

# Automated Discovery: The first step toward Business Service Management Success

By Brent Brightwell, Senior Solutions Marketing Manager, BMC

Organizations are under more pressure than ever to ensure that IT resources and processes align closely with business objectives. To reach this goal, forward looking organizations are adopting Business Service Management (BSM) and are utilizing the Information Technology Infrastructure Library (ITIL®) to achieve it. BSM is a method for integrating and automating related infrastructure management disciplines and processes that are siloed by disparate, incompatible tools. ITIL is a set of best practice guidelines to ensure that IT processes are closely aligned to business processes.

The first step toward BSM success is to gain an accurate, complete, and up-to-date picture of the IT infrastructure and the end users who depend on it. In the typical organization, however, the complexity and dynamic nature of the distributed IT environment make it difficult to sustain visibility into assets and even more difficult to determine their interrelationships. Manual discovery of the IT environment is not impossible, but very cumbersome, costly, and risky. The manual effort required to discover assets and their configurations, identify end users who rely upon those assets, and to document and maintain IT service relationship and dependency mapping information can prevent organizations from ever achieving BSM or enabling the processes recommended by ITIL. Organizations need this level of discovery — and need to automate the process as much as possible — to initially populate and properly maintain their configuration management database (CMDB).

In an attempt to solve the problem, many organizations have deployed automated IT discovery tools that have the ability to discover assets, as well as application



dependency mapping products that attempt to document relationships between IT components and business services. Most tools, however, are limited in scope and reveal only a part of the total IT environment — and can be used to create a local CMDB that only contains the limited data they collect. To expand their view, organizations have deployed multiple tools from multiple vendors. This has resulted in fragmentation of data across multiple, incompatible, and often, conflicting data stores.

The practical deployment of an enterprise-level CMDB requires a strong automated discovery solution to initially populate, support, and maintain the information within it. Discovery is a multifaceted capability that includes initial discovery of assets in the environment (including new and removed assets), management and update of asset

configurations, and mapping of the relationships and dependencies. Mapping must include the physical relationships, the logical relationships between those assets and business services, and the logical relationships between assets/business services and the people who use them.

The BMC® Discovery Solution helps organizations overcome the obstacles associated with limited visibility and fragmentation. It is a scalable, sustainable solution for capturing, reconciling, and continuously updating all four dimensions of IT environment data: assets, configurations, end users, and relationships. Moreover, it makes that information available to a variety of BSM solutions and processes through a central repository, the BMC® Atrium™ Configuration Management Database (CMDB), thereby laying the foundation for comprehensive IT

service management (ITSM) and BSM. BMC supports this through four discovery modules that have out-of-the-box integrations to populate and maintain the BMC Atrium CMDB.

The BMC Discovery Solution includes:

- > **BMC® Foundation Discovery**, which provides a broad, inventory capability that detects the different components in the IT environment, including client devices, servers, and network infrastructure
- > **BMC® Configuration Discovery**, which maintains detailed information on the configuration of Configuration Items (CIs) within the IT environment.
- > **BMC® Topology Discovery**, which detects both the logical and physical relationships among CIs and between CIs and business services. BMC® Topology Expert Extensions offer additional intelligence on specific environments, such as SAP, Siebel, J2EE, VMware, etc.
- > **BMC® Identity Discovery**, which identifies the end users that are leveraging components of the IT environment and maps them to the various business services upon which they rely, further enriching the mapping and dependency information.

### A COMPREHENSIVE DISCOVERY SOLUTION

BMC Discovery is a modular solution that addresses the entire spectrum of asset discovery activities. It replaces fragmented tools that require cumbersome and error-prone manual steps and provides a unified, automated process for identifying all assets in the environment; cataloging them in a common database; and keeping the data current by discovering changes and keeping data up to date. The solution is unique in its ability to capture information in all four dimensions of the IT environment:

- > **Assets** — What is the total inventory of deployed assets?
- > **Configurations** — What are their components and settings?
- > **Relationships** — What are their interdependencies?
- > **Users** — Who is using these resources?

The components of the solution integrate with almost any database, enabling organizations to leverage pre-existing solutions. However, to fully realize the benefits of BSM, we recommend pairing BMC Discovery with the BMC Atrium CMDB for initial population and ongoing maintenance. This will provide the foundation layer critical to effective ITSM and BSM.

To learn more, go to [www.bmc.com/discovery](http://www.bmc.com/discovery).

### ABOUT THE AUTHOR

Brent Brightwell is responsible for BMC Discovery, which is the broadest and most comprehensive discovery solution in the market. He has ten years experience in the technology industry from leading companies like EMC Smarts and Marimba (now BMC). He is a PhD Psychology candidate at Fielding Institute, has an MBA from Regis University, and BSB/IS from the University of Phoenix.

### ABOUT BMC SOFTWARE

BMC Software helps IT drive greater business value through better management of technology. Our Business Service Management solutions enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Activate your business with the power of IT.

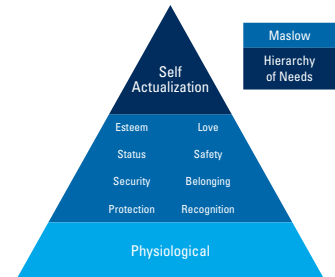


To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call 1.800.841.2031

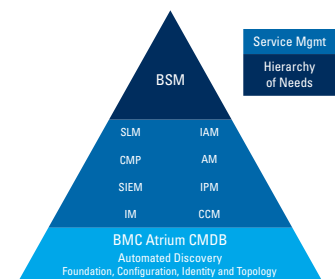
BMC Software, the BMC Software logos, and all other BMC Software product or service names are registered trademarks or trademarks of BMC Software, Inc. All other registered trademarks or trademarks belong to their respective companies. ©2006 BMC Software, Inc. All rights reserved. 05/06

### CLIMBING THE MATURITY LADDER

Automated Discovery can be viewed much like Maslow's Hierarchy of Needs\* the concept developed by Abraham Maslow in 1943. According to Maslow's model, people must first tend to basic physical needs, such as air, water, food, and physical comfort, prior to moving up the ladder to meet intermediate goals, such as acceptance, approval, and recognition. From there, they can move on to loftier goals, such as self-fulfillment and actualization, and realization of one's potential.



Discovery should be viewed much the same way — implementing ITIL and succeeding in BSM are difficult, if not impossible, without first activating autodiscovery to initially populate and continuously maintain the CMDB. Once you have that basic need met, you can then move into BSM.



It is important to understand that Maslow's expertise was psychology, and his model represents progression in the mental/emotional realm. BMC, on the other hand, has expertise in service management, and our model represents progression in enabling foundation processes to evolve into higher level processes, and ultimately, into BSM.

\*Maslow, A.H. (1943). *A Theory of Human Motivation. Psychological Review, 50, 370–396*

