



CI METRYX from Ventana Software creates the needed synergy between business processes and data management for effective and sustainable Configuration Management. Whether driven by ITIL, COBIT, the Sarbanes-Oxley Act, or other best practices, Configuration Management is a fundamental and critical capability for successful IT Service Management. By clearly defining and keeping the IT infrastructure under control, an organization will greatly benefit from having accurate information for all Service Management processes.

It is common for the concept of a Configuration Management Database (CMDB) and the discipline of Configuration Management to be confused and used synonymously. As a result, the focus is frequently on the automated storage of data in a CMDB rather than the management of Configuration Items (CI's). Configuration Management applies technical and administrative direction and surveillance over the lifecycle of configuration items and ensures the investment in the data within a CMDB can be utilized by all dependent business processes. The more complex an organization becomes, the more crucial an effective way to manage CI's becomes. CI METRYX provides a powerful web based solution for enterprise level Configuration Management.

CI METRYX Capabilities

CI METRYX key features and capabilities include:

- Customer defined classes, statuses and relationships
- Intelligent CI Class Based Relationship Management
- Data Storage by Value or Reference
- 100% web-based customizable GUI
- Powerful Standard, KPI, and Ad-hoc Reporting
- Baseline Creation and Recall
- Reconciliation module for Audit and Verification
- Staging of planned CI changes prior to implementation of RFC
- Open Architecture and API's for easy integration
- Data import jobs for popular inventory tools

CI METRYX Benefits

- Accurate accounting for configurations organization is dependent on
- Efficient impact analysis
- Control and Security of CI information and infrastructure
- Complete history of CI's from registration to archival for auditing purposes
- Readily accessible information to support other ITSM processes, including Incident, Problem, Change and Release Management
- Powerful verification and audit support to reconcile the managed configurations against the reality of the infrastructure and address exceptions
- Understanding of IT Components
- Increased Service Quality
- Compliance with Legal Requirements

Define Your Infrastructure (not ours!)

CI METRYX provides complete autonomy in the definition of CI classes, properties, attributes, status values, and relationships to ensure that an accurate model of your infrastructure can be created and data management compromises eliminated. The CI class based modeling ensures that only those relationships and statuses that make sense are allowed and are enforced. Templates can be created for commonly registered CI's.

CI History and Baseline

CI METRYX maintains a secure historical audit trail for any and all changes to a CI and records the relevant RFC that caused the change. A baseline of one or more CI's may be captured and retrieved at a later time if a change needs to be backed out.

Robust Web Based GUI

At the heart of the CI METRYX user interface is a full-featured web based GUI which provides incredible flexibility in how information is presented and user interaction is managed. Role based access gives complete control over what information can be viewed or altered by users. Both LDAP and local password access controls are supported, as is anonymous guest access, if desired. Results from queries may be emailed as .CSV files or other formats for quick user initiated ad-hoc reporting. Both form and table based views are provided along with drill down flows for key business information. Pages are rendered in HTML and JavaScript, no special browser plug-in is required ensuring simple deployment to a broad user base.

The screenshot shows the CI METRYX web interface. On the left is a 'NAVIGATOR' sidebar with a tree view of categories: CLASSIFICATION, COMPUTER (with sub-items: DESKTOP, NOTEBOOK, SERVER), DOCUMENTS, NETWORKS, PERIPHERALS, PRODUCTION, SERVICES, SOFTWARE, CATALOG, RELATIONSHIP, LOCATION, and COMMUNITY. The main area displays 'Details' for 'UNCOMMITTED CHANGES'. It includes a table of change records with columns for Change No., Record Type, and a description. Below this are sections for 'PHYSICAL RELATIONSHIPS' (listing a scanner), 'LOGICAL RELATIONSHIPS' (a table of connections between CI's), 'COMMUNITY' (listing users like ADMINISTRATOR and END USER), and 'COMPONENTS'. A footer note states: 'There are no details of this type for this record.'

Audit and Verification

Given the large volume of CI data that can quickly accumulate for an enterprise, it is no surprise that Audit and Verification can quickly become time consuming and tedious activity. The powerful CIMETRYX Reconciliation module greatly simplifies and streamlines the process of verification by providing an automated validation of CI data from most commonly available data sources. The reconciliation not only identifies discrepancies in population, but enforces the class and business rules defined. Any data from an external inventory or discovery tool is required to be processed through the reconciliation module. Direct population of the CMDB is never appropriate or allowed in CIMETRYX.

The reconciliation capabilities provide side by side comparison of authorized and audit data to support:

- Processing external data for verification of CI's
- Identify unauthorized CI's or changes
- Ability to accept changes as authorized with full audit trail.
- Customer defined audit sources and rules

Workflow Notification and Scheduling

Workflow notification capabilities are available to proactively alert users and administrators of pre-defined conditions such as CI's changing at a rate above the normal allowed threshold. Notifications may contain simple text messages or contain specific data needed to take action. Notifications are fully configurable to the needs of the business.

The integrated scheduler Provides OS independent, scheduling of services or tasks and is fully integrated with GUI. It is Ideal for periodic tasks such as reporting, maintenance, batch data processing, etc.

Data Workbench

All data import and export tasks are handled with aplomb via the Data Workbench module. This comprehensive data processing subsystem provides the basis of all reconciliation activities. Business rules are efficiently implemented with a rich scripting language and macro support. Import / Export directives support XML, delimited files, database tables, and ODBC. Job execution can be synchronous or asynchronous and launched via a scheduled event, an OS command line, or interactively via the GUI.

Expansion and Integration

The CIMETRYX architecture is open and flexible and readily supports integration with other systems or technologies. The web GUI may access data in other systems, additional capabilities such as scanning technologies integrated into the solution, or information exported from the solution for use by external systems. Both SOAP and email based messaging are supported.

Environment Requirements

Web Client	
Browser	Internet Explorer 6.0 Netscape 7.0 or higher Mozilla 1.1 or higher
Display	800x600 resolution or better

Web Server	
Web Server	Apache 1.3 or higher IIS 5.x or higher
Operating System	RedHat Linux ES 4 MS Windows 2003 Server
Processor	2.0 GHz, 2 CPU Recommended
Memory	2 GB
Free Disk	1 GB

Database Server	
Database Server	Oracle® 10gR2
Processor	2 CPU minimum
Memory	4 GB minimum
Storage	100 GB / 3 spindles

Company Background

For over 10 years Ventana Software has been a visionary and acknowledged expert in the design, deployment, and operation of IT Service Management solutions. Our mission is to provide solutions that are synergistic and aligned with ITIL best practices and designed to give businesses the solutions they need to implement the IT Service Management framework.

Please contact us for additional information on **CIMETRYX** and how Ventana Software can assist you with your IT Service Management initiatives with our professional services and consulting.



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