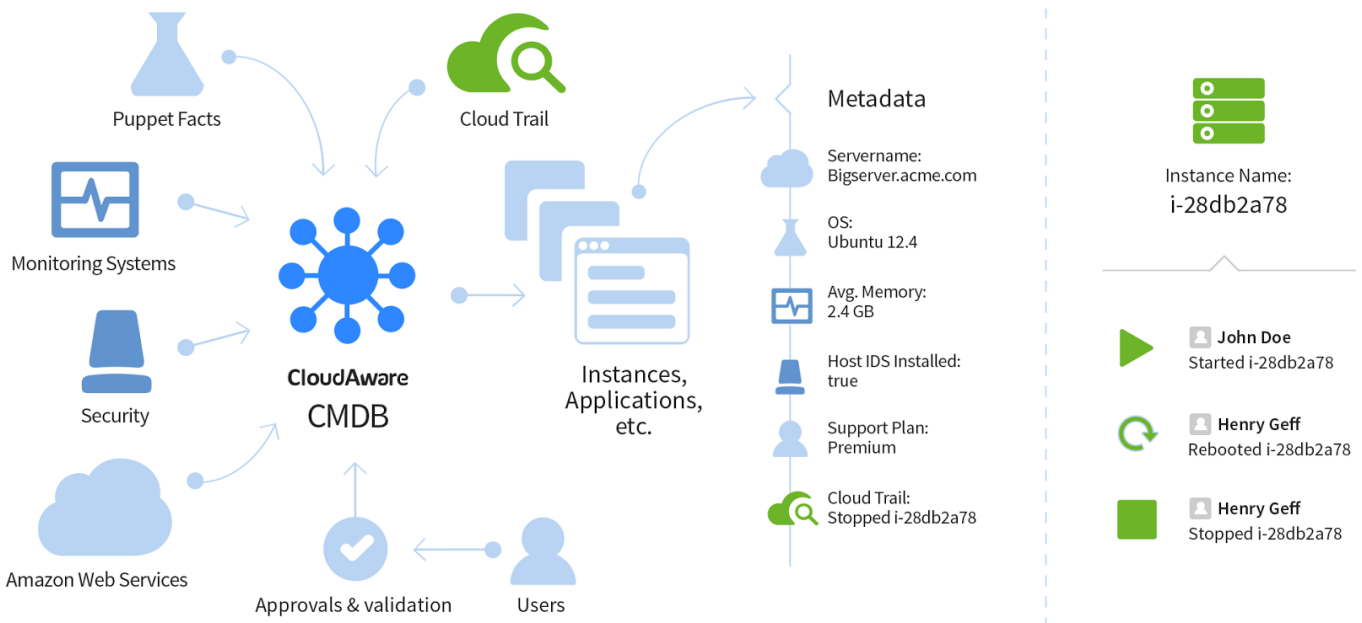


CMDB

Description

Using Cloudaware CMDB customers can aggregate data from AWS and other 50 other source types into a single management pane.



In this diagram a server in CMDB has been discovered in AWS however other bits of data have been imported using Cloudaware custom collectors from other systems. For example operating system version was detected using facter library, IDS status was pulled in via API collector for IDS.

Why Real-Time CMDB Is Necessary.

Cloudaware CMDB focuses on discovering negative information such as looking for servers that are not monitored, backed up or secured. By connecting into multiple systems, Cloudaware is able to cross-reference data from multiple systems in real-time and detect gaps in IT management and provide accurate end-to-end view across multiple layers.

Features

Most capabilities of Cloudaware CMDB are derived from force.com functionality. Full details are [here](#).

- Add custom fields to instances and other cloud objects (see [supported field types](#))
- [Formula and derived fields](#)
- [Encrypted fields](#)
- [Roll-up and summary fields](#)
- Create [custom objects](#) such as applications
- Linking cloud objects to [contacts](#) and [cases](#)
- Creating [list views](#)
- Custom [page layouts](#)
- Search infrastructure artifacts across multiple cloud accounts and physical environments
- Real-time collectors
- Develop your own custom collectors using force.com [API](#)
- AWS Tag Management
- Discovery and dependency mapping
- Retrieve data from CMDB via flat files or open API.

Featured Collectors and Discovery Agents

- AWS (Amazon Web Services)

- CloudTrail
- Trusted Advisor
- EC2
- RDS
- VPC
- CloudWatch
- All other services are fully supported.

- GCE (Google Compute Engine)

- Microsoft Azure

- Physical Environments

- Newrelic, Dynatrace, SolarWinds, Nagios, Zabbix, Pingdom, Wormly, Zenoss

- JIRA, BMC, Pivotal, Redmine, ZenDesk

- Whitehat, Nessus

- Puppet, Chef, Ansible



ITIL CMDB Capabilities

- Federate data from across IT into a single, logical data store, eliminating the need for a monolithic repository.
- Merge data from multiple discovery tools into a single, reliable dataset through a patent-pending reconciliation engine.
- Integrate to third-party IT processes and tools through open APIs.
- Maintain data accuracy in rapidly changing IT environments through seamless integration with CloudAware Discovery and Dependency Mapping.
- Includes an enterprise integration engine that simplifies data mapping.
- Organize and standardizes applications in a definitive software library to make deployments more precise and discovery more accurate

ITIL CMDB Benefits

- Gain structure and control, as specified by ITIL process best practices.
- Plan, deliver, operate, govern, and assign priorities to business services.
- Enable seamless integration between support and operations processes, including incident and problem, change, configuration, asset, performance, and service impact management.
- Link to any business processes and tools supporting your IT environment.
- Automate the discovery and maintenance of IT data.
- Benefit from configuration data analytics and on-the-fly report creation.
- Use Cloudaware ITIL CMDB as your configuration management database system to manage data from across IT and create a more efficient IT infrastructure.

FAQ

Question:

Can I develop my own collectors?

Answer:

You can develop your own collectors. The data in CMDB is available for updating or retrieval via force.com API.

Question:

Can I dump all my CMDB data to a flat file?

Answer:

Yes, this is a standard force.com feature

Question:

Are there limits on number of objects stored in CMDB?

Answer:

There are no limits on number of objects however there are limits on storage. By default 1GB of CMDB space is allocated. Additional CMDB space can be purchased @ \$35/GB/month. Most customers even with 100+ AWS accounts do not require additional storage.