BMC Configuration Management Database (CMDB) Essentials

24 Hours

Course Description

This comprehensive course is designed to equip IT professionals with the knowledge and skills needed to effectively implement and manage the BMC Configuration Management Database (CMDB) solution. Participants will learn about configuration management best practices, data normalization, reconciliation, integration with external systems, and optimizing CMDB performance. By the end of this course, you will have the expertise to harness the full potential of BMC CMDB in your organization.

Audience

This course is ideal for:

- IT Managers and Directors
- Configuration Managers
- System Administrators
- Database Administrators
- ITSM Administrators
- IT Professionals responsible for CMDB implementation

Pre-requisite Knowledge/Skills

Participants should have a fundamental understanding of IT service management and familiarity with IT infrastructure components. Basic knowledge of BMC Remedy or similar ITSM solutions is beneficial but not mandatory.

Course Objectives

By the end of this course, participants will be able to:

- Plan and execute a successful BMC CMDB implementation.
- Understand the principles of data normalization and reconciliation.
- Integrate BMC CMDB with external systems and applications.
- Optimize CMDB performance and ensure data accuracy.
- Administer and manage CMDB configurations effectively.

Course Outline

The course comprises 24-hours of theory and labs. It's divided into 4 different modules.

Module 1: Introduction to the CMDB

- Understanding IT Challenges
- Overview of Configuration Management
- CMDB Terminology
- Configuration Management Capabilities

Module 2: Introduction to BMC CMDB

- Orientation
- Quick start
- Learning about normalization
- Learning about reconciliation
- Learning about the product catalog
- Learning about the common data model
- Learning about federated data stored outside the CMDB.
- Key concepts
- CMDB use cases.
- User roles and features
- Quick tour of the BMC CMDB interface
- BMC CMDB Web Services Architecture
- Best practices for BMC CMDB

Module 3: Planning and Implementation

- Planning and phases of a CMDB implementation
- Challenges, critical success factors, and risks with SACM
- Planning to extend the data model
- Planning BMC CMDB data
- Planning data normalization and the Product Catalog
- Planning data reconciliation
- Planning a service model
- Planning to create a data model

- Loading data into BMC CMDB
- Best practices for specific implementation scenarios
- Roles and permissions
- Installing
- Upgrading
- Managing the Common Data Model
- Summary of changes to the Common Data Model
- Common Data Model concepts
- Best Practices for the Common Data Model
- Base level and first level classes in the Common Data Model
- Representing CIs and their relationships in the Common Data Model
- Denormalization of the Common Data Model
- Database models
- Relationship classes in the Common Data Model

Module 4: Data Management

- Working with CIs and relationships
- Searching for CIs using a custom query in advanced search
- Simulating the impact of changes to CIs
- Managing consistency of CMDB data by using normalization
- Setting up normalization
- Customizing normalization
- Managing data relationship names
- Managing software licenses in your organization using normalization
- Managing service impact