

- ✓ Map how devices, systems, applications, services and processes interact
- ✓ Improve decision making when faced with equipment or service failures
- ✓ Increase control over planned changes to avoid service disruption
- ✓ Enhance existing service management and monitoring toolsets

What is AssetGen SysMap?

Best practice frameworks such as ITIL / ISO20000 emphasise that understanding the interaction of hardware and software on business users requires a shared knowledge base or CMDB (Configuration Management Database). In practice it is not easy, few have been successful in implementing the required repository covering servers, software, networks, storage, etc.

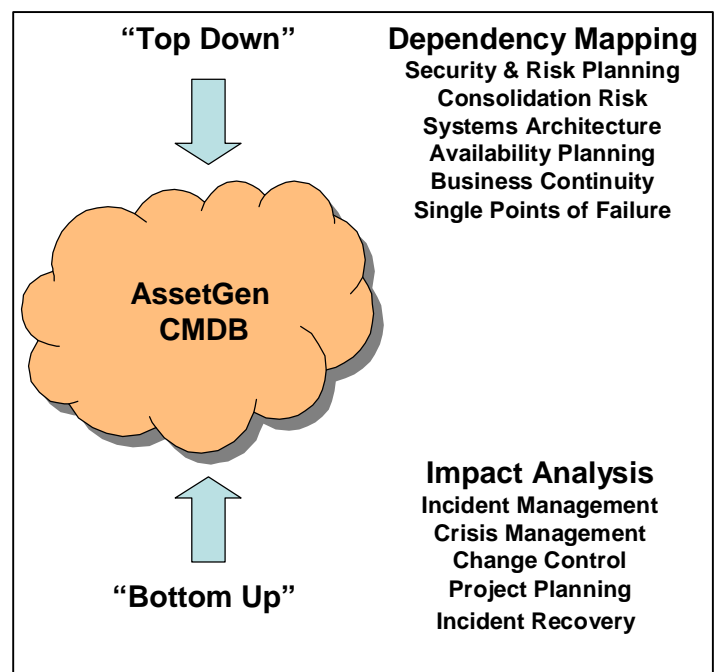
AssetGen SysMap is designed to enable operations teams to manage the complexity of modern IT, without requiring high levels of expertise to use it. It does not require all aspects of IT to be documented before it delivers benefits, nor set a rigid approach that creates unnecessary data and workload on technical teams. It also suits the needs of proactive planning and “business as usual” (BAU) operational teams.

AssetGen SysMap holds data about CIs (Configuration Items) such as business processes, users, services, applications, modules, servers, network equipment, etc and links them via user-defined relationships. Key to the AssetGen approach is providing presentation and reporting suited to the needs of the various teams and service providers managing the IT services.

It enables calculated, consistent decisions when assessing options in a crisis.

You can enable a consistent approach to change impact analysis across internal and external support teams using AssetGen SysMap. The major functions are easily accessible from a web browser - managers, service desk and technical teams can quickly identify critical issues when managing change.

AssetGen SysMap can also be linked into AssetGen Connect to provide a common system for logical and physical infrastructure.



Providing “Top Down” and “Bottom Up” Analysis

A Better Way to Build Your CMDB

Benefit cannot be gained until the CMDB is implemented, data on CIs has been captured and the reporting interface is delivering information that is understandable. Compare the few days to install Assetgen SysMap to the man years trying to implement a custom solution. If you try and use a standard service desk system, how do you build in the rules and analysis checking already within AssetGen SysMap, or control access to sensitive information on critical systems?

Using a specialised software toolset, designed by leading experts in configuration management, enables faster development and implementation of service management processes. The operational needs for a knowledge base are immediate so implementation must be fast.

AssetGen SysMap reduces the risk and resources needed to assess change impact

As you build system knowledge into AssetGen SysMap, relationships between new and existing components are created building a “big picture” view of CIs and dependencies.

Automated Change Impact Analysis

With AssetGen SysMap you can assess impact or dependencies at various levels and from different viewpoints. It enables a calculated, consistent approach when assessing change or recovery options.

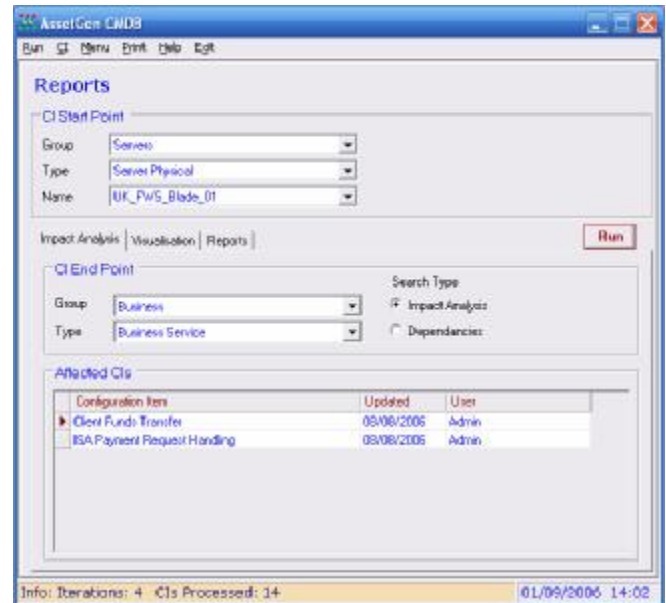
We have a three step process – simple to perform, but very powerful in the results:

1. Select a CI (service, device, process etc.)
2. Select a group or specific CI type to determine impact or dependencies
3. Click “RUN”

AssetGen SysMap then analyses relationships and dependencies using our in-built algorithms to produce reports to suit different needs. From a simple “*what customers use this application*” to a deeper “*show me all dependencies between this CI, other CIs close to it and their dependencies*”.

In the screenshot, a change to a blade server could directly impact two business services. If you look at the dependency screens below, you’ll see AssetGen SysMap interpreted relationships between databases, application software, virtual servers and services to produce the above report.

In a crisis, Assetgen SysMap removes the need to bring together team representatives to work out dependencies on a whiteboard (which is then normally wiped off and not recorded).

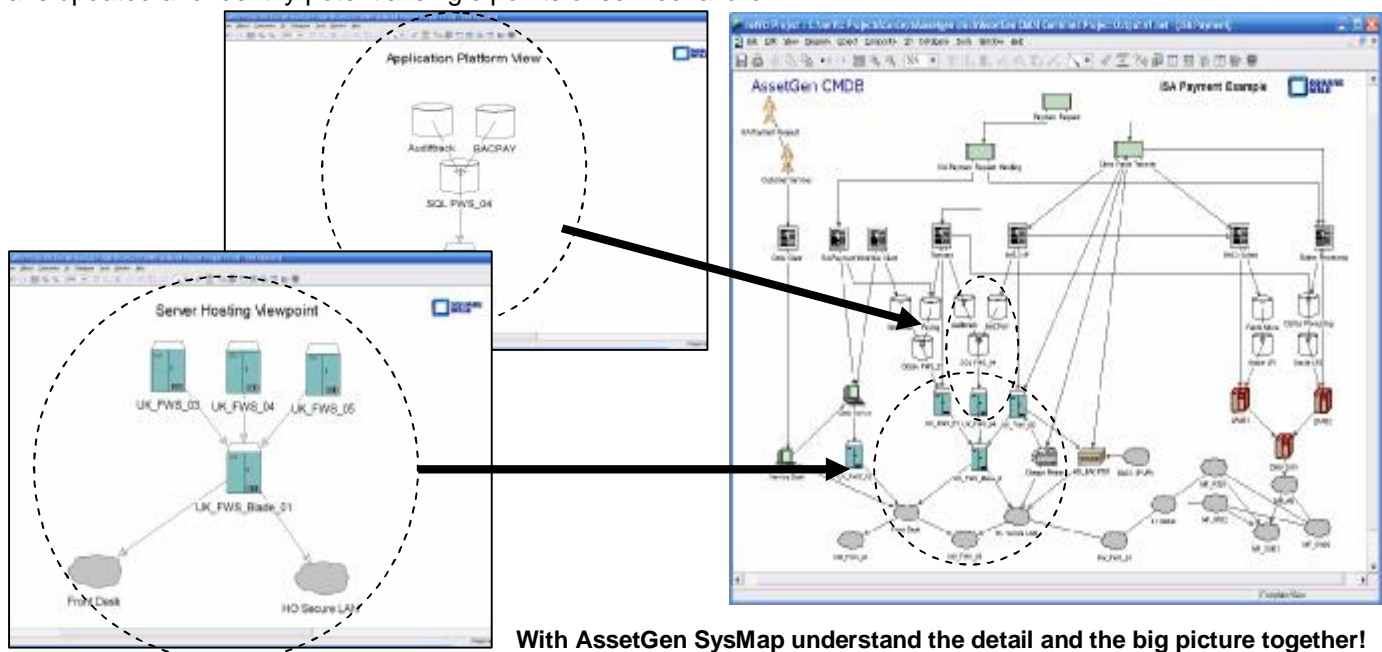


Server to Business Process Impact Analysis

Dependency Visualisation

A picture is often more effective than words at communicating complex relationships. AssetGen SysMap includes a visualisation engine that allows users to create on demand diagrammatic views of CIs and relationships.

Tracing a path from a service construct down to the individual software and hardware components that deliver the service is simple. Knowing the components of a live service makes it easy to plan changes, keep business continuity plans updated and identify potential single points of service failure.



With AssetGen SysMap understand the detail and the big picture together!

A Practical CMDB

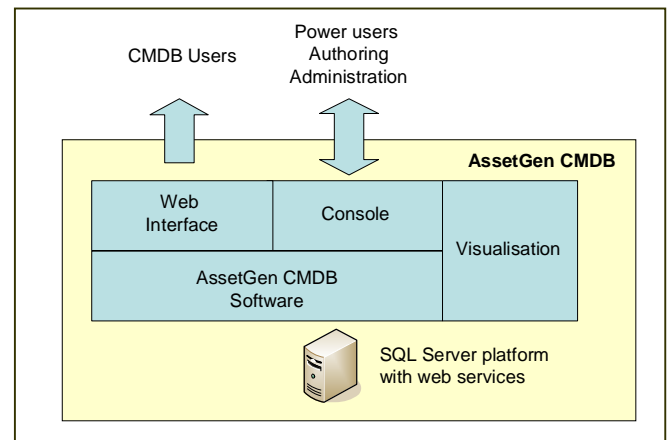
The AssetGen SysMap architecture is based on 4 key components

- MS SQL Server database
- Authoring / administration console
- User web access
- Visualisation support

The industry standard MS SQL Server platform ensures integration issues are minimised. The same platform is used by other AssetGen toolsets for those organisations wanting higher levels of automation.

Included with AssetGen SysMap is a visualisation tool which can present complex systems in diagrammatic form. It also helps to validate CI relationships held within the CMDB easily and quickly.

User access via a web interface makes it easy for project teams, service desk staff, suppliers and others to perform an impact or dependency analysis with minimal training. Embedding a link in the existing service desk, monitoring toolsets or change system gives instant access to the knowledge held within the CMDB.



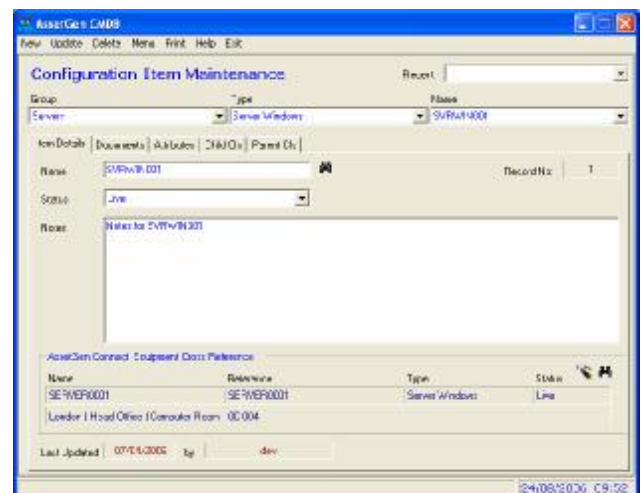
Defining Configuration Items (CIs)

Configuration items are allocated to user-defined groups and types and are managed from a single maintenance screen.

Each type of CI can have a set of user-defined attributes (or fields) assigned to it, using templates. These are fully configurable to store any information against each individual record. In addition, configuration items can be linked to any number of documents, graphic files or URLs that may contain additional information about the CI.

Where a CI is also referenced within AssetGen Connect, location information and attributes can be automatically linked to reduce duplication.

All changes to CIs and their attributes are logged for audit purposes and reporting.



Configuration Item Maintenance

Mapping Relationships

Relationships are used to link CIs together. AssetGen SysMap supports both way relationships (parent-child and child-parent). Similar to CIs, you can group relationships together for consistency and to make reporting easier. Groups and types of relationships are user definable.

A server group could have relationships such as *backup*, *fail-over*, *hosted on*, while a software group may have *runs on*, *transacts with* and other variations. Attributes can be assigned to each relationship type using templates, for example the amount of data transferred, the capacity of a logical link, the type of transaction, etc.

Reports

A standard set of reports are provided with AssetGen SysMap. Easy to use report screens provide detail on groups, types and individual CIs. Custom reports can be produced and integrated via a simple maintenance screen. Feedback on user access is a standard report to ensure consistent adoption by IT users.

Validation of data held within the repository can be carried out easily, with a standard report on CIs without relationships. In addition, the visualisation system enables relationships to be verified, a common problem in the more complex environments.

Features Summary

Feature	Details
Automated impact analysis	Yes
Automated dependency analysis	Yes
Number of CI and Relationship Groups	Unlimited
Numbers of CI and Relationship Types	Unlimited
Numbers of CIs	Limited by Licence (see below)
Associate existing documents with a CI	Yes
Quick Search (with wildcards)	Yes
Most Recently Used CI list	Yes – per user ID
User definable CI Status	Yes
Associate existing hardware with CI	Yes – with AssetGen Connect
User definable attributes/fields	Yes - both CIs and Relationships
Parent/child relationship between CI	Yes
Child/Parent relationship between CI	Yes
Multiple relationships between two CIs	Yes
Multiple levels of visualisation of CIs and relationships	Yes
Launch web impact form from other applications	Yes
User definable filtering of CIs for reports	Yes
Custom reports	Yes
Easy insertion of impact report into change documents, email, etc	Yes
Different levels of secure access	Yes – 3
Standard database for integration with other toolsets and data sources	Yes – MS SQL Server

Licensing Options

AssetGen SysMap is available in three variants:

Enterprise	Unlimited CIs
Professional	Up to 3000 CIs
Standard	Up to 300 CIs

Upgrading between variants is simply a matter of issuing a new licence number. Please contact our Sales Distributor for current pricing and availability.

All trademarks acknowledged

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