

# DCIM Software and IT Service Management - Perfect Together

## DCIM: The Physical Heart of ITSM



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Paper

### Overview

Information Technology is so fundamental to every business today that every organization needs to establish formal processes to ensure that IT services are continually aligned to the business, and deliver efficient and reliable support over the entire lifecycle of products and services. These processes, commonly classified as IT Service Management (ITSM), may follow a well-known model such as ITIL (IT Infrastructure Library) or, more likely, a set of internally-developed best practices.

Regardless of the chosen approach, it will typically include a database (or repository) that defines the current overall IT function status accompanied by a set of ITSM processes with well-defined steps and workflow rules for planning, designing, implementing, managing and changing all components of the IT function. Many organizations have deployed ITSM software to automate and control some of these processes, especially to manage and document the workflow for changes to any component of the IT function.

At the heart of the overall IT function is the data center where an analogous discipline categorized as Data Center Infrastructure Management (DCIM) has evolved to guide the management of data center assets, their environment, and overall operations. Many organizations will effectively use both ITSM software and DCIM software independently. However, since DCIM can be categorized as a subset of ITSM, there can be added value to tying the management of the physical data center to the general IT management framework. In this paper, we discuss how Sunbird's DCIM software can be integrated with existing ITSM software to increase efficiency and reliability.



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### ITSM and DCIM – Objectives and Relative Strengths

The primary goal of ITSM is to better align IT with the business throughout the product or service delivery lifecycle, while the primary goal of DCIM is optimize the performance of the data center that serves that same business. This commonality indicates there are benefits to be gained with integration.

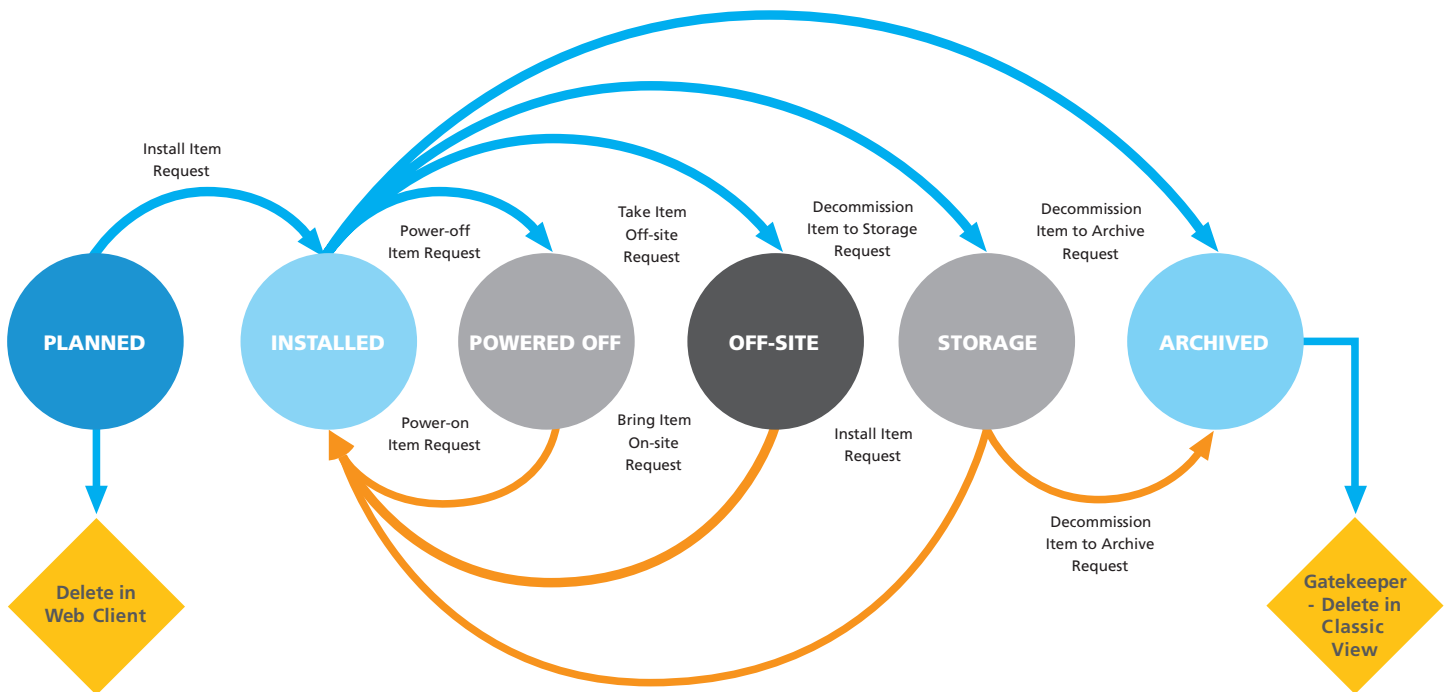
The adoption of a complete set of ITSM processes requires extensive time and resources - something very few organizations are able to commit to. Most organizations will build a simplified CMDB to document the current status of all IT assets—e.g. IT services, applications, data center equipment, and relationships, and they will often implement only those processes for managing changes using available ITSM software tools from providers such as BMC, HP and ServiceNow.

The core strength of an ITSM system lies in the comprehensive documentation of the current status of all IT assets (CMDB) along with robust processes and tools to request and manage any change – i.e. the IT service desk, a ticketing system and workflow engine.

On the other hand, the standard CMDB will often lack crucial data center asset detail, especially a dynamic dashboard with real-time and historical information on space, power, cooling usage, and physical connections of both the power chain and data communications cable plant. This information is crucial for reliable and efficient day-to-day operations, as well as capacity planning of the data center; this is the strength of DCIM.

So, an organization that has deployed both ITSM and DCIM systems can realize operational efficiency and reliability by leveraging the ITSM change management tools and incorporating DCIM's extensive data center information into a single ITSM central repository.

### A comprehensive DCIM supports IT assets as they flow through various lifecycle changes





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### Benefits of Integrating ITSM and DCIM

Several organizations are already integrating their Sunbird DCIM software with their ITSM software and operational support elements, e.g. CMDB, Service Desk, change ticketing systems, and workflow engines.

Requested changes to the DCIM system information flow to and back from the ITSM system. In this way, there is operational consistency in handling all change requests and a single, accurate repository of all IT assets that can be populated with real-time and consolidated historical data collected by the DCIM monitoring tools. This results in significant operational benefits.

#### Single Service Desk systems increase IT staff efficiency.

- ITSM is primary change request, ticket control, and work flow engine for all IT including data center staff.
- Tickets automatically flow into the DCIM system for parallel processing.
- Updates flow back to ITSM as changes are implemented.

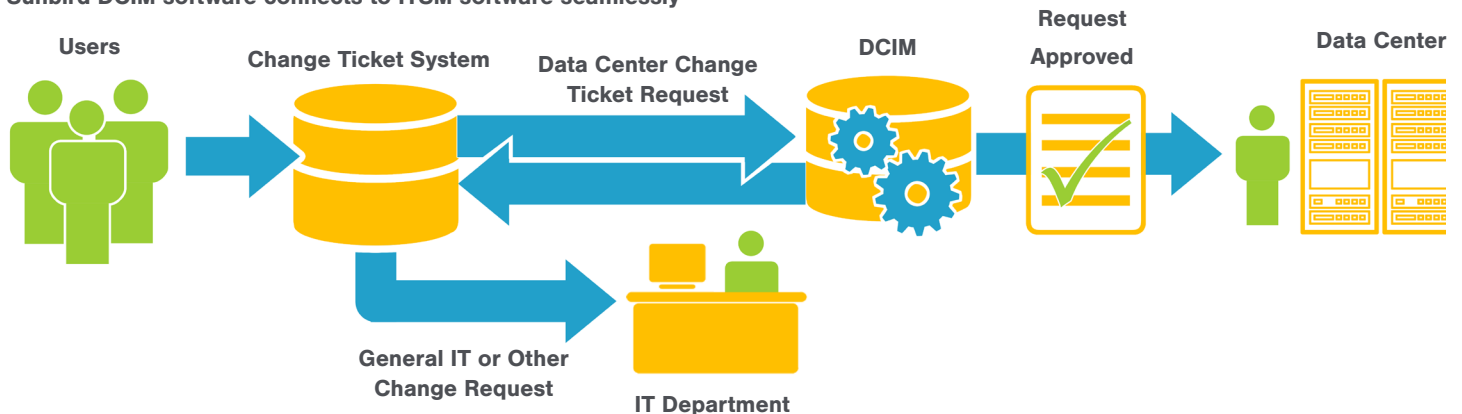
#### CMDB becomes the single source for all IT data.

- Asset information accuracy is far greater.
- Physical data center asset information (moves, adds, changes) automatically flows-back to CMDB from the DCIM system.
- It automatically populates CMDB with real-time and historical space, power, cooling usage data from DCIM system (“as built” item details) and updates accordingly.

#### Data Center asset look-up from CMDB allows for immediate and confident action.

- All authorized users access information from identical source.
- Expedites all physical/virtual equipment provisioning and incident tracking.
- Single, complete database for detailed asset information, data analysis, planning.

#### Sunbird DCIM software connects to ITSM software seamlessly





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## DCIM: The Physical Heart of ITSM

### Learn how Sunbird DCIM Software can make a difference in your data center

Used independently or in conjunction with any other IT management systems, Sunbird DCIM software has brought a greater degree of control, efficiency, and confidence to hundreds of IT organizations with single or multiple data centers of all sizes.

Sunbird's total DCIM solution includes open APIs to enable flow through operations that improve efficiency, accuracy, and uptime. With open APIs you can use the tools you are most familiar with to integrate and meet the technical, business, and user needs of your organization.

Several organizations are already using DCIM in an integrated fashion. For example, one Sunbird customer is using DCIM as the single version of truth for data center configuration information and using an IT CMDB as the single point of truth for IT service information. Used in this fashion, the data center organization now has the ability to get information that correlates data center physical information (from their Sunbird DCIM solution) and IT service information (from their IT CMDB).

These integrated solutions enable efficient and positive decision-making and resource allocation. For example, if the incident management system reports an event in the San Jose data center, the combined solution ensures data center professionals are aware and enables them to immediately understand the potential impact to their business.

#### Consider the following scenario:

A company experiences two server outages: one outage to servers that are used by internal employees to upload files to a shared drive, and a second outage to a server that impacts business services for private wealth customers. Unfortunately, there are only enough resources to respond to one.

With information obtained from the DCIM-CMDB solution, data center professionals can better understand the down-the-line impact and make restoring service to the private wealth clients the priority since it would have the most positive impact to the business.

### Summary

While ITSM and DCIM solutions have often been used independently, these two solutions share a number of components, and in fact DCIM can be viewed as a subset of ITSM. Tying management of the physical data center to the general IT management framework helps to deliver efficiency and reliability and thereby increases the value of your data center operations.

## Call 732.993.4476 or visit [SunbirdDCIM.com](http://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](http://SunbirdDCIM.com).

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