

# iSupport<sup>®</sup> Training Course

## CONFIGURATION MANAGEMENT DATABASE

### **DESCRIPTION:**

A configuration management database (CMDB) is a repository of information related to all the components of an information system. In the ITIL context, a CMDB represents the authorized configuration of the significant components in an IT environment.

iSupport's CMDB is used to track the assets, services, and other resources that are crucial to your organization's operation. The key goal of iSupport's CMDB is to help your company understand the relationships between these components and track their configuration. This course typically runs up to three hours.

### **TOPICS COVERED:**

- Defining Configuration Items (CIs)
- Different Creation Methods for CIs
- Defining Relationships Between CIs
- Using the CI Relationship Viewer
- Reporting on CIs
- Q&A as Needed

COST: \$550 per seat  
LOCATION: Online  
SCHEDULE: 2-5 days in advance

## CONFIGURATION MANAGEMENT DATABASE

### AGENDA:

#### **Defining Configuration Items (CIs)**

- Manually entering CIs
- Using the CI Auto Create Agent
- Importing CIs from a SQL Server Database
- Configuring CI types
- CI custom status labels
- Grouping CIs

#### **Defining Relationships Between CIs**

- Relating CIs
- Associating CIs with an incident, problem, or change.
- Associating CIs with an asset, company, customer, support representative profile, customer group, or support representative group.
- Synchronize relationships between CIs.

#### **Using the CI Relationship Viewer**

- Graphically view CIs and related CIs
- Drill into CIs to see other related CIs
- Displaying CIs on the EUD

#### **Reporting**

- Custom Reports
- Sending Correspondence

#### **Q & A as Needed**