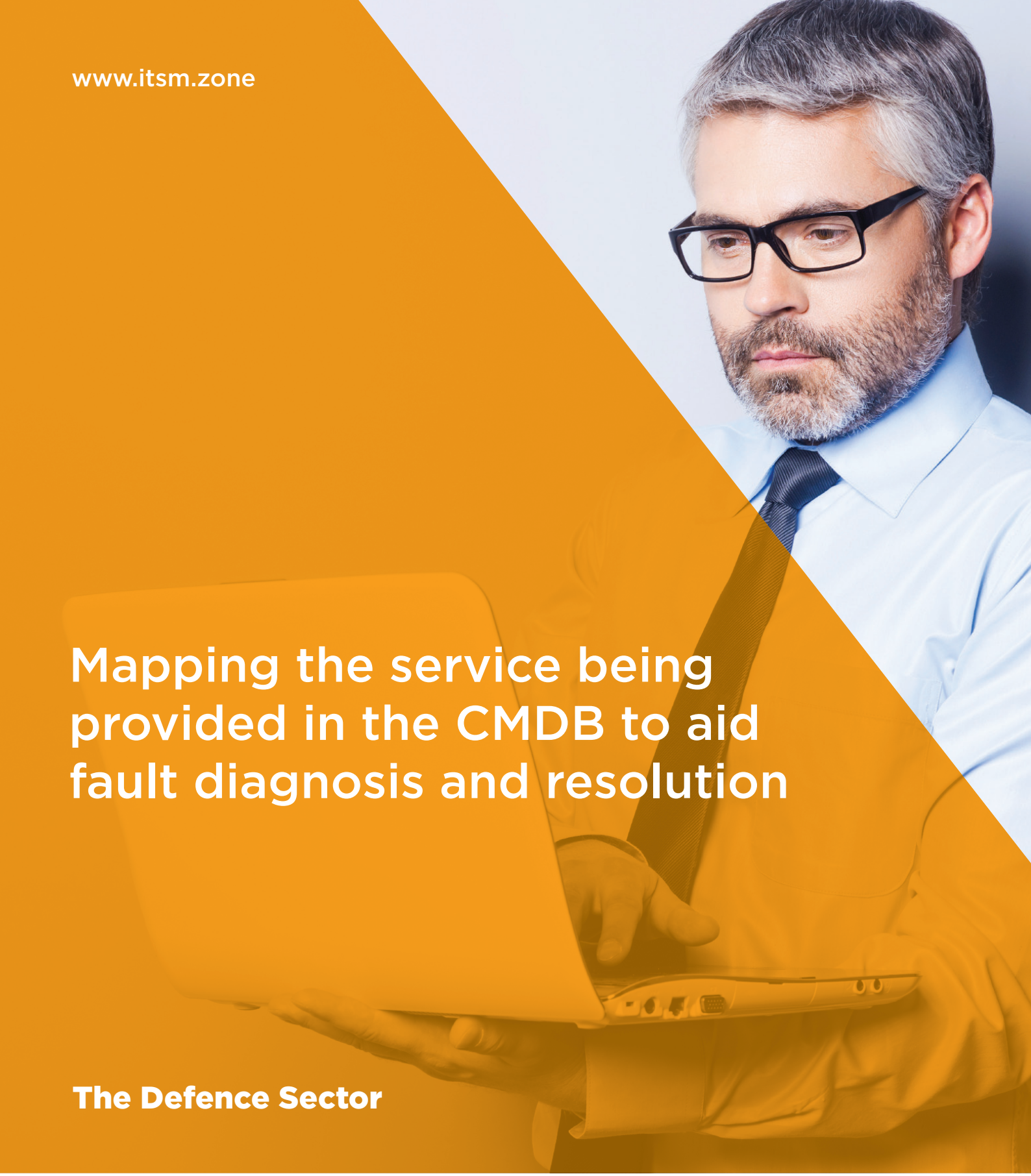
www.itsm.zone



Mapping the service being provided in the CMDB to aid fault diagnosis and resolution

The Defence Sector

ITSM ZONE

OBASHI

Background

As part of a major outsourcing and migration programme there was a requirement to provide a Service Management (SM) Solution. The original solution was an in house support solution which had no service levels, multiple service management tools and was very inefficient. The idea was to outsource the solution and bring all support under a common set of processes utilising a single service suite of tools and measurable service levels.

This solution would be used by members of the support team to ensure that service for a series of user applications was maintained within the agreed service levels. The applications were a combination of 'off the shelf' and bespoke and were located across a series of restricted and non-restricted networks and data centres.

The SM solution utilised a number of processes including; request, incident, problem, change and asset management with information being stored in a configuration management database (CMDB). The project drew best practices from a number of different frameworks and standards. The processes were based on the ITIL® v3 methodology, with COBIT for governance and ISO 27001 for security where necessary.

Using OBASHI for Service Mapping

It was decided that to aid fault diagnosis and resolution the CMDB should contain service maps for the applications being managed. These maps would be created using OBASHI.

The OBASHI methodology allows organisations to clearly understand what is involved in supporting their business processes. Simple, powerful information can be used to support business decisions, financial decisions and strategic planning.

OBASHI creates visual maps of businesses and parts of businesses. The maps are simple, visual references that can be understood by staff at all levels.

For more information on OBASHI, visit:

http://itsm.zone/about-itsm/obashi

Due to a limited understanding of service maps, it was decided that the organisation should generate a sample one. It was suggested that OBASHI could be used to develop a Business and IT (B&IT) diagram for the overall Service Management software solution. This would then be used as an example for other teams in order to develop application specific service maps which would then be combined into a series of Business and IT diagrams depicting the complete service. The individual service maps would be held in the CMDB.

This case study explains how the service management Business and IT diagram was developed.

Developing the Service Maps

In order to gain a good understanding of how the service management tool was going to be used the concept of operation document was reviewed. This document provided a high level overview of how the solution was to be used once it went live. This included an explanation of the software to be used, the processes that would be adopted, the planned service levels and the roles and responsibilities of those using the solution. In addition a number of business process documents had been produced which explained who the process owners were, the expected workflows, process policy and initial data interfaces. These documents helped identify the owners and business processes being provided were identified.

These were then added to an initial B&IT diagram (Figure 1). As can be seen at this early stage we had a lot of unanswered questions regarding application, hardware and infrastructure requirements.

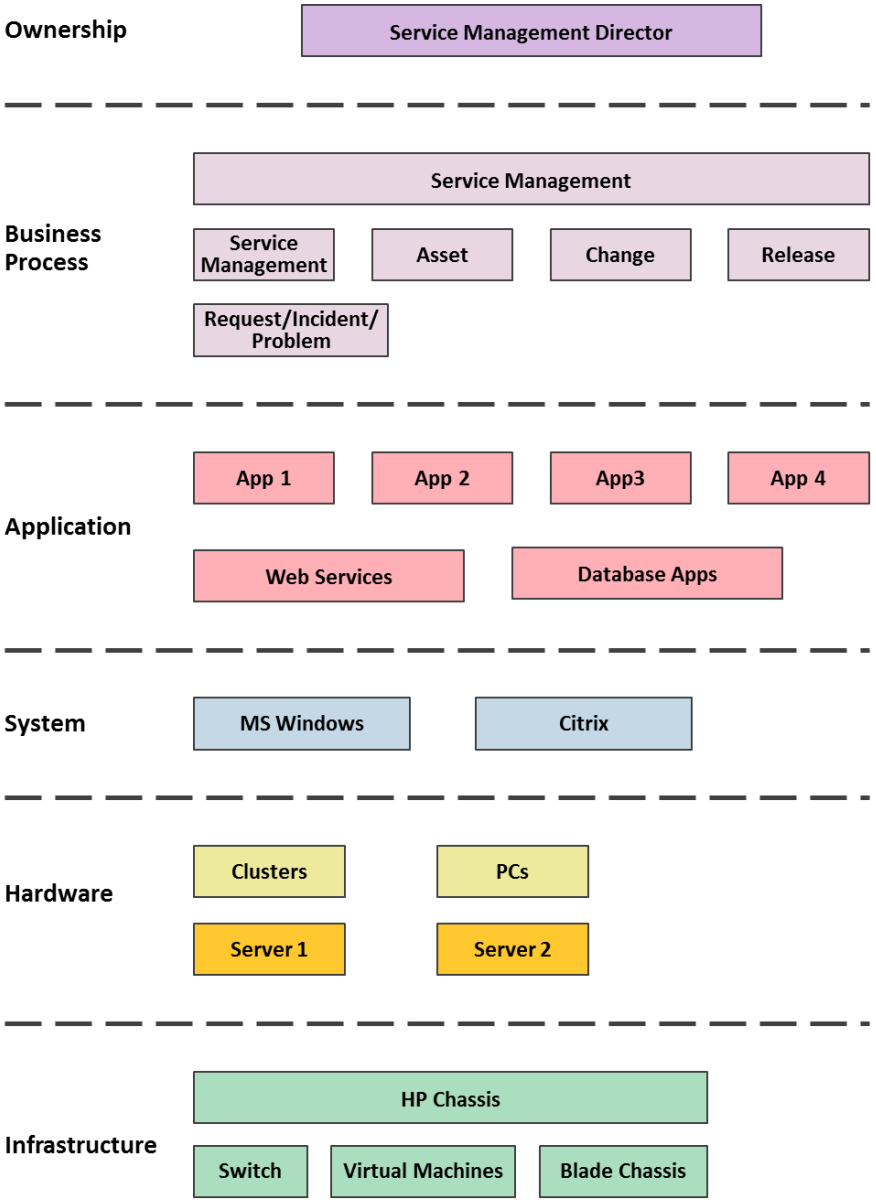


Figure 1 - Initial B&IT Diagram

Then over the next few weeks working with the system architects and the High Level System design documentation the applications, system, hardware and infrastructure components were identified and added to the Business and IT diagram to produce a full B&IT diagram as shown in Figure 2.

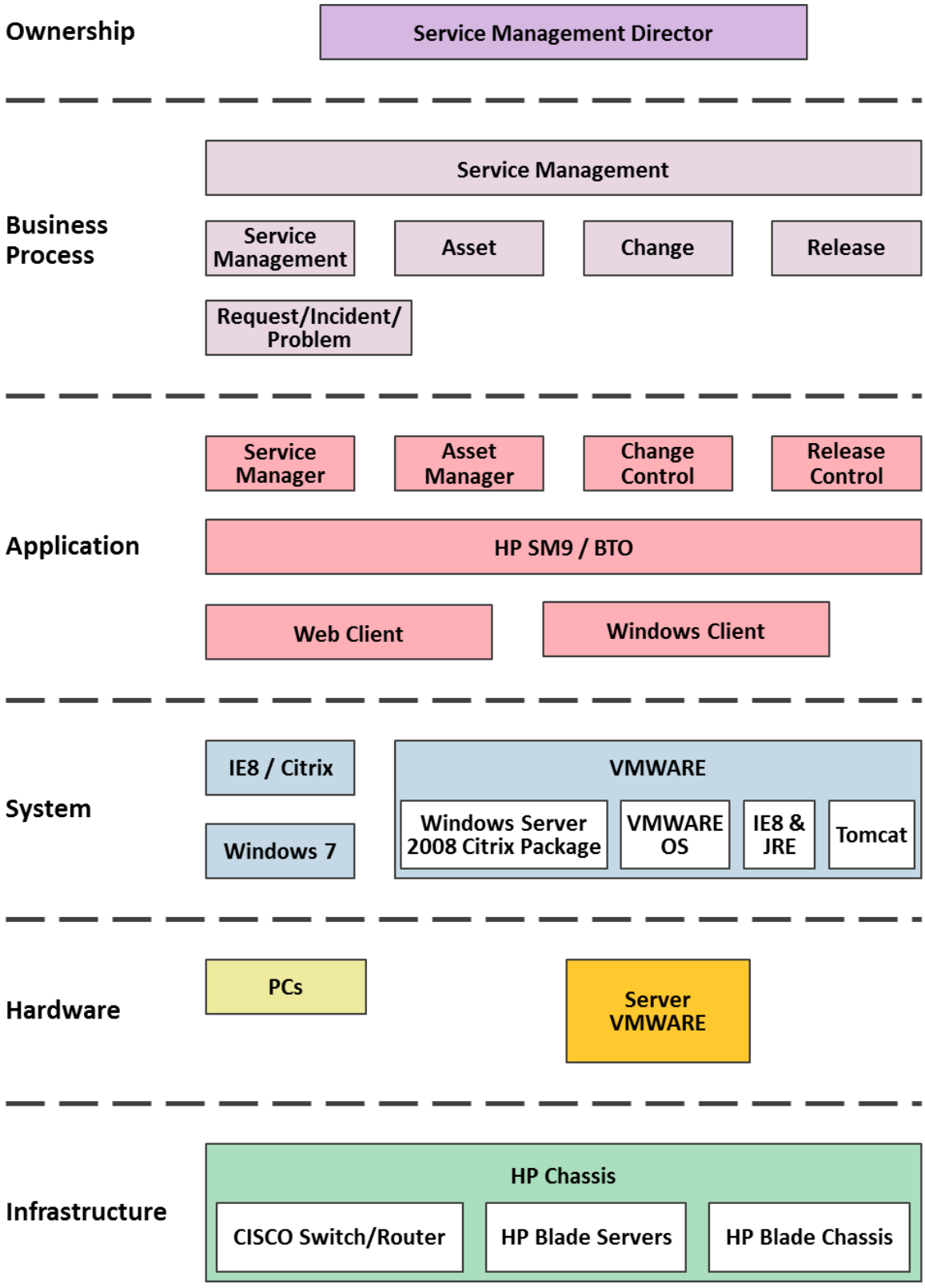


Figure 2 – Final B&IT diagram

This B&IT diagram enabled the team to explain to others how the Service management solution at the highest level was being delivered. In addition to that it acted as a guide for the engineers to review the other services being provided and to start developing the associated B&IT diagrams.

Results

The development of the service map (OBASHI B&IT diagram) produced a lot of positive comments and the service desk and asset management teams were keen to have additional maps for other services developed for inclusion in the CMDB. However the engineering teams working on the migration of circa 200 applications (each providing a certain degree of service) onto the infrastructure were reluctant to complete the work required to make service maps for each service. It was finally agreed that with a service designer supporting the team they would look at creating service maps for the business critical services first and then review the situation again.

Case Study by Richard Oliver

Richard Oliver – Principal Consultant

Experienced ITIL consultant working with Government and Private sector organisations specialising in SIAM implementation, Service Architecture Design, Delivery and Transition

www.mslconsultingltd.co.uk

Providing high quality ITIL and ILS consultancy to industry