

EMA Market Research Study



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Winning Strategies for CMDB Adoption: What's Working in the Real World, What Isn't, and Why

by Dennis Drogseth, Vice President, Network Management Practice

One of the problems with defining what a Configuration Management Database – or CMDB – is resides with the name itself. It is no longer original to point out that the CMDB is not necessarily about “configuration management” except as ITIL defines it. In other words, a CMDB system is about providing trusted and dynamic insight into what’s “true” in terms of inventories, topologies, configuration status, and service impact across the application infrastructure as it relates to specific customer and operational objectives. It is only sometimes about actually making configuration changes themselves. More often than not, first phase CMDB goals center on *visibility* – achieving a consistent and reliable single pane of glass on topologies and infrastructure relationships with some eye to service impact.

Ideally, the CMDB system can also capture both “discovered” state and “desired” or “approved” state across this infrastructure-to-service mapping. The power inherent in this combination of *reconciled truth* is the real and appropriate allure of a CMDB system. It is – in fact – the real driver behind successful adoptions and the CMDB tidal wave.

For this groundbreaking study, EMA VP and CMDB expert Dennis Drogseth surveyed more than 100 enterprise IT professionals and conducted more than 20 in-depth, one-on-one interviews to understand real-world CMDB deployment strategies. Published in May 2007, this 70+-page research report explores:

- What is a CMDB system in 2007?
- What are the ownership and organizational issues?
- What is driving CMDB adoption?
- What are the trends in CMDB system design?
- How are enterprises optimizing their investment in CMDB?

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About EMA

Enterprise Management Associates (EMA) is a leading industry analyst and consulting firm dedicated to the IT Management market. We provide IT vendors and enterprise IT professionals with objective insight into the real-world business value of technologies ranging from Information Security to SLM to CMDB to Asset Management. Learn more about our research services, our free online IT Management Solutions Center, and our IT consulting offerings at: www.enterprisemanagement.com