



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

“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**

Workflow Process Automation

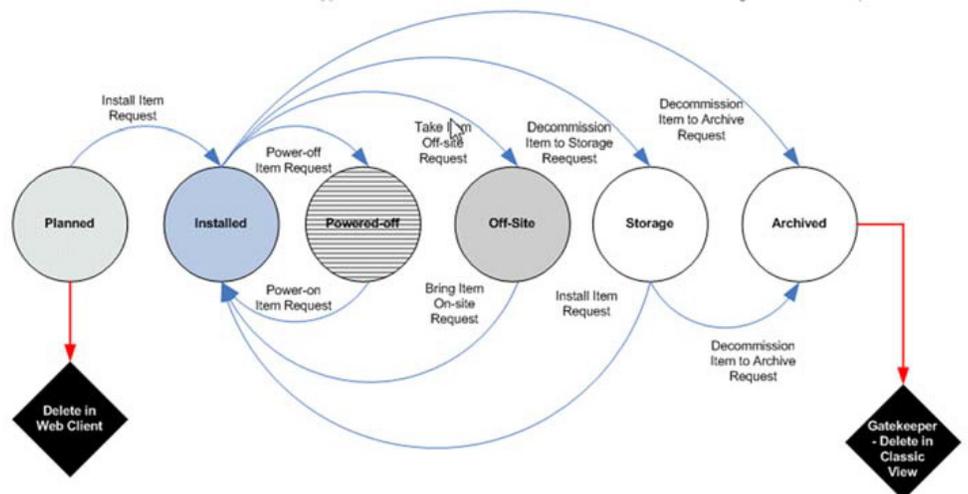
Simplify, automate, and enhance your existing ITSM deployment by integrating ITSM with DCIM. With Sunbird's standards-based open approach to DCIM software, customers can leverage at no additional cost, open API's and ODBC access allowing process flow through and synchronization to data re-siding in the 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 with 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





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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 | CHG0030073 | ServiceNow | Add Item | SITE A | long des | 11/13/2015 | | | | | |
| Received | CHG0030072 | ServiceNow | Add Item | SITE A | Please install an HP | 10/06/2015 | | 10/06/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030071 | ServiceNow | Add Item | SITE A | I want a DS20L syst | 10/07/2015 | | 10/07/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030069 | ServiceNow | Add Item | SITE A | Add a DS20L to rack | 08/20/2015 | | 08/24/2015 | demo | | /dev205.service-now.com/ |
| Received | CHG0030068 | ServiceNow | Add Item | SITE A | Add DS20L to Rack | 08/20/2015 | | | | | /dev205.service-now.com/ |
| Received | CHG0030067 | ServiceNow | Add Item | SITE A | No Description Proc | 08/20/2015 | | | | | /dev205.service-now.com/ |
| dcTrack Workorder Incomplete | TKT0901 | HP | Add Item | SITE A | Please add device | 07/02/2015 | | 05/26/2016 | admin | h345 | |
| Incomplete | TKT0902 | HP | Add Item | SITE B | Add HP/AlphaServer | 07/02/2015 | | 07/02/2015 | admin | h345 | |
| Received | TKT0901 | HP | Add Item | SITE B | Add HP/AlphaServer | 07/02/2015 | | 05/27/2016 | admin | h345 | |
| Received | CHG0030057 | ServiceNow | Add Item | SITE A | Please add a new C | 06/10/2015 | | 06/10/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030056 | ServiceNow | Add Item | SITE A | No Description Proc | 06/10/2015 | | | | | /dev205.service-now.com/ |
| Received | CHG0030055 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030049 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030048 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030047 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030046 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030045 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030044 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030043 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030042 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030041 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030040 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030039 | ServiceNow | Add Item | SITE A | Add HP ProLiant DL | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Incomplete | TKT0901 | HP | Add Item | SITE A | Add a new DS20L | 06/09/2015 | | 06/09/2015 | admin | | /dev205.service-now.com/ |
| Received | CHG0030037 | ServiceNow | Add Item | SITE A | Add new C7500 CH | 06/09/2015 | | | | | /dev205.service-now.com/ |
| Received | CHG0030036 | ServiceNow | Discard Item | SITE A | Decommission serv | 06/09/2015 | | | | | /dev205.service-now.com/ |
| Received | CHG0030035 | ServiceNow | Discard Item | SITE A | Decommission serv | 06/09/2015 | | | | | /dev205.service-now.com/ |
| Received | TKT0905 | HP | Discard Item | SITE A | Decommission FILE | 05/13/2011 | | 07/20/2015 | admin | | A19823 |
| Received | TKT0904 | HP | Discard Item | SITE A | Decommission FILE | 05/13/2011 | | | | | A19823 |
| Received | TKT0903 | HP | Discard Item | SITE A | Decommission FILE | 05/13/2011 | | | | | A19823 |
| Received | TKT0902 | HP | Add Item | SITE A | Add a Rarther/Dem | 05/13/2011 | | 05/13/2011 | admin | | A19823 |
| Incomplete | TKT0901 | HP | Add Item | SITE A | Add a Rarther/Dem | 05/13/2011 | | 05/13/2011 | admin | | A19823 |
| Updated | TKT0901 | HP | Add Item | SITE A | Add a Rarther/Dem | 05/13/2011 | | 05/13/2011 | admin | | A19823 |

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"/> |
| Device | AlphaServer DS20L | AlphaServer DS20L | <input type="checkbox"/> |
| Rackable | Standard | Standard | <input type="checkbox"/> |



servicenow



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 efficiently 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 Piscataway, NJ, Sunbird serves over 1,850 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

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