



## Altiris® 6 CMDB Solution™

.....  
SIMPLIFYING ACCESS TO IT INFRASTRUCTURE INFORMATION

### BENEFITS

- > Access to configuration information about all IT devices and their relationships helps reduce wasted effort and speed incident resolution time
- > Detects and analyzes unapproved changes to minimize risk to IT environment
- > Integrates with Veritas Configuration Manager
- > Streamlines processes to align with industry standards such as ITIL
- > Standardize IT processes and share information across multiple departments and teams by implementing changes that are repeatable and predictable

Altiris® CMDB Solution™ software is a centralized repository that actively tracks, manages and accounts for all configuration items, users, and business services that comprise your IT infrastructure. The solution, which integrates with Veritas™ Configuration Manager, provides visibility into relationships and dependencies between hardware and software as well as detailed configuration data required to effectively manage tasks associated with incident, problem, and change management.

### THE NEED FOR RELIABLE INFORMATION

Information about an organization's IT assets, the people who use them and the business services they support are typically scattered throughout the enterprise in fragmented management systems and databases. Timely access to information that's critical to effectively perform IT service management tasks or support business decisions is often difficult and time-consuming to obtain. CMDB Solution ensures access to current and accurate information is available through direct data feeds from Altiris management solutions such as inventory and monitoring. With CMDB Solution you have a single source of reliable information for improving organizational decision making.

### MORE THAN JUST A CMDB

CMDB Solution is more than a reporting database or consolidated view of all your enterprise IT assets; it is the core of the Altiris architecture and an active part of the Altiris IT management process. The CMDB offers immediate value by tightly integrating with additional Altiris software products such as service desk, inventory, systems management, security and configuration management. CMDB Solution integrates out-of-the-box with Veritas Configuration Manager, which automatically builds a complete hardware and software configuration inventory, controls the adverse impact of change by tracking hardware and software changes in real-time, and maintains server consistency by controlling configuration drift. In addition, dynamic dependency mapping improves service delivery by identifying how your infrastructure supports your business.

### THE FOUNDATION OF SERVICE MANAGEMENT

CMDB Solution provides a sound basis for incident, problem, change, and release management processes. For example, detailed configuration items and user information stored in the CMDB is easily accessible

for a service desk analyst to review directly from an incident record, which can help the analyst quickly restore service to end users. The solution also provides change management personnel with interactive visual diagrams that present a clear picture of the relationships that exist in the IT environment to help analyze the risk of a change before it is released into the enterprise. Also, if there is a service failure after a change is executed, a problem manager can review the change history of the configuration item to determine the root cause of the problem.

### SUPPORTS AUTOMATED RELATIONSHIP BUILDING

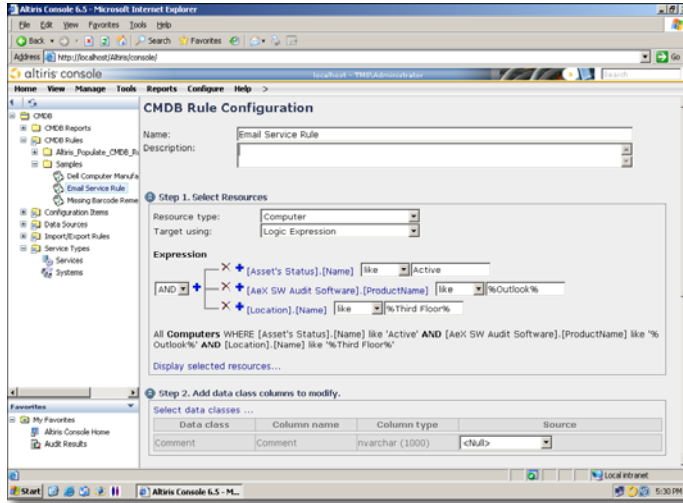
CMDB Solution offers powerful rules that support automated relationship building between the configuration items, systems, and business services that exist within your infrastructure. Data captured through inventory, or as part of a management process can be used to form a relationship and dependency hierarchy between configuration items and services. For example, all clients that rely on a particular service can be automatically related to the server and business service with a CMDB rule. As clients are reconfigured, repurposed, or disposed, their relationships are automatically updated in the CMDB to provide an accurate view of interdependencies that exist.

### MEASUREMENT AND CONTINUOUS IMPROVEMENT

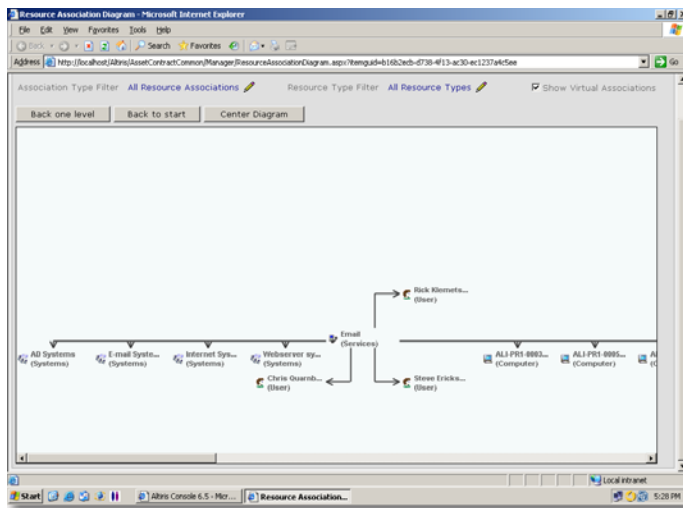
The Information Technology Infrastructure Library (ITIL) processes rely on the data stored in the CMDB to continuously drive and improve IT processes. CMDB solution offers numerous pre-packaged Web reports that provide detailed information to help reduce wasted effort, speed incident resolution time, detect and analyze unapproved changes, and implement changes that are repeatable and predictable.

“Altiris [has]...a full-featured CMDB that will run rings around some of its larger, well-funded competitors.”

—DENNIS DROGSETH  
 “Altiris NGAM Profile”  
 Enterprise Management  
 Associates  
 31 August 2006



CMDB Solution offers powerful rules that support automated relationship building between the devices, systems, and business services that exist in your infrastructure.



Data captured through inventory, or as part of a management process can be used as the basis for forming a relationship and dependency hierarchy graphical view between configuration items and services.

**SYSTEM REQUIREMENTS**

CMDB Solution requires that you install and configure the Altiris Notification Server™.

- Notification Server Minimum Requirements*
- > Processor—Pentium III 800 MHz or faster
  - > Memory—1 GB RAM
  - > Hard drive—20 GB
  - > Operating system—Windows Server 2003 SP1, Windows 2000 Server SP4 or later
  - > Database—Microsoft SQL Server 2000 SP3 or SQL Server 2005
  - > Browser—Microsoft Internet Explorer 6 SPI or later

*Altiris Agent Minimum Requirements*

- > Operating system—Windows 95 or later
- > Available disk space—5 MB disk space for Altiris Agent, plus space to install required software
- > Memory—128 MB RAM; 384 MB RAM minimum if using Windows PE
- > Browser—Microsoft Internet Explorer 6 or later

**TRY CMDB SOLUTION FREE FOR 30 DAYS!**

Download a free 30-day evaluation version of CMDB Solution at [www.altiris.com/eval](http://www.altiris.com/eval).