



The foundation for ITIL-ITSM

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Premise-1 ITIL/ITSM without a foundation will falter



85% Of CMDB projects fail
-Forbes Online

80% of **ITSM** projects fail to meet their objectives
ITILNews

Best Practice- Your foundation strategy matters

If you build it they will come

- Everyone cared-nobody wanted to own it
- SM became the gate keeper with no keys*
- Solving world peace-no end in sight



Business Impact/Value not well defined/communicated

- CMDB competed w/ ITSM rollout
- Lack of focus/resources available
- Leadership not sold on role of foundation



THE OUTCOME: Poor CMDB Adoption. ITSM limited functions ITIL gets a bad rap. Consumers frustrated-tired of waiting.

Frustration Evidence | New personas building foundations

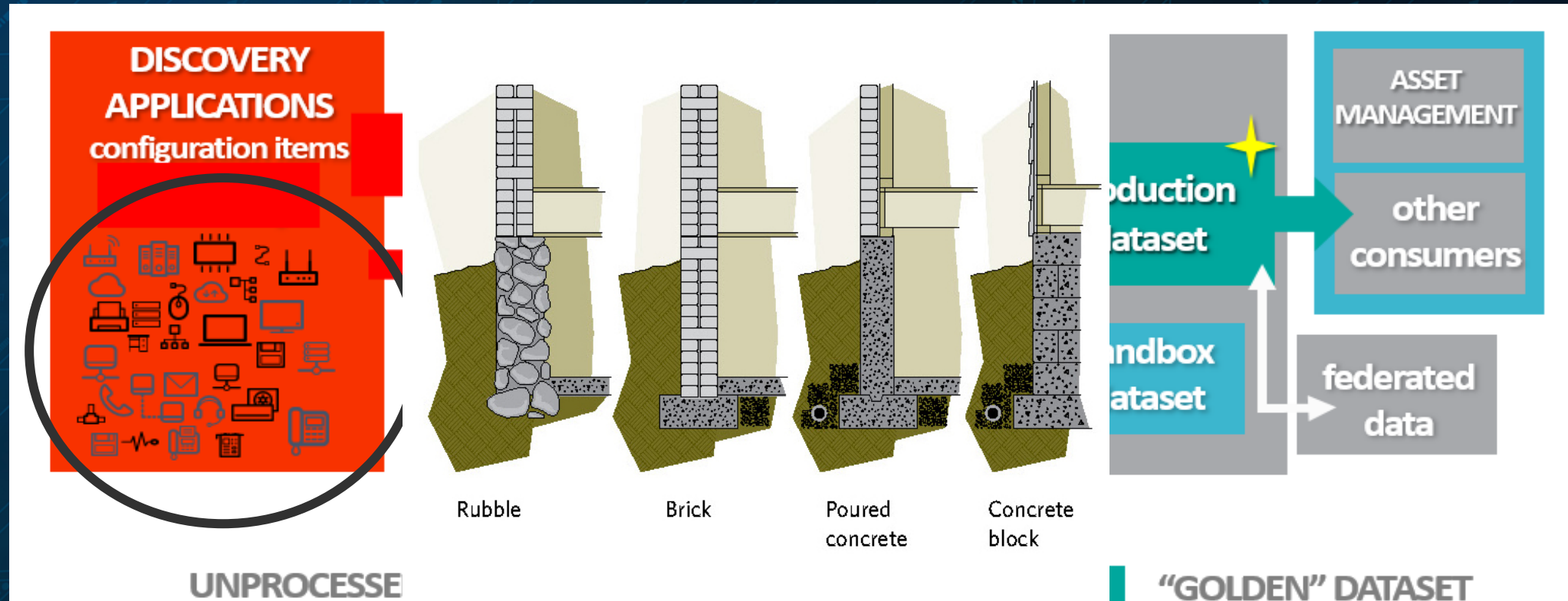
Shift in buyer persona for foundation Discovery “Inventory” tools

- IT Security
- Disaster recovery
- IT Finance/Compliance

Best Practice- Engage your data consumers.

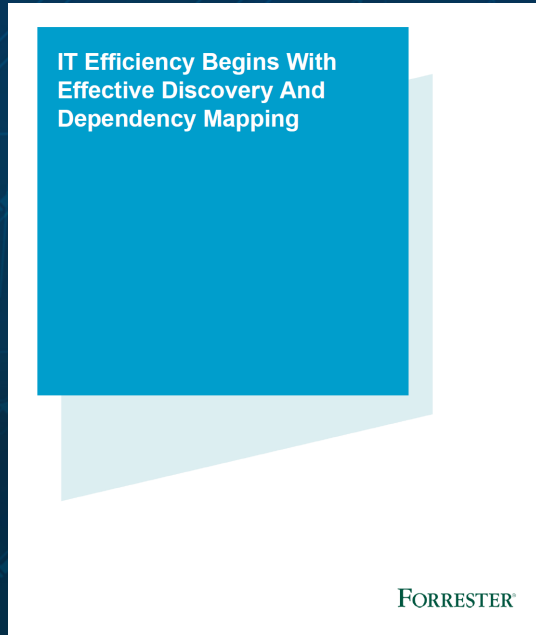
- Be sensitive to history/careful with terms (CMDB)
- Use common ground to drive adoption-solving same problem
- Consider their use cases (blind spots, Resiliency, compliance)
- Don't become gatekeeper of data
- Ask how they want to access it-be open to their answer

Premise-2 The approach to building your foundation matters



Let's talk about an approach has not worked

Supporting Data



“Why is this inventory a challenge?”

We collect hardware information but do not have software or application data 42%

We track assets manually and cannot keep the list up to date 39%

We source assets too fast to keep track of what's deployed 36%

We use a network discovery tool that does not provide enough data 34%

Premise-2 The approach used to build your foundation matters

But how do you get this view?

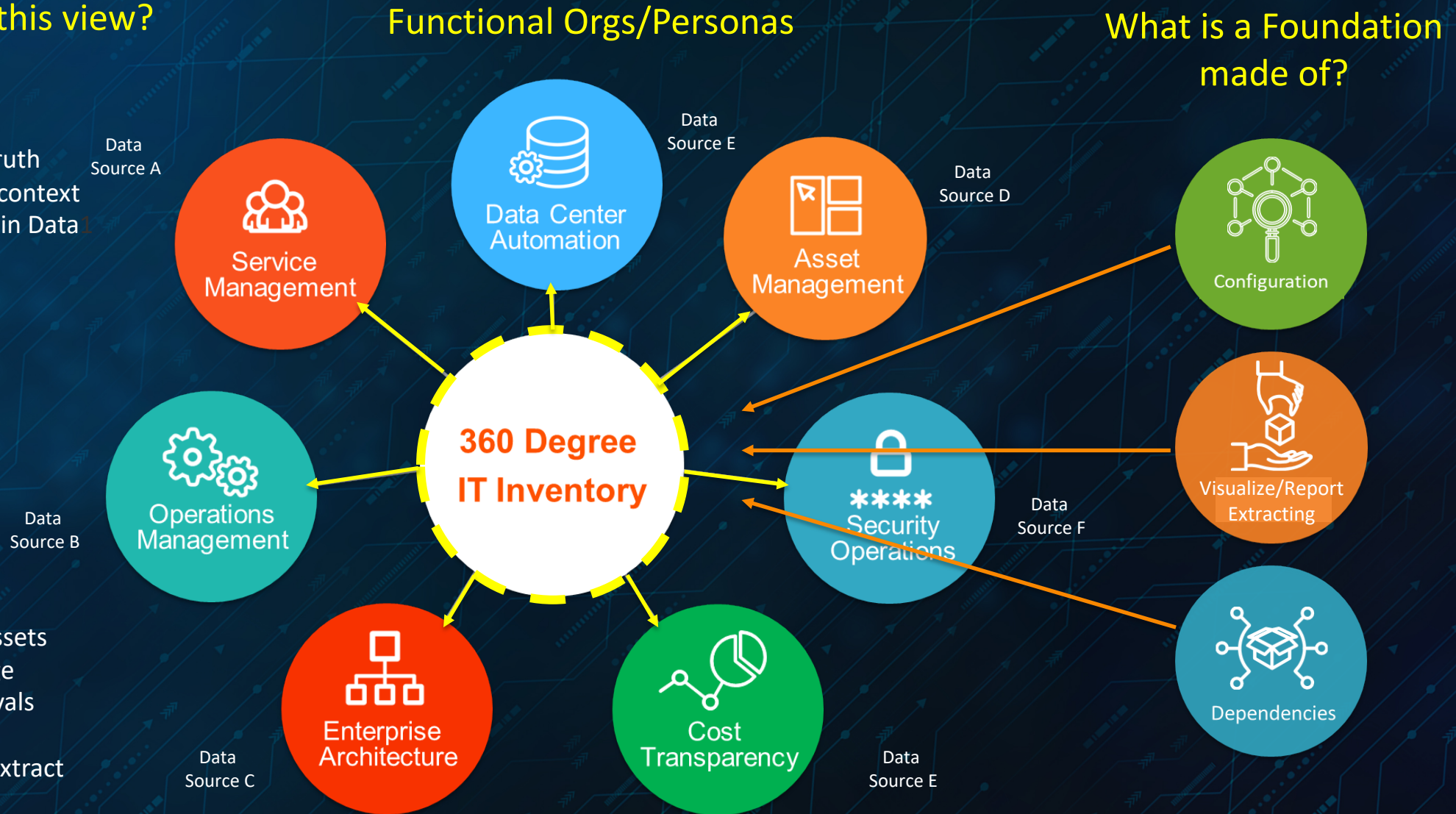
Outside-in Approach

- Data Islands-sources of truth
- No relationships/service context
- Data Munging-Drowning in Data

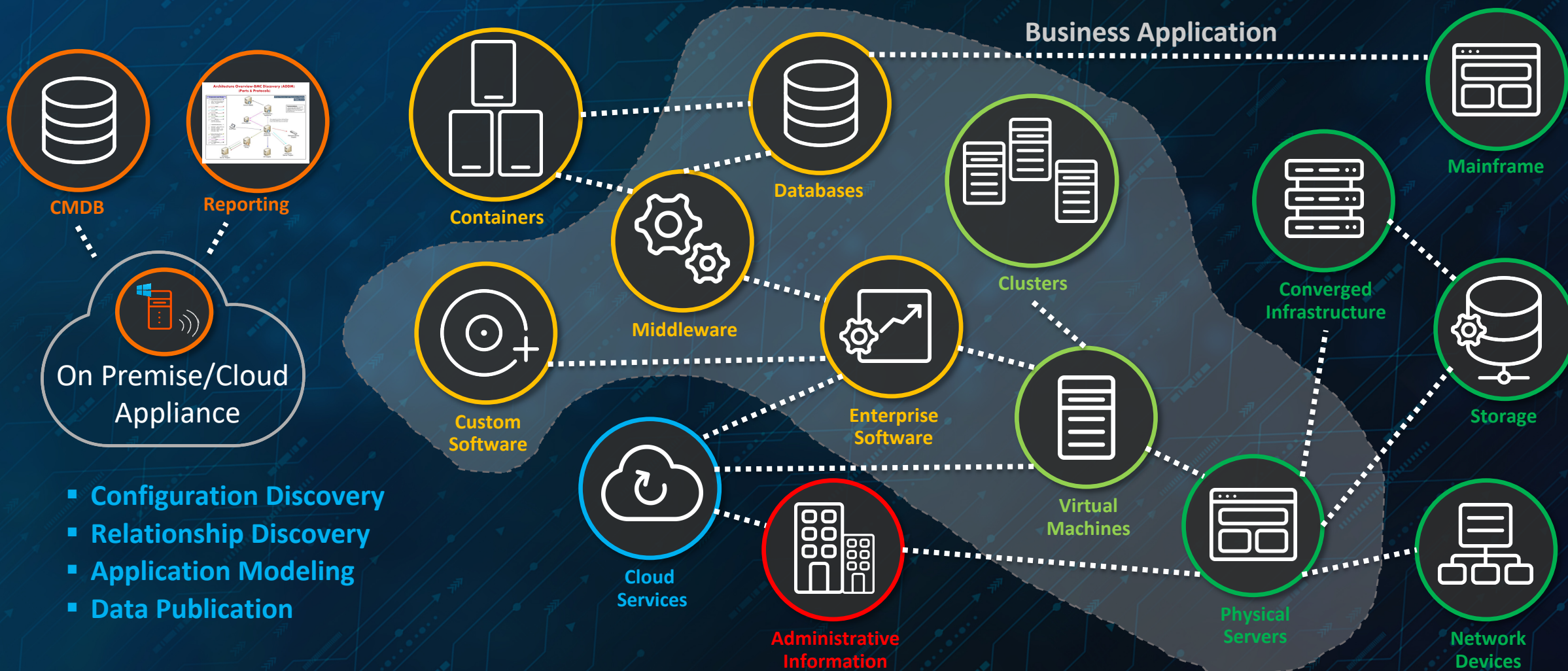
Inside-out Approach

Wholistic scan of CORE IT Assets

- Agentless-less to manage
- Scheduled update intervals
- Single data format
- Simple to view/report/extract
- Config + Dependencies



Inside out Discovery



- Configuration Discovery
- Relationship Discovery
- Application Modeling
- Data Publication

Choosing the right solution to build your foundation

- ✓ Wholistic Discovery (Pattern breadth/depth)
- ✓ Single platform to discover Config & Dependency data (1 pass 1 way)
- ✓ No reliance on CMDB for visualizing/reporting
- ✓ Constant Innovation-Event based Discovery/M-Cloud
- ✓ Flexible delivery models (Perpetual/Term/SaaS)
- ✓ Enables other systems to leverage its discovery data
- ✓ Scalable enough for your needs

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