

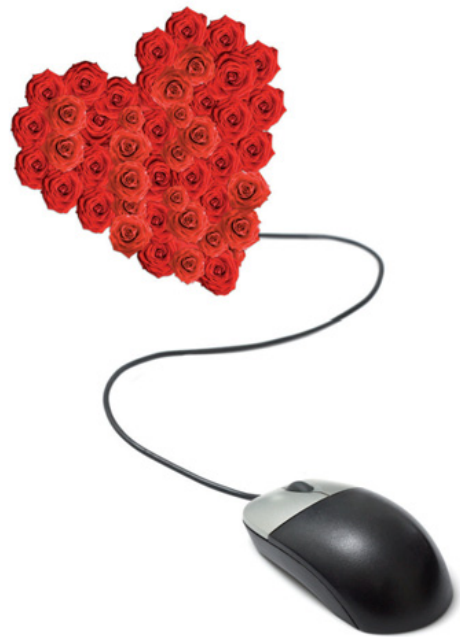
## Configuration Management Database (CMDB)

# The heart of IT service management

The Finnish IT service provider Corenet Ltd has set up a project to implement a professional CMDB. Data was previously maintained in several repositories and the service desk tool did not support efficient use of the existing data. Today, the CMDB has become the heart of Corenet's IT service management infrastructure.

Corenet is a reliable, independent and truly Finnish service provider with considerable experience of customers who require a high level of reliability and security. Corenet's professional staff and modern transmission network, which connects all of Finland's major urban areas, forms the basis of the company's services. The company's service portfolio also consists of various telematic services, ranging from engineering and maintenance services to whole life cycle services on the high reliability customer segments.

Corenet's main IT goal is to constantly improve their services by reducing incident management related issues and further enhancing the quality of change management process. That means change planning and impact analysis need to be enhanced and the incident resolution process needs to be speeded



### The company

Corenet Ltd, established in 1998, is a joint venture between VR-Group Ltd and TDC Ltd. In 2009 the turnover was over € 43.3 million. Corenet specialises in state-of-the-art telecom network systems and telecommunication services for companies and other organisations. The range of services includes planning, designing, building and maintaining telecom networks and telematic systems and leasing network capacity, as well as providing data transmission solutions for office and customer service systems. Corenet's transmission network measures about 7,100 km, the major part of which is made up of optical fibre cables. They supply customers with up to 10 Gbit/s connections in the network. The workforce includes about 235 experts in telecom solutions and telematic systems based in 13 different localities in Finland. At the call centre our customer service is at disposal 24 hours a day every day of the year.

For details on our services, please see our web pages [www.corenet.fi](http://www.corenet.fi). We wish you welcome to our services world.

**Corenet's main advantage from a CMDB: Better organisation of the data enhances the quality and speed of the incident management.**

up. Comprehensive integration of a configuration management database (CMDB) and process tools together with automation are a great help towards achieving this. Therefore, in 2009 Corenet started a CMDB project. A CMDB maintains configuration items (CIs) and their relationship information in one repository where they can be accessed easily. In addition, a CMDB helps to model the relationships between services and various kinds of network devices. Corenet had previously stored all this information in several different places ranging from database tables to Excel sheets.

After reviewing potential candidates Corenet selected IBM's CCMDB to manage CIs and the change management process, and the Tivoli Service Request Manager (TSRM) as their

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Markku Antikainen, senior executive advisor, MATERNA Finland



service desk tool. The choice was based on a detailed study of the software features and its suitability for the company's use, and Corenet was already utilising the other software products from the Tivoli family. Also, the reputation and further experience of IBM as a trustworthy player in the industry were assessed. The project was mainly implemented by consultants from MATERNA Finland, but strongly supported by MATERNA colleagues from Denmark. “This was a great example of cross-office teamwork,” says Markku Antikainen, senior executive advisor from the MATERNA office in Finland. In addition to CCMDB and TSRM, Corenet will also implement parts of the Service Provider (SP) add-on, and Enterprise Asset Management (EAM).

## Data model and CIs

One of the major requirements in the project was to design the data model. The challenge was to specify the different types of CIs and their attributes and map that information against the Common Data Model (CDM), and where necessary, create new CI classifications and attributes. The CIs which Corenet supports do not represent typical IT infrastructures like servers, operating systems and applications, but various kinds of network and telematics devices and connections. There are about 20,000 top level CIs such as computer systems, telematics devices etc. While the Common Data Model divides them up into smaller items such as routers, cards, ports and networks, there are hundreds of thousands (or even millions) of CIs with their relationships.

## System integration

Corenet has also implemented several integrations with various IT systems. For example, they integrated the Tivoli Directory Server to authenticate and synchronise security group and user information. Network components and their relationships are imported from IBM Tivoli Network Manager to the Tivoli Application Dependency Discovery Manager (TADDM) using the Discovery Library Adapter (DLA) and bulk loader, and from TADDM to CCMDB's actual CI space

using IBM Tivoli Integration Composer (ITIC). TADDM is used here as a gateway (not as a discovery tool) due to the existing integration tools to and from TADDM, e.g. bulk loader, and ITIC. Furthermore, IBM Tivoli Netcool/Impact is used to enrich event messages in order to give more detailed information from CCMDB about the CI involved. More integrations will take place later such as bi-directional data transfer from and to an external CI and location information management system, and external service desk, etc.

The project started last August. Phase one has been successfully completed with the CIs and relationship information from two major customers populating the CMDB. MATERNA has supported Corenet in designing the data model. The basis services are configured and the basics of the configuration management process have also been implemented. Phase one was extended by an upgrade to CCMDB version 7.2 as well.

## Outlook

In phase 2 and 3 Corenet will implement the change management process and integrate it with configuration management. Additionally, TSRM and parts of the SP add-on as well as EAM will be configured and deployed. Also, further customers will be configured into the system, their services and related infrastructure information will be implemented in the CMDB. Finally, new integrations will be built to relate Corenet's other systems closely and productively to the CCMDB. So, the CMDB is the new heart of Corenet's service management platform. ■

## Advantages of the solution

- Central data repository
- Uniform data
- Model relationships between configuration items
- Reduction of incident management related issues
- Further enhancing quality of change management