

Change Management Integration with ITSM Service Desk and CMDB

DCIM Operations Software

Intelligent Capacity Management

- Available power, space, cooling, network ports and power connectors
- Search, place and reserve
- Complete power/network path

Change Management

- Workflow for moves, adds and changes
- Approvals and status
- Connect to your third-party ticketing and CMDB systems

Accurate Asset Management

- All data center physical resources and logical connections
- Maintenance/lease information Intelligent rack asset strip
- Unlimited Custom Fields

Platform:

- VMware® Virtual Appliance: Our application software, database and hardened Linux® operating system are fully tested and ready to load on your VMware platform

Workflow Process Automation

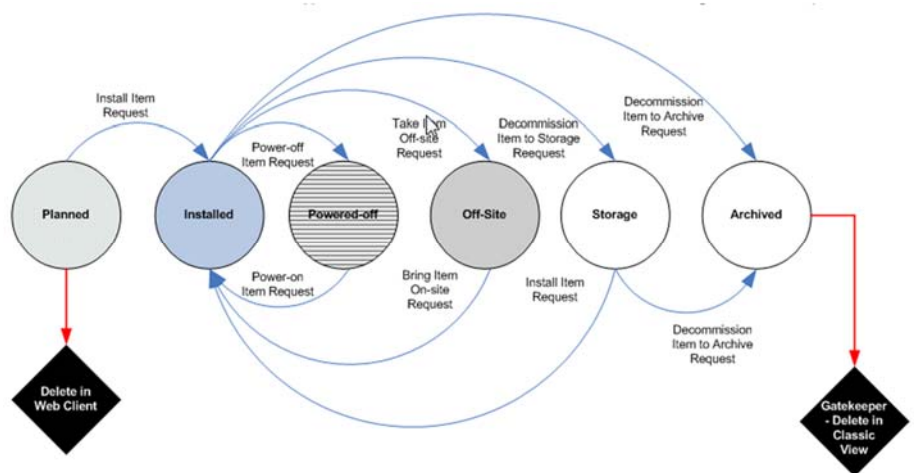
Simplify, automate, and enhance your existing ITSM deployment by integrating ITSM with DCIM. With Sunbird's standards-based open approach to DCIM software, customers can leverage at no additional cost, open API's and ODBC access allowing process flow through and synchronization to data residing in the DCIM database. By integrating your existing ticketing system to Sunbird's Data Center Operations workflow, you can dramatically simplify how people work:

- Change requests in ITSM systems automatically feed and create tickets in the DCIM system
- ITSM system can poll the DCIM system for status updates and progress
- Automatically correlates critical data for change requests related to installation or decommissioning of data center equipment

Gain additional benefits from your DCIM deployment by integrating DCIM with your ITSM:

- Drive faster changes in the data center resulting in speed to getting business services online
- Save time and increase productivity of IT and Data Center operations staff
- Synchronize data and maintain CMDB accuracy
- Dramatically enhance audit speed and accuracy
- Improve cross-functional teamwork and transparency

Full Asset Configuration Lifecycle



“With DCIM software we now have an up-to-minute picture of capacities in all our data centers in terms of power, space, networking and cooling.”

Joseph Keena | Manager of Data Center Operations, UF Health Shands

Change Management Integration with ITSM Service Desk and CMDB

Manage Items (assets)

- Create
- Retrieve
- Update
- Delete

Manage Item Port Details

- Create
- Retrieve
- Update
- Delete

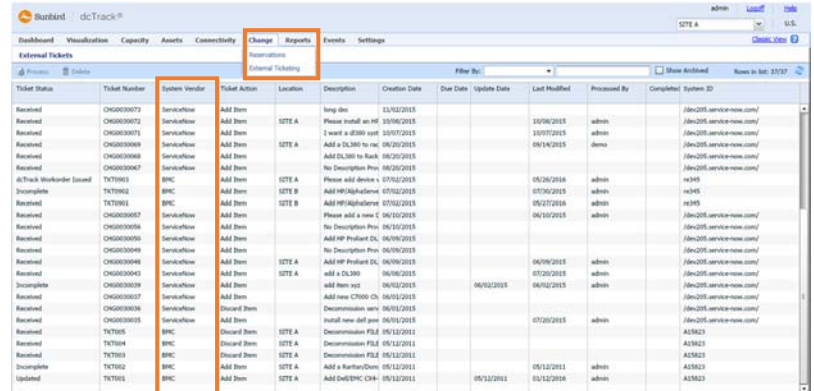
Manage Locations

- Modify Details

External Ticketing

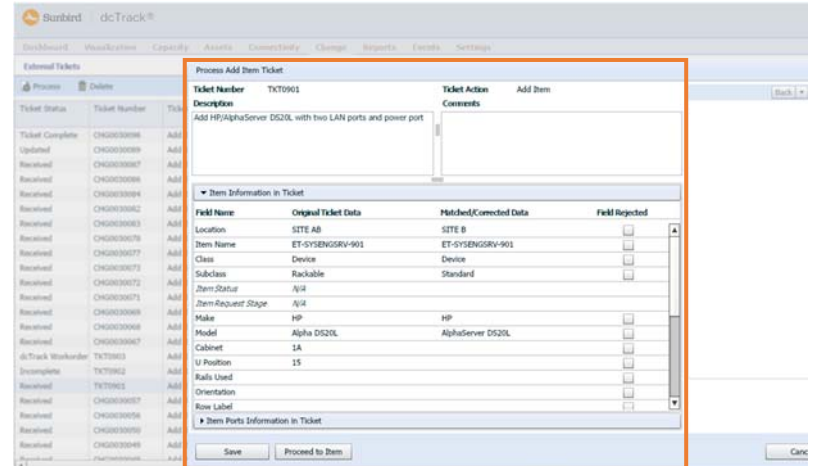
- Create Ticket
- Update Ticket
- Delete Ticket
- Get Status on Ticket

Change Ticket API Work List



Ticket Status	Ticket Number	System Vendor	Ticket Action	Location	Description	Creation Date	Due Date	Update Date	Last Modified	Processed By	Completed System ID
Received	CHG000073	Serviceflow	Add Item		long dns	11/02/2015					
Received	CHG000072	Serviceflow	Add Item		Please install an HP 3376/2015	10/08/2015			10/08/2015	admin	/dc205.service-now.com/
Received	CHG000071	Serviceflow	Add Item	SITE A	I want a 4000 unit	10/07/2015			10/07/2015	admin	/dc205.service-now.com/
Received	CHG000068	Serviceflow	Add Item	SITE A	Add a DL380 to hp	09/29/2015			09/29/2015	admin	/dc205.service-now.com/
Received	CHG000068	Serviceflow	Add Item		Add DL380 to Rack	08/20/2015					
Received	CHG000067	Serviceflow	Add Item		No Description Pro	08/20/2015					/dc205.service-now.com/
dcTrack Workorder Invoiced	TKT0093	BMC	Add Item	SITE A	Please add device s	07/02/2015			05/20/2016	admin	rs495
Incomplete	TKT0092	BMC	Add Item	SITE B	Add HP/AlphaServer	07/02/2015			07/02/2016	admin	rs495
Received	TKT0091	BMC	Add Item	SITE B	Add HP/AlphaServer	07/02/2015			06/10/2015	admin	rs495
Received	CHG000057	Serviceflow	Add Item		Please add a new C	06/10/2015			06/10/2015	admin	/dc205.service-now.com/
Received	CHG000056	Serviceflow	Add Item		No Description Pro	06/10/2015					
Received	CHG000056	Serviceflow	Add Item		Add HP ProLiant DL	06/09/2015					
Received	CHG000049	Serviceflow	Add Item		No Description Pro	06/09/2015					/dc205.service-now.com/
Received	CHG000048	Serviceflow	Add Item	SITE A	Add HP ProLiant DL	06/09/2015			06/09/2015	admin	/dc205.service-now.com/
Received	CHG000048	Serviceflow	Add Item	SITE A	add a DL380	06/09/2015			07/02/2015	admin	/dc205.service-now.com/
Incomplete	CHG000039	Serviceflow	Add Item		add item vcc	06/02/2015			06/02/2015	admin	/dc205.service-now.com/
Received	CHG000037	Serviceflow	Add Item		Add new C700 Ch	06/01/2015					/dc205.service-now.com/
Received	CHG000036	Serviceflow	Discard Item		Decommission serv	06/01/2015					/dc205.service-now.com/
Received	CHG000035	Serviceflow	Add Item		install new dell pow	05/19/2015			07/20/2015	admin	/dc205.service-now.com/
Received	TKT005	BMC	Discard Item	SITE A	Decommission FILE	05/12/2011					A1923
Received	TKT004	BMC	Discard Item	SITE A	Decommission FILE	05/12/2011					A1923
Received	TKT003	BMC	Discard Item	SITE A	Decommission FILE	05/12/2011					A1923
Incomplete	TKT002	BMC	Add Item	SITE A	Add a Harman Devi	05/12/2011			05/12/2011	admin	A1923
Updated	TKT001	BMC	Add Item	SITE A	Add Dell EMC CH	05/12/2011			05/12/2011	admin	A1923

Bi-directional Interface for Incoming Service Tickets



Field Name	Original Ticket Data	Matched/Corrected Data	Field Rejected
Location	SITE AB	SITE B	<input type="checkbox"/>
Item Name	ET-SYSENGSRV-901	ET-SYSENGSRV-901	<input type="checkbox"/>
Class	Device	Device	<input type="checkbox"/>
Subclass	Rackable	Standard	<input type="checkbox"/>
Item Status	A/R		<input type="checkbox"/>
Item Request Stage	A/R		<input type="checkbox"/>
Make	HP	HP	<input type="checkbox"/>
Model	Alpha D520L	AlphaServer D520L	<input type="checkbox"/>
Cabinet	1A		<input type="checkbox"/>
U Position	15		<input type="checkbox"/>
Rails Used			<input type="checkbox"/>
Orientation			<input type="checkbox"/>
Item Label			<input type="checkbox"/>



Call 732.993.4476 or visit SunbirdDCIM.com

Sunbird Software is changing the way data centers are being managed. With a focus on real user scenarios for real customer problems, we help data center operators manage tasks and processes faster and more efficient than ever before, while saving costs and improving availability. We strive to eliminate the complexity they have been forced to accept from point tools and home grown applications, removing the dependency on emails and spreadsheets to transform the delivery of data center services. Sunbird delivers on this commitment with unexpected simplicity through products that are easy to find, buy, deploy, use, and maintain. Our solutions are rooted in our deep connections with our customers who share best practices and participate in our user groups and product development process.

Based in Somerset, NJ, Sunbird serves nearly 1,000 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

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