

# The ITSM CI Bridge

The IT landscape of any IT organization in the 21-st century contains a multitude of systems which contain information about the IT landscape itself. Apart from of course your Service Management CMDB there are systems for software distribution, monitoring, discovering, taking inventory, you name it. All these tools have their specific purpose and value and can all contain (part of) the valuable information you may need to validate and fill your service management CMDB. But these are usually all separate islands with their own interface. Mexon Technology has put a stop to this island-existence and has created the ITSM CI Bridge.

The Mexon Technology ITSM CI Bridge let's you cross the bridge to these islands and fetch (only) the relevant information. This relevant information is then used to improve the data value and correctness of your Configuration Items in the CMDB and all the attributes your organization needs to support their Service Management core processes. Since you can bridge to multiple 'islands' you have the chance to enhance the data by using multiple methods which in the end will get you the best results possible.

In ITSM you already have the possibility to create your own CI definition and decide which attributes you find relevant and how you want these verified by setting the validation rules you need. Now with the CI Bridge you can create and update CI's and fill the values and validate the values for the attributes you have defined. After the CI Bridge has been set up all this happens automatically and of course you have full control!!! Nothing gets changed with audit, nothing will ever get changed if you do not allow it and you can even simulate what would happen if you activate (part of) a bridge.



System Manufacturer	Dell Computer Corporation
System Product Name	PowerEdge 2850
System Serial Number	G8T492J
SmBIOS UUID	4C4C4544-0038-5410-8034-C7C04F39324A
BIOS Vendor	Dell Computer Corporation
BIOS Version	A07
BIOS Date	20080425
Chassis Type	Rack Mount Chassis
Motherboard Manufacturer	Dell Computer Corporation
Motherboard Product Name	0N0J23
Motherboard Serial Number	..CNI137406590065.
Motherboard Revision	A01
CPU Name	Intel(R) Xeon(TM) CPU 3.20GHz
CPU Type	GenuineIntel
CPU Subtype	EM64T Family 15 Model 4 Stepping 3



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The ITSM CI Bridge exists for:

- LogInventory
- Microsoft SMS
- Microsoft SCCM

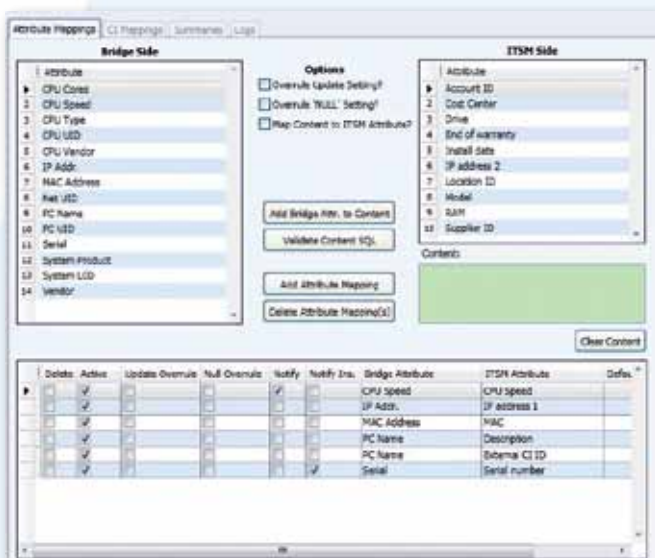
The ITSM CI Bridge can also be used for:

- Any 3-rd party CMDB
- Any dataset in a database
- Novell Zenworks



The ITSM CI Bridge has the following features:

- CI Bridge is a standard interface that provides business processes to reconcile differences between CMDB and live infrastructure
- Completely configurable
- Full audit and logging of (potential) changes made to the ITSM CMDB
- Partial and full enabling a bridge (and even simulating the enabling of a bridge)
- Full mapping of found elements against CMDB CI's and attributes
- Manipulate and/or Combine attributes in bridge to form new attributes
- Possibility of linking installed software to machine and updating license total
- The possibility to setup email notifications for changed attributes and / or other Bridge results.
- Schedule any combination of mappings
- **Reconciliation:** Mapping layer allows creation of a composite view of a CI containing attributes from multiple systems and de-duplication of data across multiple views of the same CI. Mapping can be done across an entire set of CIs (product/class level) or for individual CIs
- **Visualization:** Built into iET ITSM, Graphical CMDB viewer to explore dependencies and scope CIs by account and service
- **Automatic variance comparison:** Compares previously recorded configuration items against the inventory in the CMDB with the CI Bridge. CI Bridge identifies authorized changes via this variance comparison
- **Synchronization:** Data is compared with current CMDB state and identifies differences



If you are serious with maintaining the contents of your CMDB and you are serious in Configuration Management then you should use the ITSM CI Bridge for the best contents available to you with the least headache to get it in the CMDB.

**Mexon Technology, the Customer Centricity Company!**  
 Mexon Technology – winner of the Top Tools Innovation Award - is a leading supplier and integrator of IT Service Management, Asset Management & Process Management Solutions in the Benelux and France. The services include Service Management, Process Performance Management and Asset Intelligence. Mexon Technology's goal is always to form a partnership with new and existing customers based on involvement, reliability and competency. Inherently, the portfolio of products and services is continuously updated to meet the latest developments. Many of the most successful businesses at the moment use Mexon Technology's solutions to lower their costs and improve customer satisfaction.

### iET ITSM

The IET ITSM design revolves around flexibility, service proposition and best practices. Because of this organizations are able to capture all of the service processes and departments in one solution. IET ITSM offers the flexibility and scalability to grow along with the needs of your organization. IET ITSM supports the following processes:

- Incident Management
- Request Fulfillment
- Self-service
- Knowledge Management
- Problem Management
- Change Management
- Release Management
- Configuration Management
- Service Level Management
- Availability Management
- Risk/Security Management
- Performance Measurement
- Mobile ITSM
- IT Asset Management

### Other solutions

Mexon Technology also is the supplier of solutions for:

- IT Asset Management
- Process Management
- License Management

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