




Configuration Manager - The Foundation of Successful IT Service Management


Establishing a single source to manage critical system information will ultimately result in improved productivity and profitability. Numara® FootPrints® Configuration Manager serves as a foundation for successful IT service management because of its ability to maximize efficiencies, bridge IT and business silos, ensure configuration item compliance and speed up problem solving via integration with the service desk.


Product features

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Flexible field configuration: Use predefined and user-definable attribute and financial information fields

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New configuration item creation: Register new logical, physical and virtual CIs, including records for services, systems, hardware, software, documents, virtual machines, servers and more

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Configuration item relationships: Set predefined and user-definable relationships between CIs, such as parent/child, peer-to-peer, installed on, runs on and more. Easily view CI relationships through a graphic display. Identify impacted CIs when one CI has failed or is failing

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CI lifecycle tracking Track lifecycle statuses, including designed, ordered, under development, in test, implemented, in production, in repair/maintenance and more

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ITSM integration: Integrate Configuration Manager with Incident Manager, Problem Manager and Change Manager for a comprehensive picture of your IT environment

Set yourself up for IT service management success by using a solution that combines the FootPrints Configuration Manager with other key solutions, such as Numara FootPrints Incident Manager, Numara FootPrints Problem Manager, Numara FootPrints Change Manager and the Numara FootPrints Service Catalog. The solution should be tightly integrated with your desktop management, asset management or PC lifecycle solution to allow you to configure custom attributes for each configuration item and reconcile configuration item data when obtained from multiple sources.

The freedom to simply...make more informed and intelligent decisions

Gaining an understanding of the configuration items (CIs) in your environment is not easy. Even if you keep track of your assets, you probably do not know how they are related to one another. The objective of FootPrints Configuration Manager is to maintain the required information about CIs, including their relationships, necessary to deliver an IT service. Organizations often choose to implement a configuration management database (CMDB) to gain visibility and control of all CIs - including their attributes and relationships - and to ensure all information is accurate, up to date and accessible.

FootPrints Configuration Manager can automatically merge data collected from auditing tools, including barcode databases, operational databases, or other file formats, such as CSV files and SQL database tables. The CMDB should also allow you to analyze and navigate CI relationships to maintain maximum availability of systems, applications and services. Ultimately, it ensures IT is in control of its assets, and that up-to-date and verified information on the status of the assets and IT infrastructure is available to other service management processes. With all of this information tracked at an appropriate level of detail, teams will be able to make more informed decisions.

The freedom to simply...minimize the impact of change on configuration items in your environment

The first step in minimizing the impact of change is to be aware of your CIs. Developing a common configuration management repository with accurate data and attributes is important, and it can be easily populated using FootPrints Service Manager solution. It is even more important to understand the relationships between these CIs, as it is rare that a change will only affect a single configuration item. Usually a change will impact multiple levels of CIs. For example, when a printer is turned off to replace a toner cartridge, a CMDB that provides visibility into CI relationships will make you aware of all users of this printer that will be impacted by the downtime. You can then schedule this change during a low-volume time frame and/or notify all users of the interruption. This will minimize the impact of the change and eliminate multiple incident reports on the printer interruption.

Without knowing the state of the CI, the change planned may be incorrect and poor performance is likely. This means time is wasted determining the configurations of the CI prior to making the change, rather than beginning with the change itself.



- ❖ **Impact assessment:** Analyze the impact of CIs on each other
- ❖ **Security controls:** Prevent changes made to a CI without authorization via FootPrints Change Manager. Identify and report unauthorized changes to the infrastructure
- ❖ **Reporting:** Automatically provide management with the data trends and performance metrics they need to make critical decisions
- ❖ **Reconciliation:** Automate validation of Configuration Item data and reconciliation.

FootPrints family

- FP Incident&ProblemManager
- FP ChangeManager
- FP ConfigurationManager**
- FP ServiceCatalogManager
- FP InventoryManager
- FP RemoteManager
- FP DeploymentManager
- FP PatchManager
- FP DeviceManager
- FP VulnerabilityManager
- FP ComplianceManager
- FP PowerManager
- FP MigrationManager

The freedom to simply...reduce overall costs

Implementing new processes in an organization can be painful, but if you adopt the right processes, quantifiable benefits can be seen. The most common cost saving from implementing a configuration management solution, such as FootPrints Service Management, is the more efficient use of IT staff. Thanks to process automation, manual work previously performed by IT staff is completed automatically and their free time can be spent working on other projects.

FootPrints Configuration Manager benefits

- ❖ Improve support for core business processes by establishing a controlled repository of essential information components
- ❖ Gain a centralized view of all configuration items, including their attributes and relationships
- ❖ Minimize the impact of changes by visualizing the relationship between affected configuration items
- ❖ Provide accurate information to key stakeholders by tracking and storing up-to-date data on all of your configuration items
- ❖ Plan financial expenditures by monitoring the status and usage of configuration items in your environment.

The freedom to simply...choose

FootPrints Configuration Manager is part of a fully integrated line of IT operations management solutions. Each product automates and streamlines a specific IT challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, this family of technologies provides a single, unified solution to simplify a diverse set of complex client lifecycle and service management needs.

Imagine...having the choice to:

- ❖ Decide which components or products are relevant to your business
- ❖ Manage various platforms from one console
- ❖ Invest in one point product, a solution set of multiple products, or the entire suite
- ❖ Buy what you need and not what the vendor dictates.

For more information on the minimum requirements necessary to use FootPrints Configuration Manager, please refer to our Technical Specifications document available online.

Who are we?

Numara[®] Software Inc. is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara[®] FootPrints[®] and Numara[®] Track-It![®] collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom
to simply **choose**
the right solution for you