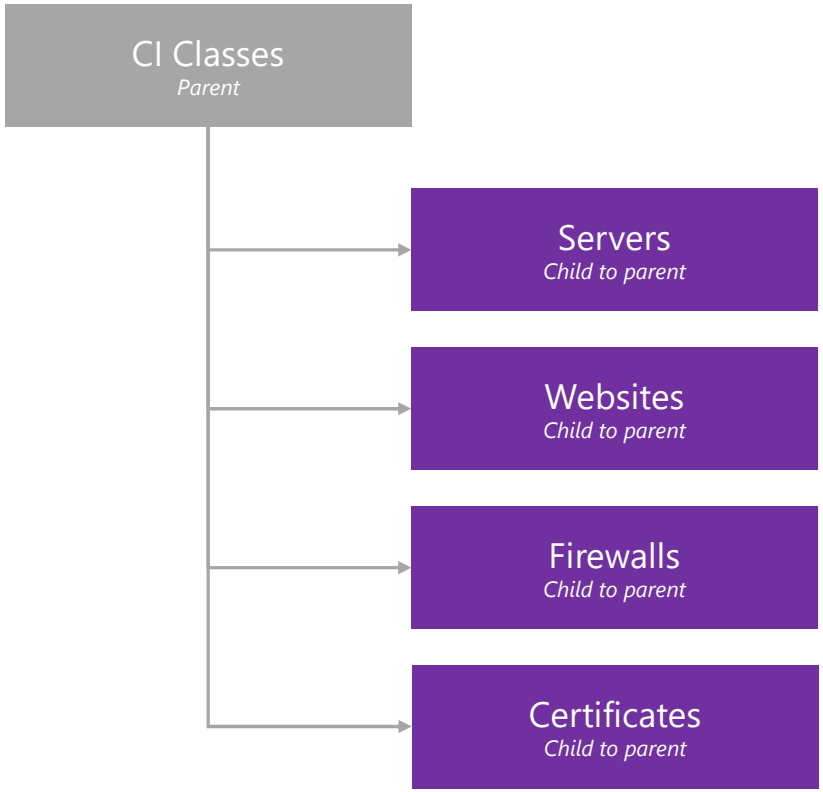
The CMS is an integrated part of ITSM360, that seamlessly connects with processes in ITSM360, enabling them to efficiently utilize content and configurations stored within the CMS.

Examples use-cases

- ✓ Linking of tickets to IT Services and automated routing of tickets based on Service relationship
- ✓ Linking of Assets and CIs to tickets (request and incident processes)
- ✓ Linking of Assets and CIs to Change and Problem practices
- ✓ IT-Documentation practices with related SharePoint document/file options related to Services and CIs
- ✓ Linking of Services and CIs to GRC practices in GRC360 – (Risk Assessment and ISO-27001)
- ✓ Linking of Services to GDPR article 30 processes and DSAR requests
- ✓ Supporting client specific processes and use-cases (adding data fields or Power App front-end)

CI class and connected CIs

Main principle in the CMDB



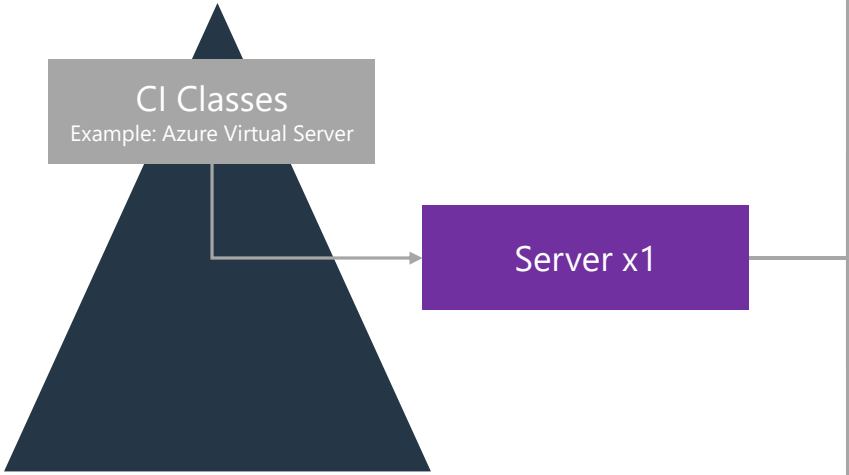
The CMDB design in ITSM360 is a parent-child implementation.

There are two objectives with the CI Classes:

1. Governance and management of CI are made easy, with options for filtering the CI related to the class and for governance where you can work with SOPs related to the class.

2. Define required attributes for CIs related to the class.

CI data model



CI Properties
Controlling elements of the CI, such as

- ID, Name, Status, Lifecycle, Responsible

Inherit Class Attributes

- Each CI inherits one or more attributes defined by the class upon creation. The attribute is two dimensional with a parameter and a value

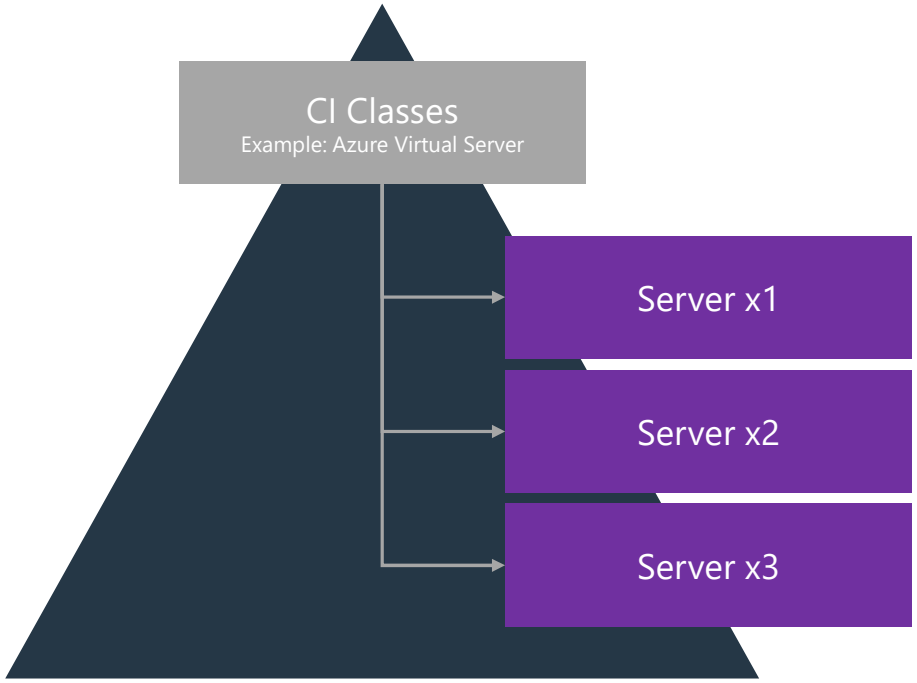
Specific CI Attributes

- Used if a CI have CI attributes outside the scope defined from the class

Related ITSM data streams

- Linked files/documents, tickets, contracts, problems/changes etc. relevant for the CI

CI classes - conclusion



- All CIs must be related to a CI class
- Consider the CI class as a template for all CIs related to this template
- Define required attributes for the class (name and data type)
- CIs inherits attributes when created (without value – must be provided upon creation of CI)

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Data model

High-level overview

Data design and UI

Data Design

SharePoint as data source
Included in all Microsoft 365 plans/subscription with the following benefits:

- High capacity · Trusted
- Connectivity to Microsoft Services – especially Microsoft Flow/Power Automate and BI
- Open and Microsoft Graph API supported
- PowerShell supported
- Permissions model and governed by Azure AD
- Inbuild features such as version control, retention/sensitivity labels etc.

ITSM360 data model in SharePoint
In ITSM360, the CMS system is implemented with our SharePoint-as-Sequel Concept (SSC) for high performance and technical advantage:

- SSC reduces/eliminates look-up (gives performance)
- SSC enables up to 50 millions CIs, 50 millions Assets
- SSC supported native JSON based data for direct API integrated to the CMS
- SSC supports declarative CMDB use-cases
- CMDB and AMDB with class definition and underlying components
- Relationship/dependency model integrated in the CMS

UI

One central app for Services, CMDB, AMDB
All user-interactions with Services, Assets or CIs are conducted from the ITSM360_CMS app.

The app technology is introduced for avoiding working inside SharePoint online – but with a tailor-made ITSM user experience for users at all levels.

- App designed with Microsoft Fluent UI and developed using Microsoft SPFx
- Microsoft 365 app catalog in tenant used for hosting of the app
- App execution from Microsoft Teams channel or from any SharePoint online page
- Adaptive Process Management supported – run multiple configurations depending on role
- App support to custom data fields
- General permission model in SharePoint is applied to the app usage

CI Data Model

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Server “x”

CI Properties
CI properties are related to CIs list – a core process list – in the master data site in SharePoint.

- SharePoint list name -> CIs
- Use standard SharePoint list settings for modifying existing settings or adding new properties

CI Attributes
Attributes stored as JSON object inside the list CIs -> column “Class Properties”

- SharePoint list/column -> CIs/Class Properties
- Add CI **specific attributes** by using the CMS app or by automation/API
- Load initial **class inherited attributes** by using the CMS app or by automation

Related Data Streams
x

- SharePoint list/column -> CIs/Class Properties
- Add CI **specific attributes** by using the CMS app or by automation/API
- Load initial **class inherited attributes** by using the CMS app or by automation

Relevant data tables (lists in the SPO master site)

CIs – SPO list for core CI data
Core SPO list for CIs

- SharePoint list name -> CIs
- Use standard SharePoint list settings for modifying existing settings or adding new properties
- Class Properties is a JSON object, containing the definition from the class + any extra parameters/values added to CI
- CI Class relation by a SPO look-up "CI Class"

Notes related to CIs
Standard SPO list for storing notes

- SPO list -> ITSM360_CIs_Notes
- Related ID points to CIs list

CI Classes – SPO list for CI Class definition
Standard SPO list for storing CI Class records.

- Class attributes – template – stored as JSON object in the column named "Additional Properties"