

CASE STUDY

CMDB Implementation & Integration

INDUSTRY

Global Retail Bank

SIZE

150,000 staff globally

CLIENT REQUIREMENT

- Procure and Implement a new CMDB to underpin its IT service strategy
- Business Process Alignment (Configuration Mgt, Change Mgt, Incident Mgt)

BUSINESS CHALLENGE

Our client was undertaking an aggressive business expansion into the emerging markets and also undergoing a large structural business transformation to realign various lines of business to underpin its expansion strategy.

To support the business plan, and to drive improved service quality, a strategic decision was taken to in-source its IT Infrastructure function. To deliver against this strategy, our client needed to implement a suite of tools to support the internal delivery model which was based on adopting the BSM leading practice framework. As a key part of the toolset architecture, our client needed to deploy a new CMDB to enable it to underpin its service strategy. The challenge faced by the client was to identify, procure, deploy and integrate a new CMDB and align the key business processes.

THE ITPM SOLUTION

ITPM were engaged at the outset of this project to help the client deliver the overall solution. Using ITPM standard tools and techniques across its main three practices, ITPM built a full project plan which was logically split into three stages. In stage one ITPM helped the client through a detailed requirements capture, high level design, Product evaluation, selection and

procurement. The next stage of the project involved the detailed design, deployment, database population, process development and initial integration of the product. In this stage ITPM were able to leverage its integration and deployment expertise working closely with the client to build a workable plan. The last stage of the project included integrating the CMDB with the

remaining toolsets and then managing the tool through into the production environment. As part of the handover process, a bespoke training plan was created and delivered to ensure all staff could to use the tool and follow the new/amended processes.

RESULTS



- Best of breed product selected, deployed and successfully integrated
- Business processes amended and aligned across new tools
- Pilot deployment stage provided immediate cost savings that offset the CMDB implementation costs
- Enabled delivery of service strategy based on BSM

SERVICES

- Strategic Consultancy – IT Sourcing (Contract Renegotiation)
- Strategic Consultancy – IT product evaluation
- Service Management – Consultancy (Service Improvement)
- Project Management – Infrastructure Deployment & Integration
- Engineering – BSM Toolset Design, Build and Integration