Service Manager Overview and Building a CMDB with Microsoft System Center Products

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Addressing the Challenges with System Center

Datacenter

Service Manager

Client

- Improve Service Delivery
- Demonstrate Compliance
- Decrease Costs

Microsoft Platform Skills + Technology + Ecosystem

- Knowledge Best Practices + Design
- Automation Action + Workflow + Optimization
- Integration and Centralization

Physical

Virtual
Service Manager: The Power is in the Integration
Incident Management
Restore Service Quickly

- Accurate and Efficient Recording
- Automation through workflows
- Integrated Experience

- Incident KPI reports
- Knowledge reduces time
- Problem management - proactive approach to Incident management
- Create problem from multiple incidents
- Link problem to incidents, change requests
- Auto resolve incidents
Scenario: Automating SCOM Alert → Incident
Integrated Self-Service Portal

- Provision Software
- Reset Passwords
- Create/view service requests
- View announcements
- Search/view knowledge base
Scenario: Automating End-user Software Request

Microsoft System Center
Service Manager

Create Packages & Programs
Configure SM Portal
User Requests Software
Manager Approves Request
Advertisement Delivered
Software Deployed

Microsoft System Center Configuration Manager
End User
Manager

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Change Management
Minimize errors and reduce risk

- Standard processes
  - Introduce changes in IT environment
  - Minimize disruption to ongoing operations
- Efficiently create change requests through templates
  - OOB Change Models
  - Easy to Configure
- Integration with CMDB, Incident, Problem Mgmt
**Scenario -- Always Ready for an IT Audit**

**Managing Compliance**
- Map Control Objectives
- Implement Procedure
- Validate Settings
- Detect Failure
- Record Result
- Take Action
- Provide Audit Trail

**Activities**
- Process controls
- Configuration settings
- Monitoring

**Automation**
- Microsoft System Center Configuration Manager
- Microsoft System Center Operations Manager 2007

**Reporting**
- Compliance History

**Actions**
- Change control
- GRC incident/issue
- GRC problem

**Audit Trail**
- Compliance Reports
- Compliance History
Scenario: Automating Compliance with DCM
Data Warehouse: Business Intelligence for IT

Integrated across System Center
- Demonstrate performance
- Identify opportunities for service improvements

Data Warehouse repository database
- Database Performance
- Model data and prune to the right subsets
- Built on SQL Reporting services
- Model-driven
Integrated System Center CMDB

Service Manager Configuration Management Database (CMDB) Schema
- Common schema across System Center products
- IT assets are represented as configuration items (CIs)
- Incidents, change requests, and problems are represented as work items (WIs)

Service Manager CMDB Features
- Create, update, and view CIs
- Create relationships among CIs, WIs, IT professionals, and Active Directory® Domain Services (AD DS) users
- Automatically track CI change history
- Service definition and mapping
CMDB Creation – Auto-Discovery or Not?

- Auto-Discovery collects data that is not valuable
- Significant time can be spent going through data
- Most efficient method of creating a CMDB a discovery of information from systems of record
- A CMDB product should be flexible to receive information from multiple products, not just the vendor selling the CMDB
Active Directory Connector

- Syncs with your AD Domain
- Uses a Service Manager service account to do discovery
- Can point to individual OUs or entire Domain
ConfigMgr Connector

- Syncs with your SCCM Hierarchy
- Uses a Service Manager service account to do discovery
Operations Manager Connector

- Syncs with your SCOM Site
- Choose Management Packs defined in SCOM to be synced
- Can pull alert data for assigning incidents
Custom Connectors

- Data can be uploaded from any source by using a CSV or XML file

- Future State of custom data imports is Opalis (System Center Orchestrator)

- Opalis brings a high level of customized automation and connectors to other systems
Custom Service Manager Forms

- For data that cannot be collected dynamically
- Meet with all stakeholders to determine any categories and fields required for your organization

**New Virtual Server Form**

**System Information**
- Server Name: JHIMMSOMEBS1.win.odjhu.edu
- Primary Server Function: Application
- System Status: Production
- Server Description: Operations Manager 2007 Management
- Server Type: Virtual
- Warranty Expiration: 11/15/2011
- Server Project: 
- Cluster Node? (Please check if yes):
- Candidate for Emergency Shutdown?: 
- DR-Standby? (Please check if yes):

**Contact Information**
- System Owner: Brian Doherty
- Direct Report: John Taylor

**Virtual Server Configuration**
- Data Center: 1830DataCenter
- Operating System Requested: Image - DC5 x64 Windows Server 200
- Boot Partition Size: 20
- System Uptime SLA: 24 x 7
- Virtual Memory Requested: 6GB
- Data Partition Size: 
- Additional Data Partition: 

**Additional Configuration Information**
- Network Load Balancing Required?: No
- Multiple IP addresses Required?: No
- SRM Requested: No
Service Manager – Opalis Integration

- Provides pre-built activities that allow Opalis workflows to interact with Service Manager
- Automates interactions with other System Center products
- Interoperates with 3rd Party Service Desk Systems
- Service Manager Integration Pack Available Q3CY2010

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Workflows

- Important to map out workflows of current operations in Visio beforehand
- Work on approval structure of these workflows
- Work towards automation of the workflows with Opalis
Lessons Learned

- If you need to create web forms for Service Manager, wait until Service Manager 2012!
- Get familiar with Opalis
- Ensure that you define any custom inventory fields in SCCM by editing the Service Manager mof file
- Provide Service Manager at least 4 Processors and 12GBs of RAM for the Data Warehouse
- Data coming from multiple sources can be redundant, ensure you define the authoritative source
Flexible solutions to automate common IT processes
- ITIL / MOF
- Workflows
- Self-service

Deep integration with other System Center products
- Configuration Mgr
- Operations Mgr
- Active Directory

Comprehensive, extensible platform for orchestrating people, processes, and systems
- Public SDK
- Tools for IT and Dev
- Connectors