

A man with a beard and short brown hair is sitting on a grey couch, wearing large black and silver headphones. He is smiling and looking at a tablet computer he is holding with both hands. He is wearing a white long-sleeved shirt and a silver watch on his left wrist. The background is a blurred indoor setting with large windows.

How to Set up and maintain a CMDB without any ITSM Tool

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Who Am I? And Why Am I here?

Piia Karvonen

Senior Consultant

- ❖ Specialities include Incident, Problem, Change & Release Management & SACM Processes and auditing
- ❖ Tool development in different roles since 2001

Symfoni Experience

- ❖ Started 2013
- ❖ Customer projects include Process consulting, project management, SACM process owner role..
Appelsiini, Yle, If, Systembolaget, NIF, Norconsult, Metsä..

Background

- ❖ Started in IT 2000
- ❖ Process development (SACM & Change, Release), SD Tool&CMDB admin, trainer, project manager, BSM
- ❖ Telecom 13 years
- ❖ itSMF Finland conference committee 6 yrs
- ❖ M.SC (Econ)

Certificates

- ❖ ITIL Foundation 2001, ITIL Manager 2005 ITIL Expert 2009
- ❖ Project Management, IPMA C
- ❖ Certified Lead Auditor for ISO 9001
- ❖ ServiceNow Admin 2014



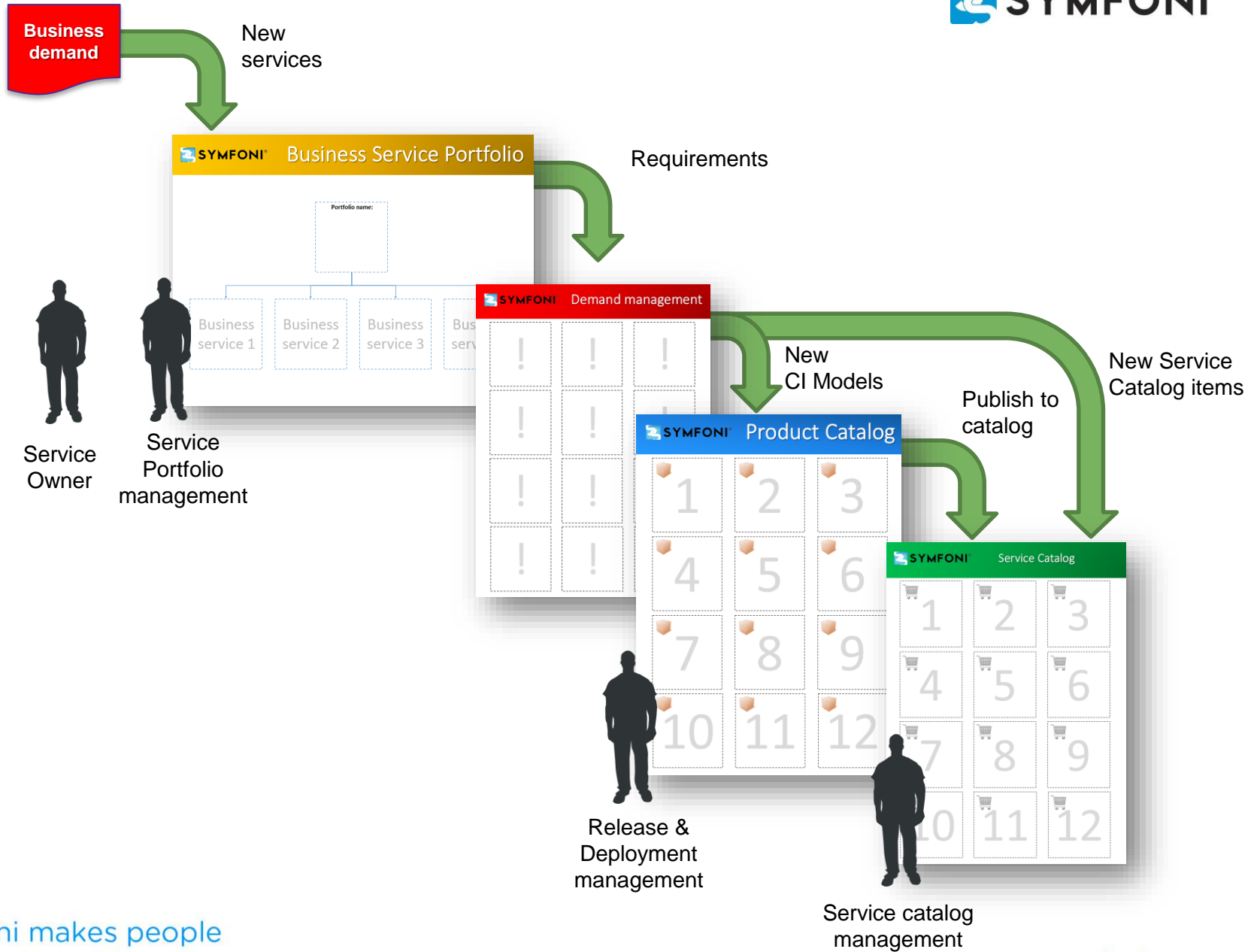
Lives in Helsinki, 2 kids, 3 cats.

Watches a lot of football..

We are gonna do this – with Legos!!

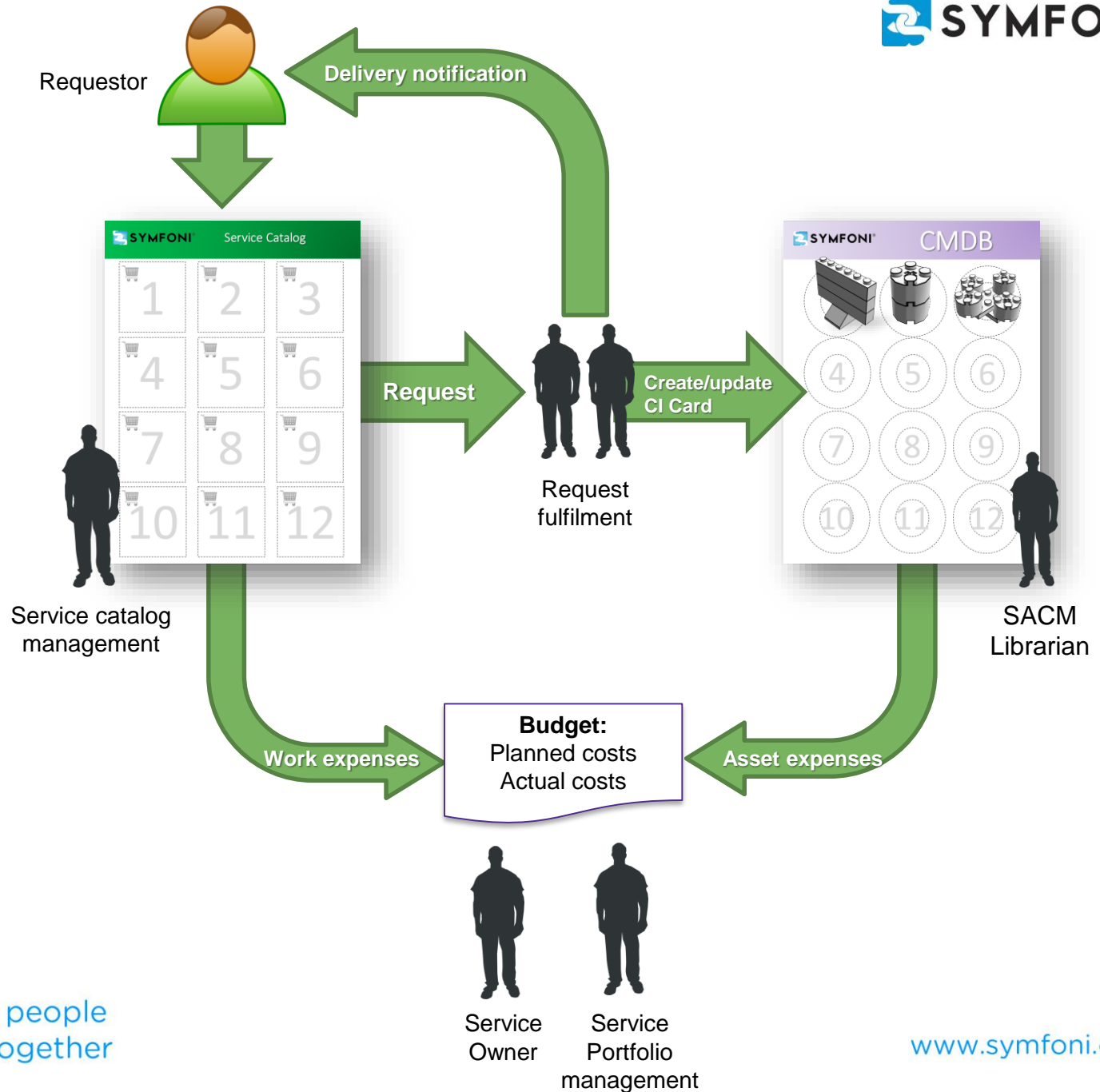


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The Game - Service Request Handling



Step 3: Be Prepared!

Read you team's instructions and do necessary preparations.



20 min



Round 1: Play!



45 min

Target:

- Fulfil business demand
 - All required product models and catalog items must be published and documented + available for the business.
 - Data must be up-to-date
- Track the budget. Do not exceed the budget.
- Deliver all requested services and items as requested.

Conclusions



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Conclusions

- **Round table:**
 - » What did I learn?
 - » Key success factors to run service management processes in organization?
 - » Anything to take with me for my daily work?

Always fail in CMDB projects?

CHALLENGE ACCEPTED!!