

BMC Atrium CMDB

Enable the core of your IT infrastructure

Recognized by Network Magazine as a “Most Influential” technology in its Innovation Awards 2005, the BMC® Atrium™ CMDB can be installed according to your organization’s specific requirements:

- > Automatically install the BMC Atrium CMDB as part of select BMC products
- > Install the BMC® Atrium™ CMDB Enterprise Manager as a stand-alone solution that can be integrated into your existing IT environment



For most organizations, the software used to manage IT consists of disparate tools, each of which plays a specific role in ensuring system and application availability. These tools maintain their own independent data sets and their own logical views of the IT infrastructure components they are responsible for supporting.

While this segmented view may be adequate for the individual tools, the aggregate result is a fragmented environment that fails to provide a comprehensive, complete, and accurate view of the total IT infrastructure.

The BMC® Atrium™ Configuration Management Database (CMDB) is an intelligent data repository that provides a working model of your enterprise IT infrastructure. Implementing an IT management strategy, supported by the BMC Atrium CMDB, will allow you to gain the IT control needed to support your organization’s business goals. By consolidating disparate datasets within an organization, the BMC Atrium CMDB provides a single source of truth for your IT environment. This ensures a consistent approach to maintaining IT processes, such as incident, problem, change, configuration, asset, and service impact management. These types of applications — combined with a centralized CMDB — provide the best practice process structure and control specified by key industry standards, such as the IT Infrastructure Library (ITIL®).

The BMC Atrium CMDB is one in a series of enabling technologies that make up BMC Atrium. Together, these technologies provide an open-architected foundation that enable information sharing and centralized management across BMC solutions and third-party technologies. BMC Atrium provides a common data repository, shared service model, and unified user and reporting interfaces to accelerate attainment of Business Service Management (BSM). By delivering this common set of infrastructure services, BMC Atrium empowers organizations to better control the implementation and ongoing management of their IT solutions.

To ensure that you achieve the optimal value quickly — and get up and running quickly with our integrated solutions — BMC provides a seamless implementation experience for the BMC Atrium CMDB by automatically installing it with a number of out-of-the-box BMC products, including BMC® Remedy® Service Desk, BMC®

Remedy® Change Management, BMC® Remedy® Asset Management, and BMC® Service Impact Manager. On the other hand, if you want to implement the BMC Atrium CMDB independent of BMC applications, you can take advantage of its many capabilities through the BMC® Atrium™ CMDB Enterprise Manager, a stand-alone version of the BMC Atrium CMDB. Regardless of which approach your organization takes, you will benefit from a comprehensive set of CMDB functionality.

Common Data Model — The Heart of Business Service Management

The value provided by the BMC Atrium CMDB comes through the number of different IT tools that leverage the CMDB data repository to publish or consume configuration data. The more IT tools and management applications that use the BMC Atrium CMDB, the more aligned and manageable your IT infrastructure will become. The Common Data Model used in the BMC Atrium CMDB unifies the representation of configuration data and handles all types of Configuration Items (CI). These CIs include information about the IT infrastructure, such as computer systems, applications, relationships, and topology, as well as other types of information, such as people, services, and business processes. The CMDB Atrium CMDB Common Data Model also conforms to industry standards and is based on the Common Information Model (CIM) from the Distributed Management Task Force (DMTF). This provides a uniform and standards-based approach to managing CI relationships.

Creating a “Single Source of Truth” through Reconciliation

A single source of truth can be successful only if it is able to consolidate and reconcile information from multiple IT datasets; this ensures that all IT services are working off the same set of configuration data. The BMC Atrium CMDB includes the BMC Atrium CMDB Reconciliation Engine, a patent-pending technology that uses configurable business rules to merge data from both BMC and third-party discovery tools into a single, reliable dataset, eliminating data overlap,

The BMC Atrium CMDB:

- > Eliminates the fragmented collection of IT tools and data sources within your organization by providing a Common Data Model and repository based on industry standards
- > Delivers a patent-pending reconciliation engine that uses configurable business rules to automatically merge data from multiple discovery tools into a single, reliable dataset
- > Provides federation capabilities to build a single, logical data store that can reside on multiple data sources throughout an IT organization, eliminating the need for a monolithic data repository
- > Provides a graphical view into CMDB data that can be leveraged by any IT process or application

gaps, and conflicts between multiple discovery tools and your existing CMDB data. This is critical for today's IT organizations that rely on multiple sources of information, from either discovered data or data from other applications, such as HR or ERP systems. The ability to capture this data from various sources and reconcile it into a controlled dataset allows for the interaction and collaboration among various automation and discovery tools — and guarantees that all IT processes are acting on unified and accurate data.

Managing an Extended CMDB through Federation

While the BMC Atrium CMDB stores CI information that is commonly used across multiple IT datasets, in many cases there remains types of information within individual datasets that are not used across multiple IT tools. For example, all CI records might have a "Problems" field that contains the information necessary to search a problem database for all issues concerning the given CI. So rather than requiring the migration of this unshared data — and imposing the requirements of maintaining a monolithic data repository — the BMC Atrium CMDB provides the capability to simply point to this external data. These pointers allow for the creation of relationships between CIs and external data without forcing massive data synchronization.

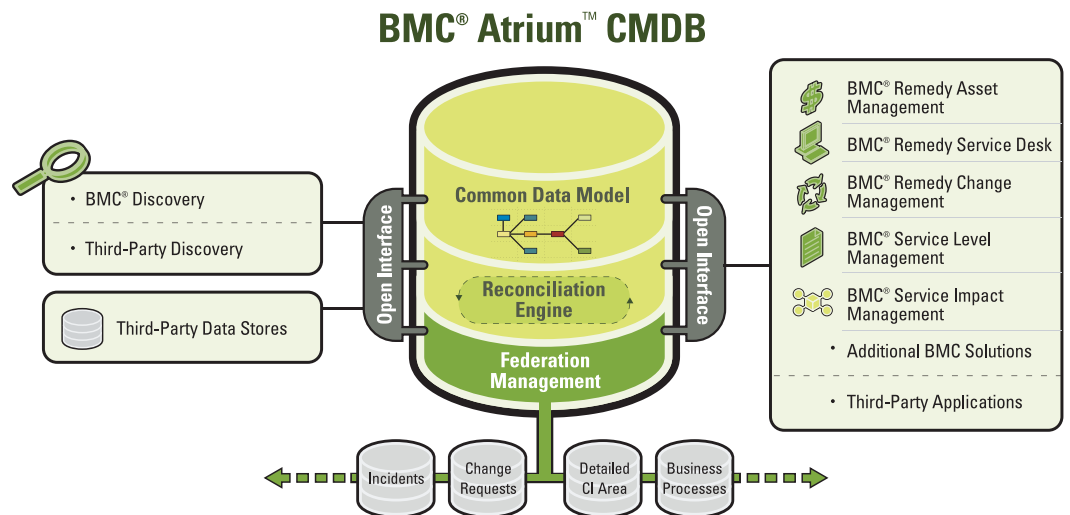
This federated data model provides a single, logical data store that can reside on multiple data sources throughout an IT organization. By providing pointers into outside data sources, IT information can act as part of the CMDB data repository without requiring the data to reside within a single location.

CMDB Extensibility and Open Interfaces

The BMC Atrium CMDB has built-in flexibility that allows BMC partners and customers to enhance the CMDB to further extend its reach to address changing business requirements. By providing a graphical mapping interface and open API, the BMC Atrium CMDB opens up the BSM ecosystem to any business processes and tools supporting your IT environment.

This openness allows you to continue to leverage the investments you have made in IT discovery and management applications. Using the BMC® Remedy® Enterprise Integration Engine, you can graphically link your tools to work within the BMC Atrium CMDB environment. These capabilities eliminate the need to replace the existing tools that make up your current IT environment. Instead, the BMC Atrium CMDB can be linked with your current IT tools and allow you to continue to gain all the advantages its technology provides.

In addition, the BMC Atrium CMDB provides an open API with advanced capabilities for integrating complex data sources and IT tools into the CMDB environment. This open API can be used to extend the BMC Atrium CMDB to include new relationships and configuration attributes that are unique to your own organization's requirements. In other words, you are not restricted to a CMDB that might not meet your unique needs or that is based on one vendor's view of what a CMDB is. Instead, BMC provides an out-of-the-box CMDB that is focused on best practices and built-in relationships — with the added flexibility to extend to meet your unique business needs.



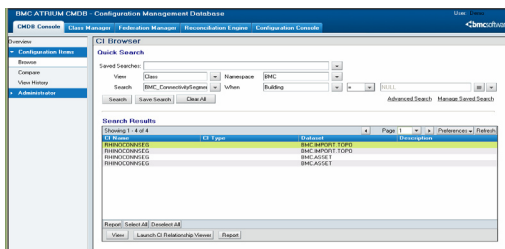
Built on an Industry-Proven Service Process Management Platform

Organizations must ensure that their CMDB implementation can scale to support the amount of configuration data required by large enterprise environments. In addition, the CMDB must provide the flexibility and security needed to support the demands and integrity of the IT infrastructure. The BMC Atrium CMDB is based on the BMC® Remedy® Action Request System® (AR System®) platform, which provides proven scalability, security, and integration capabilities that have been used by thousands of enterprise customers worldwide to support their IT management objectives.

BMC Remedy AR System technology enables the BMC Atrium CMDB to scale to the load of your enterprise environment. It provides a multithreaded architecture with failover capabilities that enable your organization to configure its IT systems to support your unique business requirements. BMC Remedy AR System also provides the ability to define workflow on BMC Atrium CMDB data using a point-and-click authoring environment. Within this environment, new workflow can be added to perform data integrity checking, send notifications, or integrate your CMDB with data sources across your organization. With BMC Remedy AR System as its underlying service process management platform, the BMC Atrium CMDB has the capabilities to be distributed across multiple geographical sites, supporting your global BSM implementations and diverse IT infrastructures.

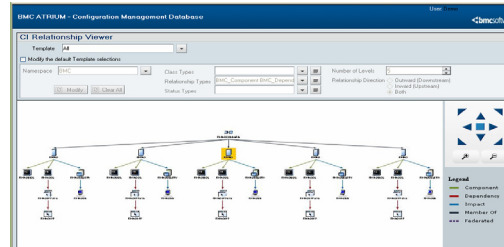
Enabling a Single, Graphical View into the IT Infrastructure

In order for a CMDB to be valuable to your organization, IT process users who require access to CMDB data need to be able to view CI and relationship data in a meaningful and reliable way. The BMC Atrium CMDB provides a CI Browser and graphical CI Relationship Viewer that allow any IT process users to launch a view into the BMC Atrium CMDB to quickly view CI and relationship data relevant to their needs. The CI Browser provides a search interface for any IT process user to search for CI data stored within the BMC Atrium CMDB. This browser can be launched from any IT application or tool that integrates to the BMC Atrium CMDB.



BMC Atrium CMDB CI Browser

Once a CI is found, the CI Browser can instantly launch the CI Relationship viewer, which allows IT users to view the CI, as well as the relationships and dependencies that CI has with other CIs stored within the BMC Atrium CMDB. In addition, the CI Relationship Viewer provides a “right click” interface that allows the launching of federated data related to any CI stored with the BMC Atrium CMDB. This means that no matter where the data resides in an IT environment, the BMC Atrium CMDB provides the central access point to manage and maintain a federated CMDB environment.



BMC Atrium CMDB CI Relationship Viewer

Integrating the BMC Atrium CMDB with BMC and Third-Party Applications

The BMC Atrium CMDB is integrated out of the box with more than 80 “BMC Atrium Activated” products developed by BMC and our network of worldwide partners. These solutions all use the CMDB Common Data Model to ensure that your IT organization is always working off the same, reconciled set of information.

A variety of discovery and configuration solutions, including the comprehensive BMC® Discovery Solution, can use the BMC Atrium CMDB for publishing CI information. In cases where there are multiple discovery tools within your environment, the BMC Atrium CMDB uses defined business rules within the BMC Atrium CMDB Reconciliation Engine to reconcile the data before it is published. This ensures an accurate and correct record of all assets and configurations within your environment.

Once data has been reconciled and published by the discovery tools, it can be used by both BMC Service Impact Manager and the applications in the BMC® Remedy® IT Service Management Suite for the Enterprise. BMC Service Impact Manager leverages the BMC Atrium CMDB as the basis for defining service models within an organization. This allows BMC Service Impact Manager to always have the latest configuration data discovered and reconciled into the BMC Atrium CMDB. BMC Remedy Asset Management uses the BMC Atrium CMDB as its core data structure, meaning that ITIL best practices, such as incident management and change management, have the latest configuration

data from both BMC Discovery and BMC Service Impact Manager. This allows your IT support staff to always have a common view into IT as they move among applications for service support and service impact tools that monitor and ensure system availability. By combining these solutions together with a single source of truth provided by the BMC Atrium CMDB, you create a BSM environment that helps ensure IT continuously meets the needs of the business.

BMC Atrium CMDB Enterprise Manager — Enabling CMDB Integration

For organizations that want to implement the BMC Atrium CMDB independent of other BMC solutions, BMC offers BMC Atrium CMDB Enterprise Manager. BMC Atrium CMDB Enterprise Manager provides comprehensive integration capabilities that connect your existing IT process tools to the BMC Atrium CMDB. This stand-alone version of the award-winning BMC Atrium CMDB includes the BMC Remedy Enterprise Integration Engine, along with prepackaged adapters to both Microsoft and Oracle databases, so you can get up and running quickly.

The powerful BMC Remedy Enterprise Integration Engine allows bidirectional, scheduled, and event-driven data exchange between BMC Atrium CMDB and any external discovery tool or enterprise application, including Microsoft and Oracle. BMC Remedy Enterprise Integration Engine technology is designed for both scheduled bulk data transfers and integrations requiring process initiation by either side. You can use the BMC Remedy Enterprise Integration Engine for both initial data load and incremental data transfers, as well as for data synchronization. An intuitive graphical interface lets you easily configure rules for data exchange between BMC Atrium CMDB and other applications.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.



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