

Section 7: Core Applications

Overview

Overview

- Started as ITSM platform
- Much more
- We'll cover:
 - Incident
 - Problem
 - Change
 - CMDB
 - Service Catalog
 - Knowledge

Incident

- SLA's
- OOB configurations
- Related records
- Contextual search
- Data lookups

Incident

- ☆ Create New
- ☆ Assigned to me
- ☆ Open
- ☆ Open - Unassigned
- ☆ Resolved
- ☆ Closed
- ☆ All
- ☆ Overview
- ☆ Critical Incidents Map

Task SLAs (2)	Affected CIs (1)	Child Incidents	Attached Knowledge	Attachments
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☰	Task SLAs	Go to	SLA definition ▼	Search	◀◀	◀	1	to 2 of 2	▶	▶▶	☐
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🔍	Task = INC0020009
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⚙️	🔍	☰ SLA definition	☰ Type	☰ Stage	☰ Has breached	☰ Start time	☰ Stop time	☰ Actual elapsed time	☰ Actual elapsed percentage
☐	ⓘ	Priority 1 resolution (8 hour)	SLA	🟡 In progress	false	2016-01-13 07:33:54	(empty)	56 Minutes	🟢 11.7
☐	ⓘ	SAN 001 contract (3.5 hour)	Underpinning contract	🟡 In progress	false	2016-01-13 07:33:54	(empty)	56 Minutes	🟢 26.75

☐	Actions on selected rows... ▼	◀◀	◀	1	to 2 of 2	▶	▶▶
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Service Level Agreements (SLA's)

- Track if a certain level of service is provided
- Workflows
- Start, pause, stop, reset conditions
- Retroactive starts

The screenshot displays the configuration interface for a Service Level Agreement (SLA). The form is organized into several sections:

- General Information:**
 - Name:** Priority 1 resolution (8 hour)
 - Type:** SLA
 - Table:** Incident [Incident]
 - Workflow:** Default SLA workflow
 - Enable logging:** ☐
- Duration and Schedule:**
 - Duration type:** User specified duration
 - * Duration:** Days 0, Hours 08, 00, 00
 - Schedule:** -- None --
 - Timezone:** System (US/Pacific-New)
- Conditions:**
 - Start condition *:** Active tab selected. Sub-tabs include Pause condition, Stop condition, and Reset condition.
 - Start condition:** Includes buttons for "Add Filter Condition" and "Add *OR* Clause".
 - Logic:** "All of these conditions must be met".
 - Condition 1:** Active is true.
 - Condition 2:** Priority is 1 - Critical.
 - Connectors:** AND, OR, and X (exclusive OR) buttons are available for each condition.
- Retroactive start:** ☒ (checked).
- Set start to:** Created.

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Incident & SLA's

Problem

- Related incidents
- Problem tasks
- Workarounds

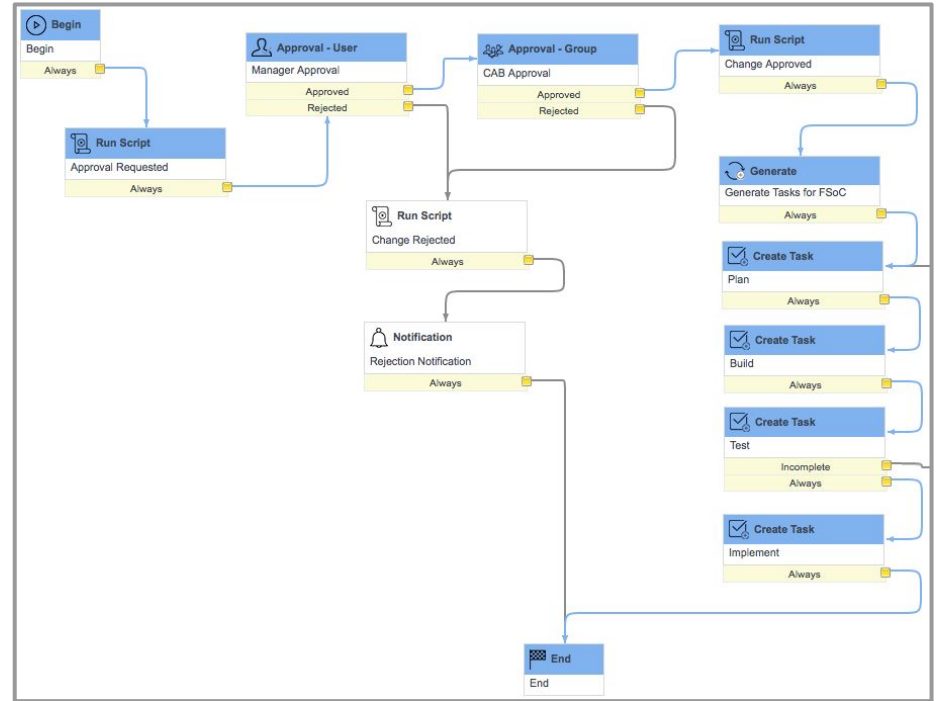
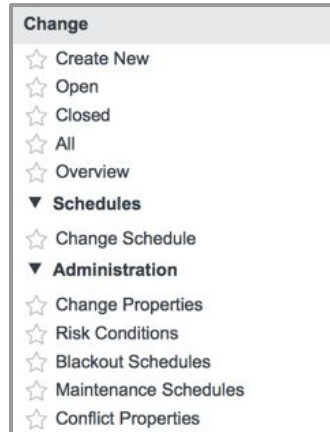
Problem

- ☆ Create New
- ☆ Assigned to me
- ☆ Known Errors
- ☆ Open
- ☆ Pending
- ☆ All
- ☆ Overview

Number	PRB0040006	Opened	2016-01-12 19:25:53
Configuration item	EXCHANGE-NY-02	Opened by	System Administrator
Priority	2 - High	State	Open
Change request	CHG0000003	Assignment group	
Known error	<input checked="" type="checkbox"/>	Work notes list	
Knowledge	<input checked="" type="checkbox"/>		

Change

- Different change requests
- Workflows
- Schedules
- Calculated risks



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Problem & Change

CMDB

- CMDB contains many Configuration Items (CI's)
- What is a CI?
 - “Any component that needs to be managed in order to deliver an IT service.”
- Each class of CI's have their own table
- Hundreds of OOB tables
- CI Examples:
 - Servers
 - Desktops
 - Software
 - Routers
- As granular as you want

Configuration

- ☆ Business Services
- ☆ Applications
- ☆ Groups
- ▶ **Application Servers**
- ▶ Servers
- ▶ Clusters
- ▶ Database Servers
- ▶ Database Instances
- ▶ Database Catalogs
- ▶ Network
- ▶ Load Balancers
- ▶ Data Center
- ▶ Infrastructure Services
- ▶ VMware
- ▶ Hyper-V
- ▶ KVM
- ▶ Automation Servers
- ▶ Base Items
- ▶ Storage
- ▶ Storage Networks (SAN)
- ▶ Relationships
- ▶ Baselines
- ▶ Identification/Reconciliation

CMDB (cont.)

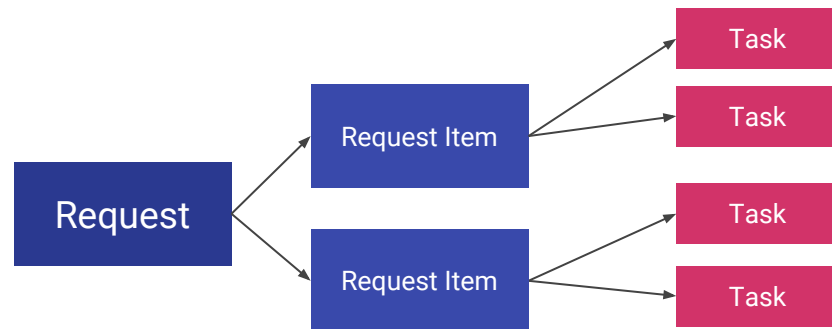
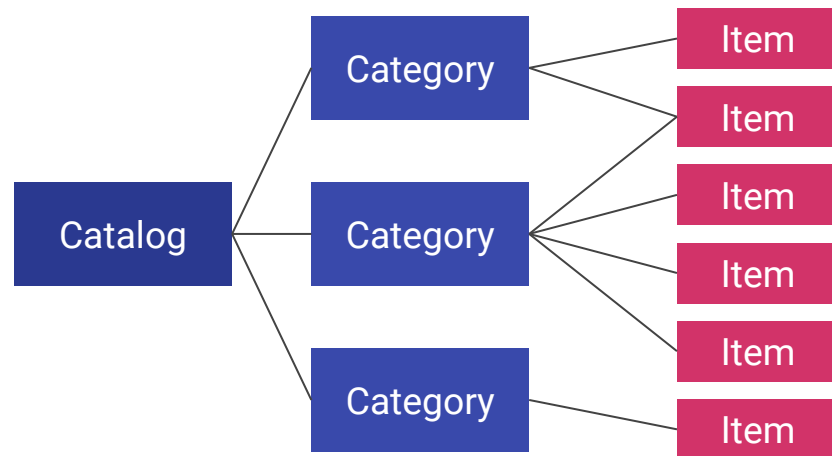
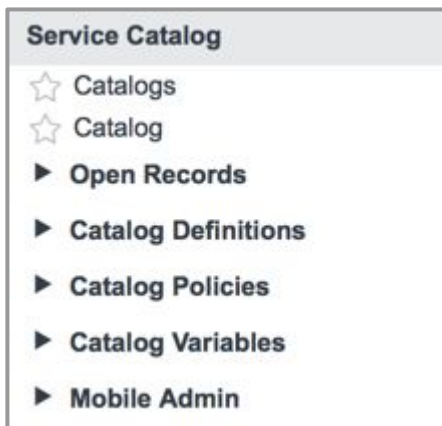
- Relationships
- Example:
 - A physical server supports 3 application servers and 1 database server
- Business Service Map (BSM)
- Schema map
- Populating the CMDB

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CMDB

Service Catalog

- Record producers
- Order guides
- Workflows

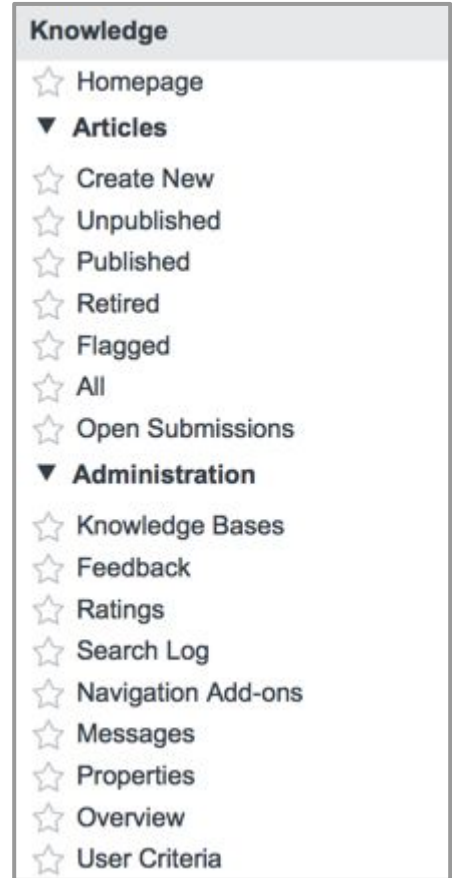
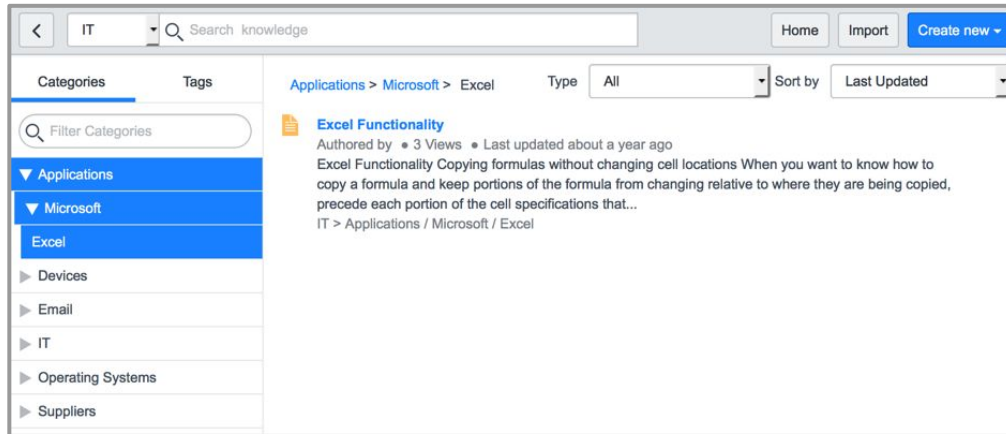


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Service Catalog

Knowledge

- Multiple Knowledge Bases
- Draft → Review → Published → Retired
- Public/private
- Feedback



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Knowledge