

# TOOLS MANAGER

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December 2008



# 2009 ANNUAL REVIEW

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A COMPREHENSIVE REVIEW OF THE

## **Best IT Service Management and CMDB Tools**

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Axios | BMC | CA | Digital Fuel  
EMC | FrontRange | Hewlett-Packard  
Hornbill | IBM | Managed Objects  
Numara | PS'Soft | Service-Now.com  
Staff&Line | Symantec | Tideway | USU

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## Industry Delivers New Versions as Customers Work to Keep Up

Companies of all sizes are implementing configuration management databases (CMDBs) at a furious pace, according to reports from tool providers and respondents to ECP surveys. Capable of storing nearly limitless amounts of configuration item (CI) data—including information on which assets are in an environment, their interdependencies and what services they support—CMDBs are data repositories of record. More organizations are relying on them to manage, organize, interrelate, update and categorize configuration data.

Over the last three years, *Tools Manager* has traced the expansion of the IT service management and CMDB marketplace. We've reported on mature organizations, typically large enterprises, moving beyond asset tracking to tackle configuration management. No longer satisfied to manage hardware and software as disconnected, static entities, businesses with sophisticated IT operations have marched with confidence into CMDB terrain. What CMDBs offer IT managers is a way to see how configuration items change over time, cause or perpetuate service disruptions (incidents) and, in the case of service providers, CMDBs offer a means to monitor service level agreements (SLAs).

The federated approach to CI-data management gained legitimacy with the release of the five-volume ITIL version 3 series in June 2007 (see page 4 inset on CMDB federation). ITIL v.3 praised a federated approach and virtually overnight launched the configuration management system (CMS). Today, a centralized database for incident, problem and change records is enough to meet the needs of most organizations, large and small, and the consolidated model is preferred because it's relatively simple to implement and maintain. However, companies that support distributed databases across the country or the world need federation. They find merging and reconciling data in a federated CMDB appealing though elusive—that is, until vendors work through the myriad interconnection and data-sharing complexities.

Many feared that v.3 would make their v.2 training and tools obsolete only to find that everything in the previous version remains and that v.3 marks a shift from a process- to a service-centric approach to IT. The new approach adds a service catalog: an à la carte menu of IT services

built of configuration items representing software, hardware, people, contracts, buildings and more. Tool vendors responded and were soon touting their products' conformance to v.3's focus on the service life cycle, data federation and service catalogs. The excitement, however, has not translated into automatic sales of new tools, and ECP surveys conducted in mid-2008 indicate most companies aren't ready for v.3. IT service-management process maturity remains fairly low worldwide, although a number of advanced-level organizations in the Netherlands, U.K., Canada and United States are studying and digesting a service-centric approach.

Customer expectations, fueled by the need for automation and desire for technological enhancements, drive tool providers to produce better products. Consumer interest, however, doesn't necessarily translate into the ability to implement new technology and, conversely, tool capabilities can fall short of end-user requirements. In some cases, both parties struggle to keep up.

### Reshuffling to meet changing demand

In the last year, much of the reshuffling in the collection of IT service management tools took place in boardrooms, behind closed doors where industry stalwarts with multibillion-dollar balance sheets and revenue streams from diverse product portfolios gobbled up stand-alone CMDB players. The acquisition flurry seems to have subsided as these big guns are now working to assimilate new CMDB tools into their lineup.

Industry heavyweights BMC, CA, Hewlett-Packard and Symantec released minor updates in 2008, leaving major revisions and feature/function enhancements for 2009. IBM finished integrating MRO's Maximo software line onto its Tivoli platform, while Symantec is still working on joining the Altiris and Veritas product lineups to form a unified configuration discovery and CMDB toolset. Meanwhile, Hewlett-Packard bought Opsware and BMC bought BladeLogic, bolstering their data center management tool portfolios. IT service management newcomer EMC, a software and data-storage hardware giant with a majority stake in the VMWare Corporation, purchased Infra Corporation and its service desk and CMDB in March

## CMDB federation standard progresses to completion

ECP recently spoke with representatives from leading CMDB vendors—who are authoring a data federation standard for configuration management databases—to discuss prospects for adopting the standard.

Tool vendors market CMDB software with their own proprietary data models. That means customers with multiple data stores—whether two or more CMDBs, or one CMDB plus associated repositories for contract, software license, financial and other data—may have a difficult time linking databases.

This is where federation comes in, providing bidirectional data exchange services between database management software, usually via Web-based APIs. CMDB customers use data federation to create seemingly unified databases of record and to ensure the tools assemble into one interface the highest quantity of data possible. Naturally, many CMDB users are looking to tool vendors to ship prebuilt connectors to other leading software asset management (SAM) and CMDB tools.

Recent work on a federation standard has seen competing vendors collaborating on a specification for data exchange. Last year, we reported on the initial draft of this standard for federation, authored by CA, BMC, HP, IBM, Fujitsu and Microsoft. The group formed the CMDB Federation Workgroup ([cmdbf.org](http://cmdbf.org)), with the aim of drafting specifications for standardizing design for Web-based APIs for data exchange.

The companies' collective approach has yielded results and the CMDB federation group transferred its work to technology-industry-standards body Distributed Management Task Force ([dmtf.org](http://dmtf.org)) for further development and publication. An interoperability standard could be released in 2009.

If adopted, the specification will provide tool vendors and customers with a technical road map for exchanging data among multiple vendors' systems. Although these industry leaders stand to benefit from implementation of their collaborative federation standard, their efforts will likely help all CMDB customers make the most of existing tools and reduce wholesale replacements.

2008, following the purchase of dependency mapping tool nLayers in June 2006. For EMC, the combination could position the company as a serious competitor for midrange deals. CA is readying a new release, having long completed the integration of Cendura Cohesion for application dependency mapping.

Contenders for midrange customer business have also joined the acquisitions foray. FrontRange, a solid player in the market for IT service desk tools, purchased Centennial Software for its auto-discovery and software asset management (SAM) capabilities. Germany-based USU AG is adding integration for Tideway to its OEM product lineup—alongside LANdesk and BDNA—asserting itself in a constricting marketplace. Last month Novell Corporation purchased privately held Managed Objects and the CMDB360 product, adding to its line of systems management products.

Savvy stand-alone providers are working to stand out in a market crowded with “me-too” products. Service-now.com

offers an exceptional software-as-a-service (SaaS) solution and its large-company customer base is expanding. Hornbill Systems emphasizes a unique “human touch” to configuration management, while Managed Objects adds a distinctive networking function and hopes to profit from the social networking craze symbolized by Facebook and LinkedIn. Still others are implementing new features and functions. Axios and Numara are releasing version updates with new features and functions this fall, while PS'Soft and Staff&Line are readying 2009 updates.

## What customers want

Among midrange and large-company tool providers, the playing field is leveling. In spite of diversity in specialty areas, such as visualization, service catalogs and analytics, we find most vendors offer similar product lineups architected in comparable ways.

Today's large-company toolset includes strong auto-discovery capabilities, change and configuration

management tracking, application dependency mapping, a service catalog and a Web-based end-user portal. By mid-2009, customizable workflow processing, shipshape dashboards and analytics and easily configured federation for bidirectional data exchange will be standard. Customers are more discriminating than ever, steering away from functional and usability laggards and demanding clearer differentiation as they contemplate the benefits and risks of upgrading or replacing older technology.

Midrange and niche providers have some advantage in this market. Powerful point solutions and stand-alone CMDB and service desk tools make excellent additions to a customer's portfolio and can bring new functions at a lower price point to organizations of all sizes. The acceptance and growth of software-as-a-service adds a new dimension and area of competition to the traditional in-house system. Suite tools are as popular as ever, yet as new versions emerge and 2009 budgets tighten, customers will once again be challenged to balance the work on integration with scalability, usability and cost.

## Product Reviews

We evaluated IT service management and CMDB tools on seven functional areas: support for ITIL processes, interrelationship management, discovery, data exchange, data model, reporting and analysis, security and audit control and visualization. In this excerpt issue we review USU and compare tools from BMC, CA, Digital Fuel, EMC, FrontRange, Hornbill, IBM, Managed Objects, Service-Now.com, Symantec, Tideway and USU (see feature/function comparisons on pg. 12-13).

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### USU | Valuation 3.5

*USU AG (usu-ag.com) released version 3.5 of its highly scalable and customizable Valuation suite for business service management in July. During the summer, the company also launched Valuation Express, a quicker, lower-cost CMDB implementation aimed at introducing smaller and medium-size organizations to the Valuation line. In our spring 2008 Tools Manager issue we peered into Valuation 3.5's software asset management and business-process modeling capabilities. In this review we look more at its configuration and change management features and functions.*

### Feature and function

Valuation's minimum implementation includes basic core services and the Enterprise Integrator, which maps and reconciles outside data for SAM and configuration management in the Asset/CMDB manager, weeding out redundancies and reporting discrepancies. Valuation does not ship with a discovery tool, but rather offers OEM rebrandings of BDNA's and LANDesk's tools. The suite also federates with out-of-box adapters for Microsoft SMS, IBM Tivoli and FrontRange Centennial, and it can swap data with outside tools in a variety of formats, including Microsoft Exchange, Lotus Notes, XML, CSV, SOAP and numerous SAP formats. The company said it works with customers to ensure customizations are preserved upon upgrade. Typical implementation time for the combined CMDB and Integrator set is a few months, it said.

Version 3.5 adds workflow visualizations, which let users design links between services, subservices and supporting configuration items, using the visualizations they create to plan changes. They may, for instance, map a proposed server substitution through production, testing and activation stages, assessing impact at every step. The proposed server can be virtual or physical, since the tool is able to seamlessly render virtualized systems and their subcomponents and dependencies. Up to now the tool did not include automatic application dependency mapping capability. For this reason, USU recently closed an OEM-partnership with Tideway Systems for automatic mapping of interrelationships and is currently integrating Tideway's application dependency mapping technology into the Valuation suite.

Valuation's change management module lets users track and enforce change processes. New, robust calendar views help keep personnel apprised of change schedules and completed events. Disruptions caused by changes are tracked in incident/problem management, a module that links, in turn, to USU's KnowledgeCenter suite. This suite has help for resolving the inevitable technical blips involved in delivering IT services. It includes KnowledgeMiner for search, KnowledgeGuide for illustrating decision trees, and KnowledgeBase as a document management system and solution database.

Changes start with service requests, which end users make to cost centers and administrators in a module called Service Request Automation Manager. Requests route into the e-mail inboxes of approvers, who can

approve them from within their e-mail clients, or via links to logon in Valuation, as their security protocols permit. Approvals, in turn, kick off relevant workflows, automatically moving requests through necessary change and inventory processes to fulfillment.

Version 3.5 of Valuation also adds predefined dashboards to all modules. The tool's home page dashboards, and other elegant graphical presentations, are highly configurable, adaptable to the various roles of users accessing the suite. Additionally, administrators can easily export report data to numerous programs, including Microsoft Word and Excel, Business Objects' Crystal Reports, popular e-mail clients and other applications.

During the summer, USU began sales of Valuation Express, a preconfigured version of Valuation tailored for small to medium-size companies with 2,000 to 4,000 end users and 100 to 200 servers. Company spokespersons said it already has a few Express customers.

Express comes with modules for basic asset, configuration, incident and problem management processes, as well as preconfigured workflows based on ITIL standards. The Express package relies on predefined procedures and interfaces so customers can expect significant automation, with little room for customizations or their inherent risk. Expected implementation time for Express is a couple of weeks, depending on the imported data's quality and complexity, and KnowledgeCenter is available as an option.

The company said it hopes Express customers eventually upgrade to the full version as their operations mature. For those who stay on Express, however, USU plans to add modules for procurement, contract and license management, along with service request, change management, service level management and other business-friendly tools offered in the full Valuation suite.

Of the more than 100 Valuation customers, most are in Europe. These include Poste Italiane, PricewaterhouseCoopers, BMW, Volkswagen and Deutsche Telekom. The company said it is still working to diversify its customer base, both in geography and size. It recently upped its internationalization efforts by adding San Diego-based Minerva Enterprises to its North American resale channel, which already includes San Francisco-based Paulary Partners LLC.

#### **ECP evaluation**

*USU has scheduled Valuation version 3.6 for release in early 2009. The company said to expect event management, interface, administration and reporting enhancements, as well as impending integration with Tideway for much-needed application dependency mapping functionality. We look forward to examining these improvements, as USU continues delivering on roadmap objectives and diversifying in customer size and location.*

# Selecting, Categorizing and Evaluating Tools

## How to Select a Tool

Where does one begin the evaluation process? Whether you are a newcomer or seasoned professional, start by assessing your IT service management processes, current system capabilities and business requirements. Considering the cost and time involved in implementing a new tool or upgrading an existing installation, an assessment will provide information to help fill the gaps, as well as a baseline from which to measure progress. You'll want to consider your short- and long-term plans for implementing ITIL, IT service- and asset-management processes, and, in particular, whether you need a CMDB or a full-fledged configuration management system.

The processes on your list (i.e., incident, problem, configuration, service level or software asset management) will influence whether you need application dependency mapping, change impact analysis, CI relationship visualization, workflow processing or incident tracking functions. IT managers with well-established, mature processes looking for tools to analyze the impact of CI changes or to set configuration baselines and monitor variances can find these functions among the providers offering a broader complement of features. Organizations looking to expand basic service management to encompass an IT service life-cycle approach will do well to consider any of the products reviewed. First-time and small- to medium-size organizations should consider reviewing the tools offering a narrower feature set and moderate depth of function. Whatever your size, our advice is the same: Consider your functional requirements and select the tool or set of tools with the best match in depth, range and breadth of feature and function.

## Categorizing the Tools

We group tools into six categories based on intended use (described below). We've provided definitions of terms used throughout this issue. Adjustments from last year reflect maturing technology and customer preferences, acquisition of niche products by larger rivals and the acceleration of industry adoption of ITIL v.3. This year, we add IT service

management systems to the list, a category encompassing functions for capturing and managing IT service data.

Last year, we slimmed down our definition of configuration management database (CMDB) to accommodate the enlarged-scope CMS. This year, the asset management database (AMDB) and AMDB suite definitions haven't changed.

**Configuration management systems (CMS)** are sets of tools and databases used to manage an IT service's configuration data. The CMS includes information about incidents, problems, known errors, changes and releases, and may contain data about employees, suppliers, locations, business units, customers and users. The CMS includes tools for collecting, storing, managing, updating and presenting data about all CIs and their relationships. It is maintained by configuration management and is used by all IT service management processes.

**Configuration management databases (CMDB)** store details on configuration items (CIs) throughout their life cycles. The configuration management system may include one (centralized) or more (federated) CMDBs, each storing attributes of, and relationships among, CIs. ITIL v.3 expands on the concept of the CMDB to include configuration management and other auto-discovery tools and practically any data element required to support an IT service. The CI composition of an IT service for software compliance would include contracts, costs, usage and entitlements, much of which would be housed in an IT asset repository.

**Configuration discovery** tools are application-discovery and dependency-mapping tools with CMDB-like features (e.g., they depict interrelationships, store details on CIs and exchange data). BMC, CA, EMC, HP, IBM and Symantec, to name a few, offer products in this category. Others, like Tideway, offer combination discovery tool and configuration repositories that do not qualify as a CMDB.

**IT service management systems (ITSM)** provide functions to capture, process and analyze data stored in CMSs or CMDBs. Typically, these systems have modules and functionality for availability, capacity, change, configuration, financial (IT asset), incident, problem, release, service level and software asset management.

**Asset management databases (AMDB)** support the business aspects of IT inventory, including contracts, costs, chargeback and cost recovery; procurement and requisition; and life-cycle management (i.e., move, add, change, dispose and deploy activities). For example, BMC's product integrates CMDB, IT asset- and service-management functions, and it fits the criteria for both a CMS and an AMDB. Many asset management repositories, such as HP AssetCenter, ePlus, PS'Soft, Staff&Line and USU, that do not include integrated auto-discovery and software deployment tools still qualify under the definition of CMDB. However, this category is geared toward the asset-management user and offers little for the IT service desk, other than inventory management and limited CI interrelationship visualization.

**Asset management database suites (AMDBS)** build on basic AMDB repository functions, with integrated tools for auto-discovery, software usage, contract management and software deployment. Many suite-tool vendors, such as BMC, CA, IBM and Symantec, package the AMDB with help desk or IT service management tools.

## Evaluation Methodology

Based on a poll of our readers, we selected 12 IT service management products for review. We felt these products were well-suited for our typical audience; IT managers in organizations of more than 1,000 employees.

ECP experts conducted assessments using a combination of production and demonstration systems. Tool vendors were invited to submit their products for evaluation. ECP is not compensated by any vendor for product reviews. The evaluations are not intended to be the sole measure of the technical or functional value of a product, but they do reflect use in real-life situations. Evaluations are subjective and reflect the skill, experience and opinions of the evaluator. We strive to present a balanced view by reporting both strengths and weaknesses. Reports are edited for publication. To share your experiences, comments or suggestions, contact ECP at [Inquiry@ECPweb.com](mailto:Inquiry@ECPweb.com).

## Definitions of Functional Areas and Terms

**Contract management:** The process of recording, tracking and reporting on IT contract details. A "full" system tracks extensive contract details using customizable templates and data fields. "Limited" systems track only the most basic details (i.e., vendor, amount, items covered by the agreement, start/end date). A software license agreement's area includes management of contract details, terms and conditions and notification processes, as well as templates for software license agreements.

**Data exchange:** The process of exchanging data between applications or databases. This function usually includes alerts and messaging or data transfer based on events determined by user-defined, programmable business or operations rules. For CMDBs or CMSs fed by multiple data sources (e.g., multiple discovery tools), the ability to automate updates with programmable data selection, filtering and mapping is crucial.

**Data model:** Refers to an end user's ability to add, change and customize a tool's repository data fields. Limited systems restrict customization.

**Centralized data structure:** One data store, consolidated under a single application, holding all data in one CMDB.

**Discovery:** The process of electronically identifying and inventorying software and hardware configuration items. Many CMDB tools include an integrated discovery function. We use the term super-discovery or application dependency-mapping tools to describe those that identify relationships among CIs.

**Event notification:** Messages to users based on events determined by user-defined, programmable business rules. May include information exchange with other applications.

**Federated data structure:** Federated data structures typically hold a limited data set in the CMDB and link to external databases for details. Federated, or distributed, data stores join or link data in separate stores or dissimilar applications to create what appears to be a seamless database.

**Financial management:** Captures, manages and reports costs associated with assets, including chargeback and cost recovery. Also covers invoice reconciliation and settlement and periodic billing.

**Interrelationships:** Linkages between CIs that identify a dependency or connection. Examples of one-to-one and many-to-one relationships include software linked to a server or user. IT services consist of more complex relationships and multiple branches of physical and logical CIs.

**Inventory management (data reconciliation and cleanup):** Includes data-type elements (i.e. hardware, software, locations, personnel) imported from external systems, level of automation in the reconciliation process, ease of comparing discovered data with existing data and tools for assessing data mismatch. A database of standardized names and titles is used for matching and assigning hardware and software items with those in the repository, allowing for manually matching or updating.

**Life-cycle management:** Includes functions for management of moving, adding, changing and disposing of assets, including patch management, hardware or software deployment, support request initiating and some change management. May include basic or advanced workflow for processing these activities. Editor's note: our use of the term differs from ITIL v.3's definition.

**Procurement and requisition:** Procurement is the process of soliciting quotes and issuing a purchase order. Requisition is the query that initiates the acquisition. Relevant functions include product catalogs, item configurations, audit trails, workflows, purchase-order generation and automated receipts.

**Reporting and analysis:** Data organized into text lists, tables, dashboards or other graphical layout. Includes functions to query and filter data. Analytics covers advanced techniques for classifying and interpreting data to reveal patterns and relationships. Business-focused analytics tools use multiple inputs to perform statistical calculations, trend analyses, simulations and optimizations.

**Security and audit control:** Covers administrator and user-rights management, creation of roles and profiles for

limiting access to and viewing of data, and history tracking for changes to data records.

**Software usage and reconciliation:** Examines specific functions for reconciling discovered software installations with repository records, including relevant data elements, license rights, usage and financial data. "Tracking contractual usage" restraints and following user-specified rules can prevent or allow installation or use of an application. Reconciliation includes information to audit compliance, such as purchase and payment history. Software usage measures program use, such as metered or concurrent use, program open and close or mouse movements and keyboard clicks.

**Support for ITIL processes:** Reports availability and quality of IT services, providing a consolidated view of IT service management delivery, efficiency and quality. ITIL process areas, such as availability, business relationship, capacity, change, configuration, financial data, incident, knowledge, problem, release, security, service level and software asset management, and associated data elements are supported by the toolset.

**Support for IT governance:** Supports various IT governance subprocesses and management control through a workflow engine that tracks approvals and escalation. Includes role-based viewing, editing and data reporting.

**Vendor management:** Managing and reporting vendor profiles, spending, contacts and catalogs.

**Visualization:** Visual rendering of interrelationships between configuration items.

**Workflow management:** Semi-automated or automated, standard or customer-specific execution of processes or workflow. May be integrated with other tools via information exchange, application-programming interface (API) and programmable notifications and alerts. May include defined business rules for programming processes, integrations or alerts.

## Definitions of ITIL Process Areas

**Availability management:** Practices for defining, analyzing, planning, measuring and improving the availability of IT services and ensuring that all IT infrastructure, processes,

tools, roles, etc. are appropriate for the agreed service level goals.

**Capacity management:** Practices for assessing resources required to deliver an IT service at agreed service level targets.

**Change management:** Control over alterations to assets and configuration items, configurations and associated processes; an activity essential to preventing problems, incidents and confusion.

**Configuration:** Recording, tracking and supervising configuration items.

**Financial (IT asset) management:** Practices for optimizing investments in software and hardware by controlling, managing and improving upon configuration management, life-cycle management, inventory and license compliance processes.

**Incident management:** Practices for addressing disruptions, denials or deterioration of information technology services caused by incidents.

**Problem management:** Practices for identifying, examining and controlling the root causes of incidents, including analysis of incident reports and trends.

**Release management:** Practices for controlling processes for software development, packaging, distribution and other functions related to software release.

**Service level management (SLM):** Set of processes and procedures determining the capacity for a service provider to meet service level objectives, or requirements in a service-level agreement.

**Software asset management (SAM):** Practices for optimizing software investments by controlling, managing and improving upon configuration management, life-cycle management, inventory management and license compliance processes.

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For more definitions and terms see IBSMA's *Glossary of Software License and IT Asset Management Terms*, October 2008. Visit [IBSMAforum.com](http://IBSMAforum.com) for a free copy of the glossary. To access the online glossary visit [ecpmedia.com/glossary.html](http://ecpmedia.com/glossary.html).

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	BMC	CA	EMC	FrontRange	Hornbill	IBM
<b>Product</b>	Atrium CMDB (v.2.1)	CA CMDB (r11.2) and Cohesion Application Configuration Manager (v.5.0)	EMC infraEnterprise CMDB (v.8.0) and EMC Smarts Application Discovery Manager (v.6.0); IT Compliance Analyzer - Application Edition (v.1.1)	FrontRange ITSM (v.6.1)	Supportworks (v.2.3.0) and Hornbill Assetworks Discovery (4.1.2)	Tivoli Change & Configuration Management Database (CCMDB) and Tivoli Application Discovery Dependency Manager (TADDM) v.7.1
<b>Category</b>	CMS, CMDB, AMDB, Configuration discovery, ITSM	CMS, CMDB, AMDB, Configuration discovery, ITSM	CMS, CMDB, Configuration discovery, ITSM	CMS, CMDB, ITSM	CMS, CMDB, ITSM	CMS, CMDB, AMDB, Configuration discovery, ITSM
<b>Feature/Function</b>						
Support for ITIL processes						
Availability	▲	▲	▲	▲	▲	▲
Capacity	▲	▲				▲
Change	▲	▲	▲	▲	▲	▲
Configuration	▲	▲	▲	▲	▲	▲
Financial (asset)	▲	▲			▲	▲
Incident	▲	▲	▲	▲	▲	▲
Problem	▲	▲	▲	▲	▲	▲
Release	▲	▲	▲	▲	▲	▲
Service level	▲	▲	▲	▲	▲	▲
Software asset	▲	▲		▲	▲	▲
Contract management	▲	▲	▲	▲	▲	▲
Data exchange	Configured adapters, interfaces and multiple flat-file formats	Configured adapters and multiple flat-file formats; CMDBf support	Configured adapters, interfaces and multiple flat-file formats	Configured adapters, interfaces and multiple flat-file formats	Configured adapters, interfaces and multiple flat-file formats	Adapters, multiple flat-file formats
Data model	▲	▲	▲	Limited	▲	▲
Data structure	Centralized/Federated	Federated	Centralized/Federated	Centralized/Federated	Centralized/Federated	Federated
Discovery	Integrated discovery; integration with external tools	Integrated discovery; integration with external tools	Integrated discovery; integration with external tools	Integrated discovery; integration with external tools	Integrated discovery; integration with external tools	Integrated discovery; integration with external tools
Event notification	▲	▲	▲	▲	▲	▲
Financial management	▲	▲				▲
Interrelationships	▲	▲	▲	▲	▲	▲
Inventory management	▲	▲	▲	▲	▲	▲
Life-cycle management	▲	▲	▲	▲	▲	▲
Procurement and requisition	▲	▲				
Reporting and analysis	▲	▲	▲	▲	▲	▲
Security and audit control	▲	▲	▲	▲	▲	▲
Software license agreements	▲	▲		▲		▲
Software reconciliation	▲	▲		▲		▲
Software usage	▲	▲		▲		▲
Support for IT governance	▲	▲	▲	▲	▲	▲
Vendor management	▲	▲			▲	
Visualization	▲	▲	▲	▲	▲	▲
Workflow management	▲	▲	▲	▲	▲	▲
Feature rating	●●●●	●●●●	●●●	●●●	●●●	●●●●
Function rating	●●●	●●●●	●●●	●●●●	●●●	●●●
Target customer	M/L	L	M/L	M/L	M	L
New in this issue				▲	▲	



### Definitions & Terms

Target customer (no. desktops)  
 Large (L): > 5,000  
 Medium (M): 1,000 to 5,000  
 Small (S): < 1,000  
 ▲ = Yes

**Note:** Not all products listed for suite toolsets.

**Feature rating:** A rating of ●●● indicates a wide range of features encompassing most functional areas when compared to products in the category. A rating of ●● indicates a moderate range and ●● a narrow range.

**Function rating:** A rating of ●●● indicates a deep level of function for the features when compared to products in the category. A rating of ●● indicates a moderate level and ●● a low level.

**CMDB:** Store details on configuration items throughout their life cycle.

**Configuration discovery:** Auto-discovery or super-discovery tools with CMDB-like features (e.g., they handle interrelationship management, data exchange and security and audit control).

**CMS:** Sets of tools and databases used to manage an IT service's configuration data.

Systems | Feature/Function Comparisons

Managed Objects	Numara	PS'Soft	Service-now.com	Symantec	Staff&Line	USU
CMDB360 (v.4.5) and myCMDB	Numara FootPrints Configuration Manager (v.8)	PS'Soft CMDB, Asset Management Suite and Service Management Suite (v.8.6)	Service-now.com CMDB	Altiris CMDB (v.6.5) and Veritas Configuration Manager (v.6.0)	Staff&Line EasyVista (v.2008)	Valuemation (v.3.5)
CMDB	CMS, CMDB, ITSM	CMS, CMDB, AMDB, ITSM	CMS, CMDB, Configuration discovery, ITSM	CMS, CMDB, AMDB, Configuration discovery, ITSM	CMS, CMDB, AMDB, ITSM	CMS, CMDB, AMDB, ITSM
▲			▲	▲	▲	▲
			▲		▲	
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
		▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
Configured adapters, interfaces and multiple flat-file formats	Multiple flat-file formats	Configured adapters, interfaces and multiple flat-file formats	Configured adapters, interfaces and multiple flat-file formats	Configured adapters and multiple flat-file formats	Configured adapters, interfaces and multiple flat-file formats	Configured adapters, interfaces and multiple flat-file formats
Limited	Limited	▲	▲	▲	▲	▲
Federated	Centralized	Centralized	Centralized/Federated	Centralized/Federated	Centralized	Centralized/Federated
Integrated discovery; integration with external tools	Resale of FrontRange Centennial; integration with external tools	Integration with Altiris, LANdesk, Microsoft SMS, Microsoft SCCM	Integrated discovery; integration with external tools	Integrated discovery; integration with external tools	Integrated discovery; integration with external tools	Resale of BDNA, LANdesk and Tideway, integration with other external tools
▲	▲	▲	▲	▲	▲	▲
		▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
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▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
▲	▲	▲	▲	▲	▲	▲
●●	●●	●●●	●●●	●●●●	●●●	●●●
●●●●	●●	●●●	●●●	●●●	●●●●	●●●●
M/L	S/M	M/L	M/L	M/L	S/M/L	M/L
▲			▲			

**AMDB:** Support the business aspects of IT inventory including contracts, costs, chargeback and cost recovery; procurement and requisition, and life-cycle management (i.e., move, add, change, disposal and deployment).

**ITSM:** provide functions to capture, process and analyze data stored in CMSs or CMDBs.

For definitions of ITIL processes refer to Glossary of Terms, Definitions and Acronyms, Baseline v.01, Office of Government Commerce, United Kingdom, May 2006, <http://www.get-best-practice.co.uk/glossaries.aspx>.

Every effort has been made to verify the information listed; however, ECP cannot be responsible for errors, omissions or changes beyond its control.

**Notes:**

1. The Hewlett-Packard, Axios, Numara, PS'Soft and Staff&Line suites are covered in the Product Briefs section. Digital Fuel and Tideway are omitted based on categorization.
  2. All products allow an end user to customize a tool's repository data fields by adding or changing. "Limited" systems restrict customization.
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# 2009 ANNUAL REVIEW

Axios

BMC

CA

Digital Fuel

EMC

FrontRange

Hewlett-Packard

Hornbill

IBM

Managed Objects

Numara

PS'Soft

Service-Now.com

Staff&Line

Symantec

Tideway

USU



Companies of all sizes are implementing configuration management databases at a furious pace. Organizations rely on CMDBs to manage, organize, interrelate, update and categorize configuration data. These tools are capable of storing nearly limitless amounts of configuration item data, including information on which assets are in an environment, their interdependencies and what services they support.