Master System of a CI

# TOC

[TOC 1](#_Toc315418195)

[Requirements 3](#_Toc315418196)

[Configuration Management Process Guide 3](#_Toc315418197)

[Assetcenter 5](#_Toc315418198)

[Overview 5](#_Toc315418199)

[Infrastructure 5](#_Toc315418200)

[Technical Products and Applications 6](#_Toc315418201)

[Applications 6](#_Toc315418202)

[Products 6](#_Toc315418203)

[OVSD 7](#_Toc315418204)

[Overview 7](#_Toc315418205)

[Infrastructure 7](#_Toc315418206)

[Technical Products and Applications 7](#_Toc315418207)

[Applications 7](#_Toc315418208)

[Products 7](#_Toc315418209)

[Transition Model 8](#_Toc315418210)

[Introduction 8](#_Toc315418211)

[Business Rule 8](#_Toc315418212)

[Infrastructure 8](#_Toc315418213)

[Technical Products and Applications 9](#_Toc315418214)

[Applications 9](#_Toc315418215)

[Application Instance 9](#_Toc315418216)

[TechnicalProductInstances 9](#_Toc315418217)

# Requirements

## Configuration Management Process Guide

The requirements are documented in Document “Configuration Management – Process Procedure Guide”. Version D02.14 is used for this description.

Section 8.3 – Distribution of Ownership of CI

See description in document, summary table copied from Configuration Management Document.

| **CI Type** | **Owner** | **Tool** |
| --- | --- | --- |
| Any Alcatel-Lucent-IT -retained CIs | Alcatel-Lucent | uCMDB |
| Any R&D applications | Alcatel-Lucent | uCMDB |
| Application Interface CIs | Alcatel-Lucent | uCMDB |
| Maintenance Contract CIs | Alcatel-Lucent | uCMDB |
| Standard Software CIs | Alcatel-Lucent | uCMDB |
| Business Applications\* | Alcatel-Lucent | uCMDB |
| Non-Business applications | HP | ESL |
| Physical Servers | HP | ESL |
| Virtual Servers | HP | ESL |
| Backup Devices | HP | ESL |
| SAN / Storage Devices | HP | ESL |
| DC workstations | HP | ESL |
| NW CIs (routers, switches, LAN lines, WAN lines, etc.) | HP | RedFish2 |

There is a deviation for “R&D applications”. Not every R&D application is owned by Alcatel-Lucent and is managed by uCMDB. See Mail below:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**From:** Sutton, Peter   
**Sent:** dinsdag 24 januari 2012 9:22  
**To:** Vermeylen, Dirk; Plotkin, Joel Marc (Martinique Account); Castleman, Michael  
**Cc:** Mildeberger, Thorsten; Murray, Mary Kate Kate; Sutton, Peter  
**Subject:** RE: CI-Ownership-L4-guidelines.pptx

Hi Dirk,

As a general rule, R&D applications are owned and managed by ALU in uCMDB. We did however discover a “pocket” of R&D applications managed by HP for ALU and this situation is set to continue for at least the short term. See the attached e-mail which also contains a list of these applications.

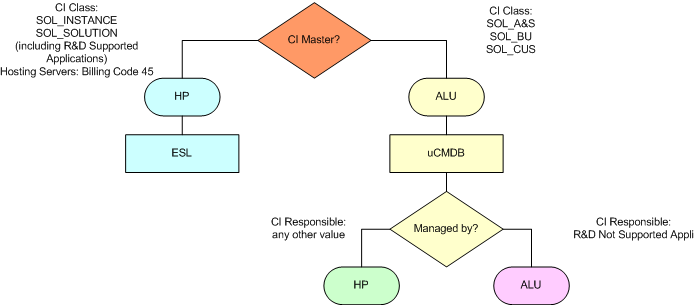
My recommendation is that, given we (HP) is managing these applications for ALU – they should be considered as HP-Managed non-business applications and they should loaded in to ESL in the “Customer Software” category (unless one of the other categories suffices for some of them (e.g., standard software).

Joel Plotkin and Michael Castleman are the contacts for these exceptions. I think it would be good to get an updated list from them and confirm with them that they agree with loading these applications in ESL as Customer Software.

These R&D Applications that are HP managed as non-business applications in ESL are handled as such in the data migration project.

# Assetcenter

## Overview



## Infrastructure

For ComputerSystems (TM), “\* CI Ownership” flags if infra is ALU Retained or not.

| [**Rows**](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=a7_servers&sql_query=SELECT+COUNT%28%2A%29+AS+%60Rows%60%2C+%60%2A+CI+Ownership%60+FROM+%60a7_servers%60+GROUP+BY+%60%2A+CI+Ownership%60+ORDER+BY+%60Rows%60+ASC&token=9908c7893f965ab98d0ac66aebaea046) | [**\* CI Ownership [Ascending](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=a7_servers&sql_query=SELECT+COUNT(*)+AS+%60Rows%60,+%60*+CI+Ownership%60+FROM+%60a7_servers%60+GROUP+BY+%60*+CI+Ownership%60+ORDER+BY+%60a7_servers%60.%60*+CI+Ownership%60++DESC&token=9908c7893f965ab98d0ac66aebaea046)**](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=a7_servers&sql_query=SELECT+COUNT%28%2A%29+AS+%60Rows%60%2C+%60%2A+CI+Ownership%60+FROM+%60a7_servers%60+GROUP+BY+%60%2A+CI+Ownership%60+ORDER+BY+%60a7_servers%60.%60%2A+CI+Ownership%60++DESC&token=9908c7893f965ab98d0ac66aebaea046) |
| --- | --- |
| 10048 | *NULL* |
| 237 | ALU retained |
| 40 | HP managed |
| 11 | HPES owned |
| 1066 | HPFS owned |

However some ComputerSystems have conflicting billing information:

SELECT count(\*), `\*° ABC: CI destination / RU` FROM `a7\_servers` WHERE `\* CI Ownership` = "ALU Retained" group by `\*° ABC: CI destination / RU`

| [**count(\*)**](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=a7_servers&sql_query=SELECT+count%28%2A%29%2C+%60%2A%C2%B0+ABC%3A+CI+destination+%2F+RU%60+FROM+%60a7_servers%60+WHERE+%60%2A+CI+Ownership%60+%3D+%22ALU+Retained%22+group+by+%60%2A%C2%B0+ABC%3A+CI+destination+%2F+RU%60+ORDER+BY+count%28%2A%29+ASC&token=9908c7893f965ab98d0ac66aebaea046) | [**\*° ABC: CI destination / RU**](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=a7_servers&sql_query=SELECT+count%28%2A%29%2C+%60%2A%C2%B0+ABC%3A+CI+destination+%2F+RU%60+FROM+%60a7_servers%60+WHERE+%60%2A+CI+Ownership%60+%3D+%22ALU+Retained%22+group+by+%60%2A%C2%B0+ABC%3A+CI+destination+%2F+RU%60+ORDER+BY+%60a7_servers%60.%60%2A%C2%B0+ABC%3A+CI+destination+%2F+RU%60+ASC&token=9908c7893f965ab98d0ac66aebaea046) |
| --- | --- |
| 108 | *NULL* |
| 51 | 0C - Not Billable - ALU Managed |
| 2 | 4 - Unix: Type D - Low Complexity/Service Level |
| 51 | 45 - Type D - Low Complexity/Service Level |
| 2 | 8 - Wintel: Type D - Low Complexity/Service Level |
| 1 | CLEARCASE |
| 22 | PLATFORM SERVICES |

Billing Codes 4, 45 and 8 are billable servers, so they need to be in ESL. These ComputerSystems will be flagged as an error.

Action: A rule for this is required in Transition Model – billing code 4 or 8 is not accepted. Accept only billing code 0C, 45 or no billing code. (empty or invalid format).

Action: Billing Code 45 is OK for ALU Retained, System master is ESL.

## Technical Products and Applications

### Applications

Applications are in Assetcenter are in ‘\*° CI class’ SOL\_CUS, SOL\_BU, SOL\_A&S.

ALU Retained Applications are in field ‘\* CI Ownership’. Only R\_D Applications are ALU Retained.

SOL\_A&S: Business Application, not part of CSM Project. ALU Owned, HP Managed. (target uCMDB with Replication).

SOL\_CUS: Business Application, part of CSM Project. ALU Owned, HP Managed. (target uCMDB with Replication).

SOL\_BU: Business Application not or no more supported by IS. ALU Owned and Managed (target uCMDB without Replication). These applications should not have a link to SOL\_SOLUTION or SOL\_INSTANCE. They should link directly to the Server.

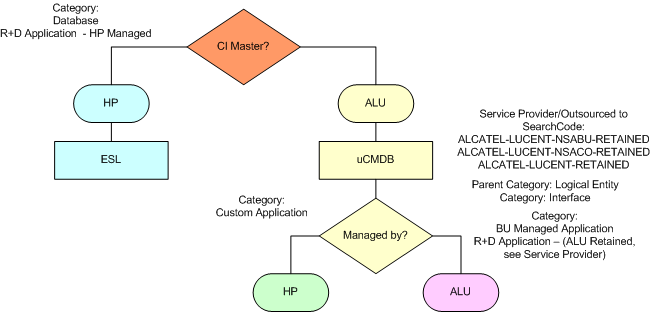
### Products

Assetcenter Products are the ‘\*° CI class’ values (‘SOL\_INSTANCE’, ‘SOL\_SOLUTION’).

Assetcenter does not have any ALU Retained Products.

# OVSD

## Overview



## Infrastructure

OVSD Field ‘Service Provider/Outsourced to Searchcode’ determines if Infrastructure is HP Managed or ALU Retained.

Values ‘%RETAINED’ indicate that infrastructure is ALU Retained. Any other value is HP Managed for the infrastructure.

## Technical Products and Applications

### Applications

OVSD Applications arecategories ‘BU Managed Application’, ‘R+D Application’, ‘Custom Application’.

‘Custom Application’ is Business Application: master in uCMDB, replicated to ESL.

‘BU Managed Application’ is BU IT Application: master in uCMDB but no replication to ESL.

‘R+D Application’ depends on value in ‘Service Provider/Outsourced to SearchCode’. If Searchcode contains ‘%RETAINED’, then master in uCMDB, no replication. If SearchCode does not contain ‘%Retained’, then master in ESL.

### Products

Only Database Instances are handled as TechnicalProduct Instances. Field: ‘Outsourced\_to\_sc’, should contain the value ‘%Retained’.

# Solution Portfolio File

The Solution Portfolio File has field ‘Sourcing Accountable’. The purpose of the field is to document who is responsible for the Development of the Component. However it seems to have “Retained” values as well.

These are the values:

|  | |
| --- | --- |
| [**Rows**](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=pf&sql_query=SELECT+COUNT%28%2A%29+AS+%60Rows%60%2C+%60SourcingAccountable%60+FROM+%60pf%60+GROUP+BY+%60SourcingAccountable%60+ORDER+BY+%60Rows%60+ASC&token=61b87bcb9b5488814885da201397c58f) | [**SourcingAccountable [Ascending](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=pf&sql_query=SELECT+COUNT(*)+AS+%60Rows%60,+%60SourcingAccountable%60+FROM+%60pf%60+GROUP+BY+%60SourcingAccountable%60+ORDER+BY+%60pf%60.%60SourcingAccountable%60++DESC&token=61b87bcb9b5488814885da201397c58f)**](http://localhost/phpMyAdmin-3.2.0.1-english/sql.php?db=alu_cmdb&table=pf&sql_query=SELECT+COUNT%28%2A%29+AS+%60Rows%60%2C+%60SourcingAccountable%60+FROM+%60pf%60+GROUP+BY+%60SourcingAccountable%60+ORDER+BY+%60pf%60.%60SourcingAccountable%60++DESC&token=61b87bcb9b5488814885da201397c58f) |
| 273 | *NULL* |
| 109 | CDC |
| 90 | CG-Direct |
| 389 | HP |
| 100 | Retained |
| 5 | Retained (ALU) |
| 22 | To Be Confirmed |

Solutions with ‘Retained’ will be “ALU Retained”.

Note that Solution Portfolio File does not have all Applications.

# Transition Model

## Introduction

Master of a CI can have three states with different behaviour, as shown in this table:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Hardware | ComputerSystem | Product | | ProductInstance | |
| Application | Technical Product | Application | Technical Product |
| HP Owned  (NotRetained) | n.a. | Default | if available, master ESL | n.a. | master ESL | Master ESL |
| ALU Owned  (NotRetained) | n.a. | n.a. | if available, master uCMDB with repl. ESL | n.a. | master uCMDB with replication to ESL | n.a.! |
| ALU Retained | n.a. | ALU Retained Infra | if available, master uCMDB without repl. ESL | n.a. | master uCMDB without replication to ESL | ALU Retained DB |

## Business Rule

1. The whole chain, from Application / Product to Hardware need to be HP Owned, ALU Owned or ALU Retained. There cannot be a mix.

Examples that are **not** allowed:

* ComputerSystem = ALU Retained, Database Instance = HP Managed, Applicaiton = ALU Retained
* On same Farm, some Virtual Guests are ALU Retained, others are HP Managed.

2. For Target Identifier (CustomerRetained or CI\_Owner): Use Sources OVSD and Assetcenter only. Do not use Value from ESL. (Boolean in ComputerSystem.CustomerRetained doesn’t have a default).

## Infrastructure

ComputerSystem.CustomerRetained = ‘TRUE’ => Infrastructure for uCMDB.

ComputerSystem.CustomerRetained = ‘FALSE’ => Infrastructure for HP. This is the default case.

Business Rule:

* If ComputerSystem.Billing\_ResourceUnit\_code = ’45 - %’ THEN ComputerSystem.CustomerRetained = ‘FALSE’. Reason: this is Hosting Platform that need to be managed in ESL.
* If ComputerSystem.CustomerRetained = ‘TRUE’ THEN ComputerSystem.Billing\_ResourceUnit\_code MUST NOT BE VALID Billing Code, except 0C – Non-billable.

## Technical Products and Applications

### Applications

For Product.Product = ‘Application’, these are the rules.

Product.CI\_Owner = ‘ALU Retained’ => ALU Retained, target uCMDB, no replication to ESL.

Product.CI\_Owner = ‘ALU’ => ALU Owned HP Managed application. Target uCMDB with replication to ESL.

Product.CI\_Owner = ‘HP’ => HP Managed Application, target ESL Solution Category ‘Custom Application’.

Product.CI\_Owner = ‘’ => Get Target System from related ApplicationInstances.

For Product.Product = ‘TechnicalProduct’, the TechnicalProduct need to go where the instances dictate it.

Business Rule: An application and the related ApplicationInstances all need to have same target Behaviour (HP – ALU – ALU Retained). (This is not a new rule, rather refinement

### Application Instance

See Overview above.

### TechnicalProductInstances

Default: TechnicalProductInstance target is ESL.

If TechnicalProductInstance.CI\_Owner = ‘ALU Retained’ THEN target is uCMDB.

Note: Attribute TechnicalProductInstance.CI\_Owner does not exist already.