



DATASHEET
The ITSM CI Bridge



Mexon Technology believes that each company has its own unique business processes and business model. That also means that each company sets its own specific demands on services and ICT.

Mexon Technology's vision is that the services for the business and supporting IT systems must be fit for purpose and fit for future. Speed in delivery, seamless integration, flexibility and the proper use of your (IT) Service Management solution can deliver significant competitive advantage.

The mission of Mexon Technology is to assist organizations in achieving "Excellence in Service Management".

The Mexon Technology ITSM CI Bridge provides the bridge to connect with other environments and thus provides your CMDB with the most relevant information. This relevant information is then used to verify and improve the data in terms of value and accuracy of your configuration items in the CMDB and attributes that your organization needs to support their core service management processes.

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.

Property	Value
Group: Assessment	
BaseScore	4.8
Date	14/Feb/2013 2:21:11 PM
DiskScore	5.9
Graphics3dScore	5.6
GraphicsScore	4.8
MemoryScore	7.6
ProcessorScore	7.5
State	Incoherent
Group: AssetModel	
Manufacturer	Dell Inc.
Name	OptiPlex 390
Group: Bios	
Characteristics	PCI, Upgradable (Flash), Shadowing, CS Boot, Selecta
Date	13/Jun/2011
Vendor	Dell Inc.
Version	A01
Group: Cpu	
Cores	4
Count	1

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.



The ITSM CI Bridge exists for:

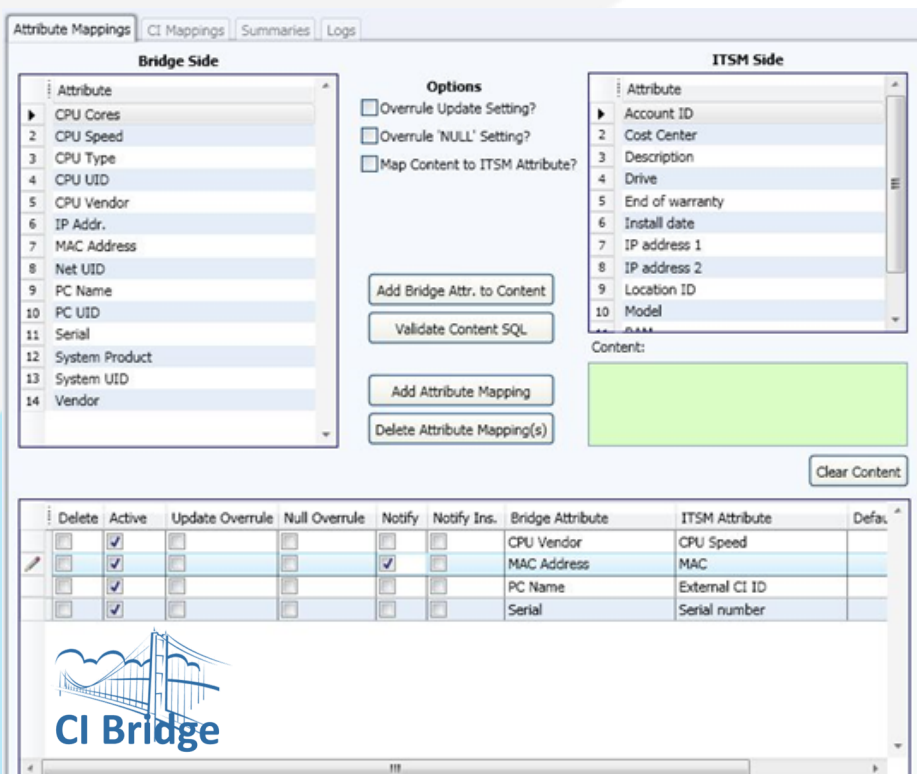
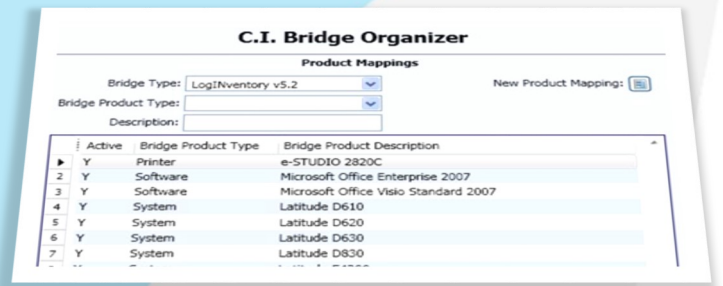
- LogInventory
- Microsoft SMS
- Microsoft SCCM

The ITSM CI Bridge can also be used for:

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

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 other results of the 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.



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