

# An overview of the organisation's infrastructure





## One overall picture

### **Documentation and better reaction patterns**

Which influence do the latest systems have on the overall infrastructure? And which departments are affected by the sudden system malfunction? Without an overall view of the organizations infrastructure, the IT-employee uses an unnecessary amount of time on searching for information.

At the same time this means that the insufficient documentation, reliance on the individual, organisational vulnerability and loss of valuable knowledge will occur if there is a withdrawal in staff. In other words it is necessary for the IT-department to survey and document the organisation's infrastructure to achieve an overview of the relations in the IT-assets - and through that analyse and react correctly on the daily occurrences.

### **Get all information from one central environment**

With the implementation of IHLP® 2007 CMDB a joint approach is created to the information of the organisation's infrastructure and the infrastructure's mutual relations. Thereby, information about hardware, software, communication, equipment, staff, localities and other assets are collected in one place. This is something that saves the IT-employee time and trouble, and gives the organization certainty that the IT-department's activities are continuously documented and held up-to-date in a central environment.

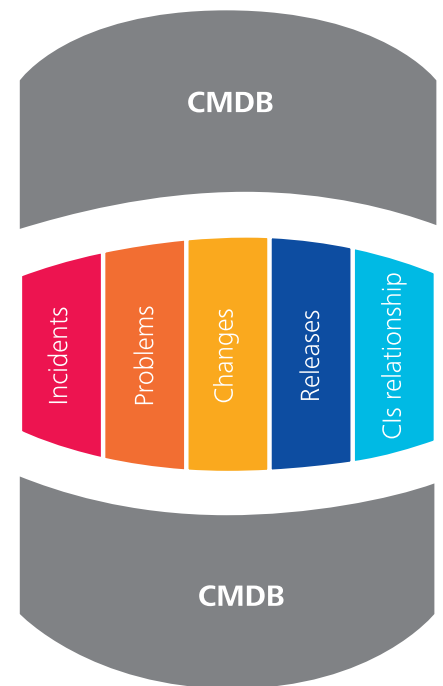
# Maintain an overview

## The right foundation

IHLP® 2007 CMDB is designed to support the principles in ITIL® and expands the boundaries of traditional Asset Management. With IHLP® 2007 CMDB, a collective overview is created over the infrastructure and its components, along with its attributes and mutual relations. This tool creates an ideal basis for working with Configuration Management together with the organizations additional processes.

## Efficient registration

With IHLP® 2007 CMDB, platonic templates are established for each of the organisation's types of components to document registering of components (CIs) and their attributes. In the platonic templates the component's relations to other components are registered in the infrastructure. Hereby, the basis for a better overview of the organisations infrastructure is secured, together with an insight in how possible modifications in the infrastructures components mutually affect each other.



## IHLP® 2007 CMDB characteristics

### In compliance with ITIL®

- IHLP® 2007 CMDB is designed to support the Configuration Management Process as recommended in ITIL®
- IHLP® 2007 CMDB expands the possibilities for Asset Management with the registering of relations between CIs
- IHLP® 2007 CMDB is pre-configured and designed with expert guidance from some of the market's most experienced process consultants
- With IHLP® 2007 CMDB it is easy to describe and maintain CIs and the mutual relations are defined with the organisation's CIs.
- IHLP® 2007 CMDB can be integrated with Management systems, to automatically compile information about the organisation's infrastructure.

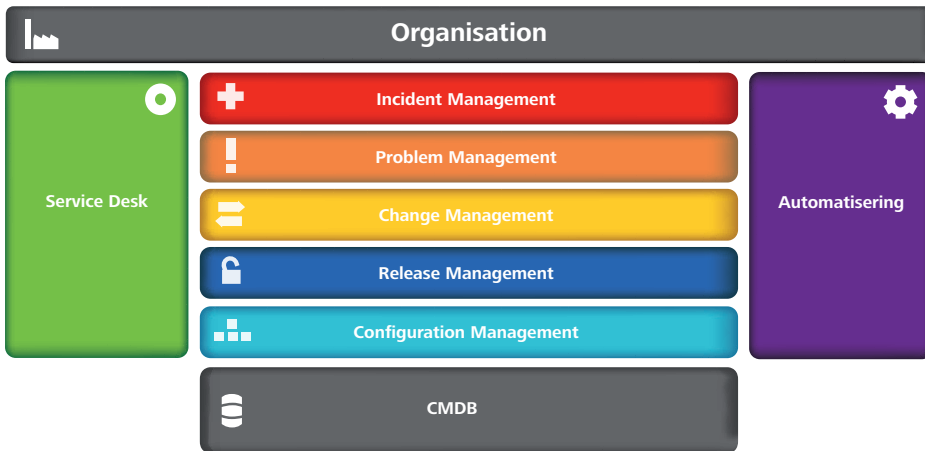
### User-friendly

- The well-arranged user-interface makes the work easier for staff working with the CMDB
- User-oriented development, where GUI is tested on focus groups
- Short learning curve

### Flexible, funktional og future-proof

- Configured to support the organisation's processes.
- Flexible and scalable system architecture
- 100% web based
- Developed in .Net 2.0 (C# and ASP.NET)
- API's are revealed through the use of web services
- IHLP® 2007 can be configured through XML and XSLT

# CMDB



Solutions based on IHLP® 2007 are configured and delivered to support the organisation's processes. Hereby, organisations can focus on mapping, optimising, and bracing the processes, while knowing for sure that the tool supports these.

## About CMDB

The Configuration Management Database (CMDB) contains information about the infrastructure's components and their attributes and mutual relationships. Documentation and data about the organisation and personnel are also stored in the CMDB.

## CMDB advantages

- An outline is given over the organisation's processes, systems and infrastructure
- Better planning in comparison to the organisation's infrastructure
- Control over changes in the infrastructure
- Costs are minimised
- Increased overview of the economic consequences of changes

- Better conditions for maintenance of the organisation's documentation
- Overview of the organisation's hardware and software
- Easier to produce an efficient contingency planning and comply with regulations etc.
- Better management information
- Increased productivity in the organisation

## About iSpoc

iSpoc's vision is to develop and deliver the most flexible and user-friendly Service Management tools on the market. Our tools, professional experience and network make the customer able to comply with the market's current principles. This is with solutions that are constructed for the individual organisation's needs. iSpoc provides its services for such companies as TV2/Danmark, Fair Forsikring, Odense Municipality, INTERSPORT Danmark, Foss, Royal Unibrew, Bianco Footwear, Valora Trade and to every fourth Ministry in Denmark.

iSpoc a/s  
Wildersgade 51, 3rd floor  
DK-1408 Copenhagen K  
Denmark  
T +45 70 231 291  
F +45 33 279 510  
www.ispoc.com  
info@ispoc.com

Copyright 2008 iSpoc a/s. All rights reserved. iSpoc®, IHLP® and the iSpoc® logo are registered trademarks of iSpoc a/s. ITIL® is a registered trademark and a registered community trademark of the Office of Government Commerce (OGC) and is registered in the U.S. Patent and Trademark Office. All other brands and/or product names are trademarks of their respective holders

IHLP® 2007 CMDB Product Description Release-2008-03-01.



ISV/Software Solutions