



Mass General Brigham

# CMDB Coordinator Training

ITSM Program

<date>

# CMDB Coordinator Training Agenda

This course includes the following as it relates to Configuration Management:

- Value & Objectives
- Quick Facts
- Key Terms
- Roles and Responsibilities
- Process Overview
- CMDB Example
- Knowledge (Training Videos)
- Questions



# Value and Objectives



# CMDB Coordinator Training

## Mass General Brigham's Four-Part Mission



### Patient Care

- Primary care
- Complex patients
- Rehabilitation
- Mental Health
- Substance Abuse



### Research & Discovery

- \$1.7B + in funding
- Discovering new treatments and cures



### Teaching

- 1,800 + residents per year



### Community

- \$205M community benefits
- Treat 100,000+ Medicaid and uninsured patients per year



# CMDB Coordinator Training

## CMDB and Mass General Brigham Mission

- An accurate and updated CMDB is essential for MGB Digital to successfully serve the Mass General Brigham community and support our mission
- Impact to Mass General Brigham entities is determined from an accurate and maintained CMDB via:
  - Change Management
  - Incident Management
  - Major Incident Management



# CMDB Coordinator Training

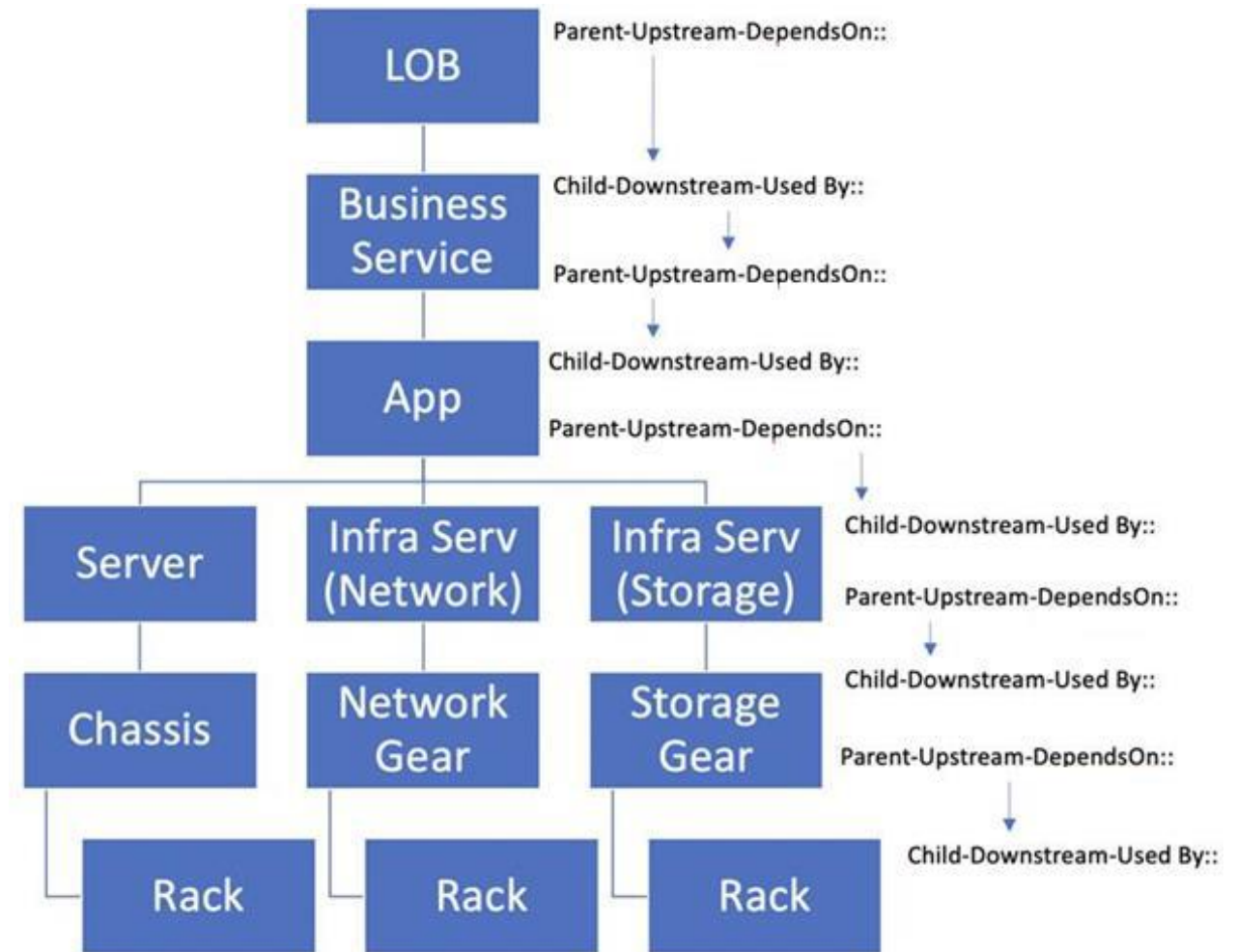
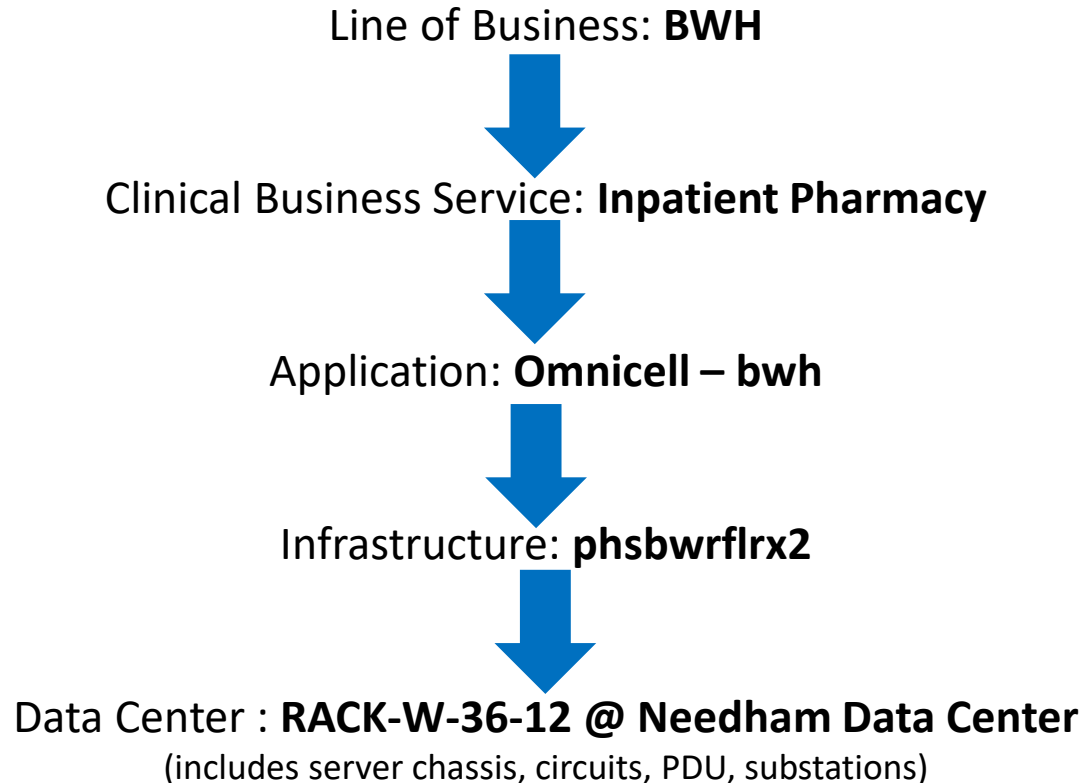
## OmniceLL

- Automated Medication Dispensing
    - Critical part of safe patient care
  - Omnicell cabinets part of Closed Loop Medication Management
    - **All** steps of medication management are electronic
1. Ordering (Provider)
  2. Verifying (Pharmacy)
  3. Preparing (Pharmacy/Nursing) \*
  4. Administering (Nursing) \*
- \*Omnicell cabinets part of step



# CMDB Coordinator Training

## CMDB Taxonomy Example



# Quick Facts





# CMDB Coordinator Training Quick Facts

**200** CMDB Coordinators



Managed CI Classes

**44** 

Total # Server CI's  
**10,000**

**448,000\***  
Total # Managed CI's

\*Computer and Printer CI's

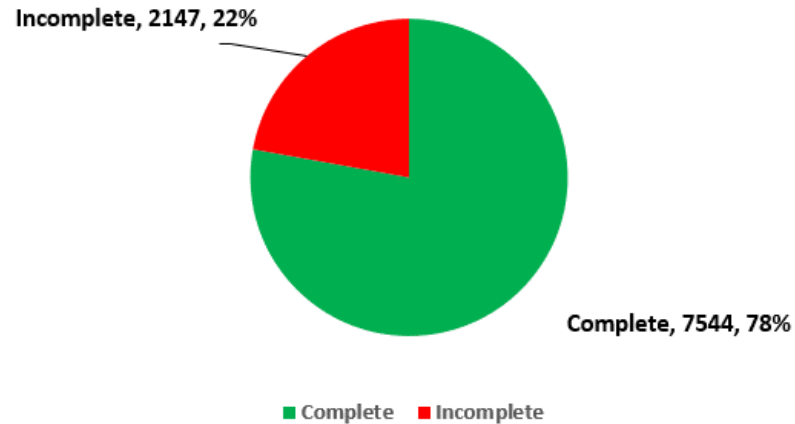
**150,000** 

Total # Application CI's  
**3,300**

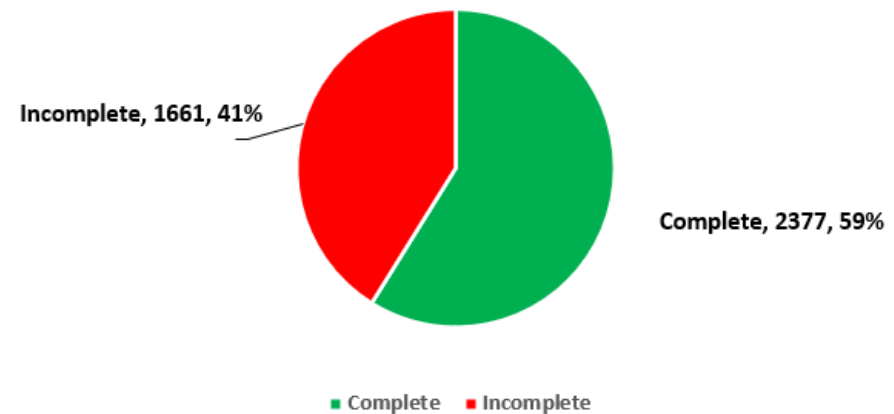


# CMDB Coordinator Training Quick Facts – KB0039308 – CMDB Cleanup Report

**CMDB Cleanup Status**  
Number of Devices Matching Selected Criteria  
As Of 06/17/2022



**CMDB Cleanup Status**  
Number of Applications and Services Matching Selected Criteria  
As Of 06/17/2022



# Key Terms



# CMDB Coordinator Training

## Key Terms

- **Configuration Management Database (CMDB)**

A database that contains all relevant details and relationships of items.

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- **Configuration Item (CI)**

The items that make up the CMDB and are managed in order to deliver a Service.

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- **Class**

Groupings of CI's into logical buckets (services, applications, servers).

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- **Relationship**

Describes how CI's work together.

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# CMDB Coordinator Training

## Key Terms

- **Attribute**

A piece of information about a configuration item (CI) recorded in CMDB.

\*As a CMDB Coordinator you have authorization to change attributes.

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- **Support Group**

Attribute which defines the group that is notified when an incident or change is recorded against a CI.

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- **CI Owner**

Person accountable for the technical outcomes the business wants to achieve with this CI. Required to approve change requests. Works with the CMDB Coordinators, if necessary, to ensure the accuracy of the CI records. Consults with Business and Technical Owners for downtime. Typically has ServiceNow access (ITIL role).

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# CMDB Coordinator Training

## Key Terms

- **Technical Owner**

Person responsible for support and implementation of changes to the CI. Internal SME (subject matter expert), who works with the vendor, as necessary. Typically has ServiceNow access (ITIL role).

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- **Business Owner**

Person responsible for budget and communication within the line(s) of business. Stakeholder that consults with the CI Owner for downtime. Typically does not have ServiceNow access.

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- **Support Level**

Attribute which defines as assessment of the response expectation for this CI (Mission Critical, Business Critical, Standard Support, Pre-Production, Non-Production).

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# CMDB Coordinator Training

## Key Terms

- **Owning Entity**

Attribute which defines the entity that owns the CI.

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- **eDiscovery**

An automated process to identify and record infrastructure CIs from across the Mass General Brigham environment to the CMDB.

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# Roles and Responsibilities





# CMDB Coordinator Training

## Roles and Responsibilities

Within the Configuration Management process, specific roles have been defined. Each role is responsible for completing specific tasks within the process. However, all roles contribute to the success of the process.

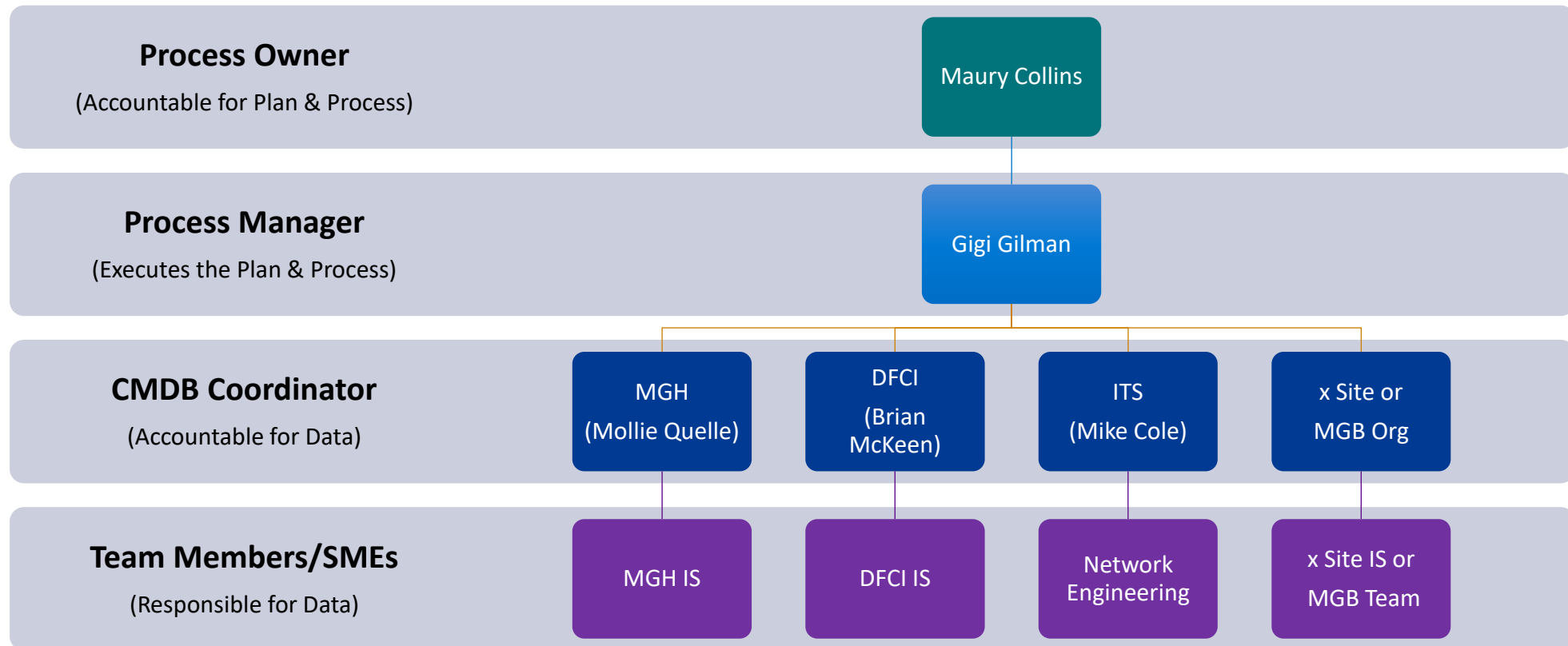
Roles include:

- Process Owner
- Configuration Manager
- CMDB Coordinators
- Team Members/Subject Matter Experts (SMEs)



# CMDB Coordinator Training

## Roles and Responsibilities – CMDB Coordinator Model



# CMDB Coordinator Training

## Roles and Responsibilities

### Process Owner

Role	Accountable for the plan and process. Ensures that the process is being performed according to the agreed and documented process.
Responsibilities	<ul style="list-style-type: none"><li>● Primary designer of the ITSM process.</li><li>● Address any issues with the running of the process.</li><li>● Review opportunities for process enhancements.</li><li>● Ensure that all relevant staff have the required technical and business understanding; and process knowledge, training and understanding and are aware of their role in the process.</li><li>● Communicate process information or changes as appropriate to ensure awareness.</li><li>● Define and approve key performance indicators (KPIs) to evaluate the effectiveness and efficiency of the process.</li><li>● Promote the Service Management vision to top-level/ senior management.</li><li>● Function as a point of escalation when required.</li></ul>



# CMDB Coordinator Training

## Roles and Responsibilities

### Process Manager

Role	Responsible for the plan and process. Manages the activities of the Configuration Management process for the MGB Digital organization. This individual performs the day-to-day operational and managerial tasks demanded by the process flows.
Responsibilities	<ul style="list-style-type: none"><li>• Ensure configuration items (CIs) are properly recorded and maintained in the ServiceNow application to ensure the accuracy of the Configuration Management Database (CMDB).</li><li>• Monitor cause code, location-based routing, Propose New CI and CI Import Template requests.</li><li>• Manage Auto-Discovery schedules.</li><li>• Review CIs Not Found, Empty Name CIs, and CI naming conventions to ensure the integrity of the CMDB.</li><li>• Direct and support the efforts of CMDB Coordinators.</li><li>• Run Quarterly Configuration CMDB Coordinator meetings.</li><li>• Review and evaluate the Configuration Management process.</li></ul>



# CMDB Coordinator Training

## Roles and Responsibilities

### CMDB Coordinators

Role	Accountable for the accuracy of the data regarding configuration items (CIs) that their team manages or uses on a daily basis. CMDB Coordinators are champions of the Configuration Management process for a specified team.
Responsibilities	<ul style="list-style-type: none"><li>• Ensure configuration items (CIs) that their team uses or manages are properly recorded and maintained in the Configuration Management Database (CMDB).</li><li>• Review ServiceNow reports to ensure the completeness of attributes and relationships related to CIs for their team.</li><li>• Update missing or incorrect attributes directly into the CMDB.</li><li>• Use the Propose New CI request form and CI Import Template to communicate new CIs to the Configuration Manager.</li><li>• Provide feedback to evaluate the Configuration Management process.</li></ul>



# CMDB Coordinator Training

## Roles and Responsibilities

### Team Members/Subject Matter Expert (SMEs)

Role	Responsible for the accuracy of the data regarding configuration items (CIs) that their team manages or uses on a daily basis.
Responsibilities	<ul style="list-style-type: none"><li>• Ensure configuration items (CIs) that their team uses or manages are properly recorded and maintained in the Configuration Management Database (CMDB).</li><li>• Ensure the completeness of attributes and relationships related to CIs for their team.</li><li>• Provide technical support to the Configuration Manager and CMDB Coordinators, when required, for CIs that their team uses or manages.</li><li>• Provide feedback to evaluate the Configuration Management process.</li></ul>

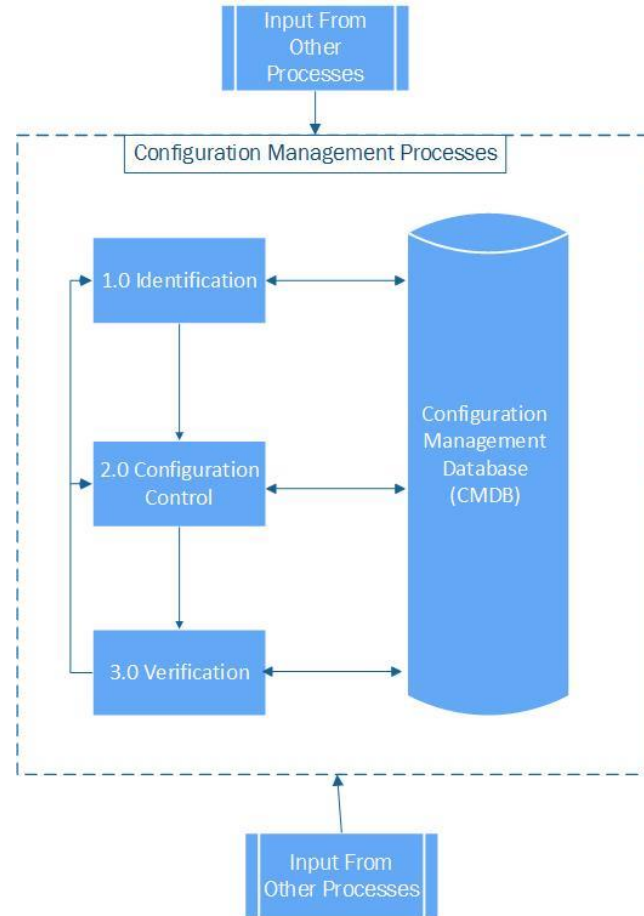


# Process Overview



# CMDB Coordinator Training

## Process Overview – Key Activities





# CMDB Coordinator Training

## Process Overview - Identification

- Identifies which CI's we want to manage
- CI classes that we manage (via Change Management)
  - (see [KB0034167](#))

### *How?*

- Review ServiceNow reports to
  - Ensure all your servers and applications are in CMDB (see [CMDB Cleanup Reports](#))
  - Review your missing or incomplete CI records and relationships
- Update incorrect/missing information



# CMDB Coordinator Training

## Process Overview - Control

- All Managed Class CIs are controlled via Change Management
  - Go Lives, Updates, Retirement, and IS Provisioning

### *How?*

- Change records or new IS provisioning requests
  - CI Assessment
    - Review attributes and relationships for accuracy and completeness
- IS Provisioning
  - Automated:
    - Application CI Creation
    - Application>Server Relationship Mapped
    - Change Record for App Live/Upgrade



# CMDB Coordinator Training

## Process Overview - Verification

Integrity of the CMDB is audited on a periodic basis

*How?*

Configuration Management Enterprise Audit

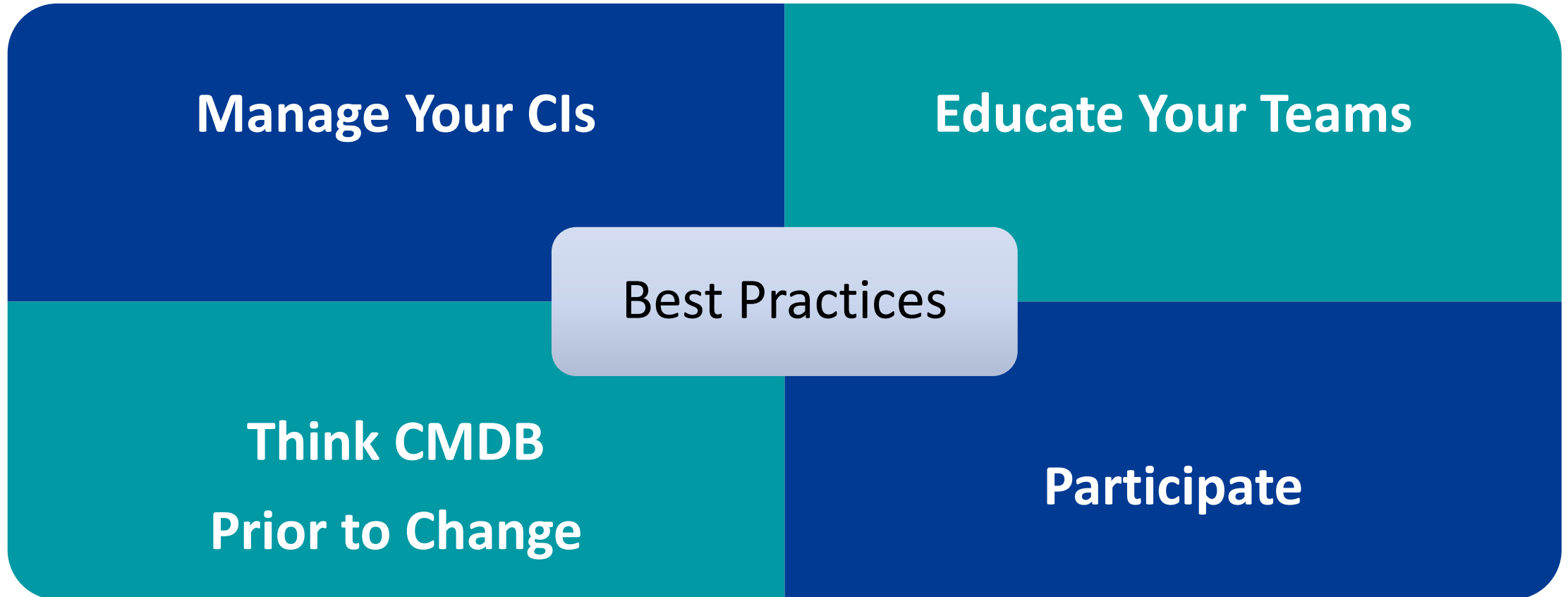
- CMDB Coordinators run reports and sign off on their review of CI's, attributes, and relationships for accuracy and completeness
- As a best practice, audit should be performed twice per year.

Real time auditing via Change Management

All Major changes are audited during CI Assessments to ensure that relationships are mapped for each CI and that required attributes are complete



# CMDB Coordinator Training Best Practices



# CMDDB Example

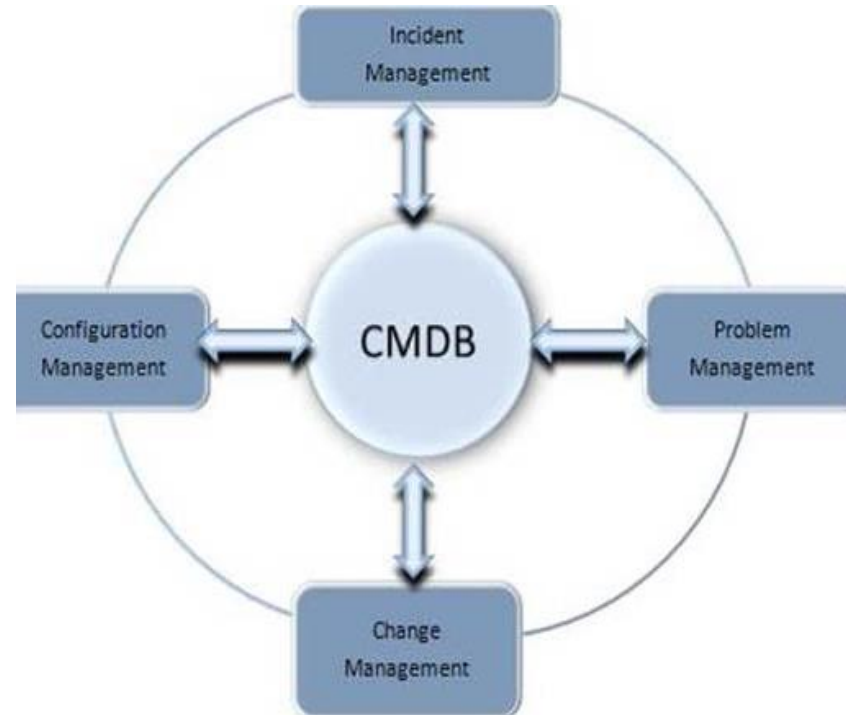


# CMDB Coordinator Training Summary

Configuration Item is the fundamental structural link of all ITSM Processes

Imperative for CMDB to be accurate and maintained to fulfill its objective

- Impact Analysis
  - Change
  - Incident
  - Major Incident



# CMDB Coordinator Training

## Impact Tab

[ServiceNow QA](#)

Change- CHG0153617

Incident- INC1989888



# CMDB Coordinator Training Technology Example

- Demo in [QA](#)





Knowledge



# CMDB Coordinator Training

## CMDB Coordinator Knowledge

[KB0025558 - PROC: CMDB Coordinators Role and Responsibilities in ServiceNow](#)

### **Contains:**

- [Report of CMDB Coordinators](#)
- [CMDB Coordinator Role and Responsibility Handbook](#)
- [How to videos](#)



Questions?





**Mass General Brigham**