

Product Datasheet

PLANVIEW OPENSUITE FOR BMC ATRIUM CMDB

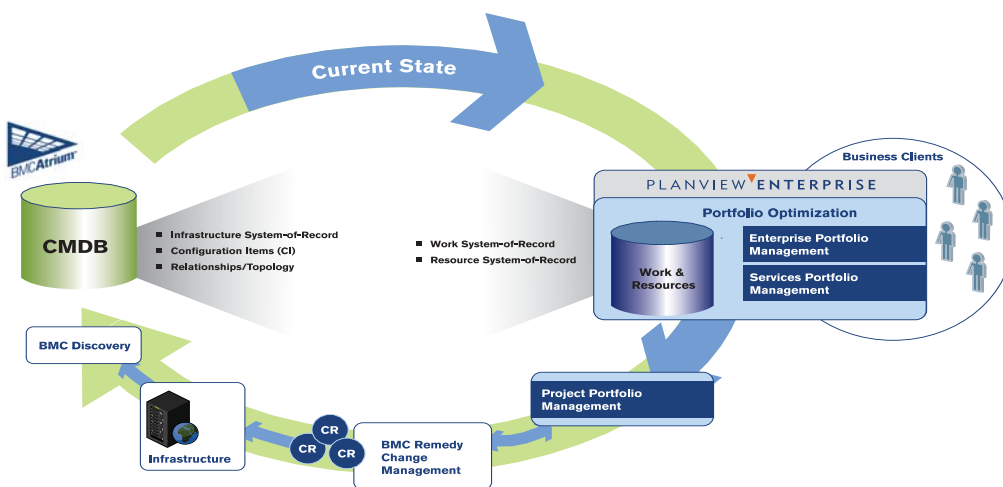
Seamlessly Integrate Your BMC Atrium CMDB with Planview Enterprise

IT departments have stored static data about their information systems in databases for years. This data was not useful to the rest of the organization except as a matter of record and reference. The data and its usefulness have changed with the ability to automatically discover information about Configuration Items (CI) and track changes in real time with Configuration Management Databases (CMDB). CMDBs are derived from ITIL® (Information Technology Infrastructure Library), which is globally recognized as the most widely-accepted approach to IT Service Management (ITSM).

The CMDB ensures consistent operations within incident management, problem management, change management, configuration management, asset management, and service impact management. The CMDB is a strategic initiative in almost every IT operations organization and is the backbone and nerve center of the ITIL and Business Service Management (BSM) approaches for managing IT services from a business perspective.

With Planview OpenSuite for BMC Atrium CMDB, you can now seamlessly integrate Planview Enterprise, the market-leading system of record for work and resource management, with BMC Atrium CMDB, the market-leading system of record for the IT infrastructure. When these two powerful technologies are bridged together – along with Planview OpenSuite for BMC Remedy Change Management and Planview OpenSuite for BMC Remedy Service Desk – organizations can take advantage of a comprehensive set of ITIL-compatible Portfolio Management integrations to BMC ITSM offerings.

Planview OpenSuite for BMC Atrium CMDB enables true closed-loop change management. It solves the problem of keeping the Service Portfolio up-to-date with the current infrastructure environment data. This is shown in Figure 1. The BMC Atrium CMDB holds information about the Current State of services, topology, and infrastructure and sends this information to Planview Enterprise. Planview Enterprise helps align to strategies, manage work and resources, and create projects with associated schedule and resource information. When the project is completed and ready to be deployed, this information is then sent to BMC Remedy Change Management, which issues change requests that go to the datacenter. When the work is done, Planview Enterprise and – through auto discovery – the BMC Atrium CMDB are updated and a new Current State is created.



Planview Enterprise and BMC Atrium CMDB Integration

Planview OpenSuite

Planview® OpenSuite™ delivers out-of-the-box interoperability between the portfolio management benefits of Planview Enterprise® and the technology solutions you rely on every day. Now, you can easily share data in disparate systems to make the most informed decisions, while enabling those systems to do what they do best – manage IT service delivery, control the product development lifecycle, ease collaboration and productivity, and more – without dedicating scarce technical resources to the often arduous task of integration.

Learn more at www.planview.com/OpenSuite.

Use Planview OpenSuite for BMC Atrium CMDB to:

- Integrate market-leading systems of record to enable TCO
- Bring together portfolio management and Business Service Management
- Enable the ITIL-driven trend toward Service Portfolio Management
- Benefit from true closed-loop change management

Enabling the ITIL-Driven Trend toward Services Portfolio Management

An addition to ITIL V3 is Service Portfolio Management, a process for managing the service portfolio and viewing services in terms of the business value they provide. The Service Portfolio Management (SPM) module of Planview Enterprise enables you to assess the Total Cost of Ownership (TCO) of services, assets, and applications and make decisions on what services to outsource, retire, enhance, and invest in. Having clear insight into the business value, technical value, and costs of services facilitates improved decision making and contributes to optimization of the service portfolio.

The service topology in SPM is automatically populated from the BMC Atrium CMDB, which brings in the most current Configuration Items (CIs) based on a specific class such as a server or web application, relationships between CIs and components, and key attributes to help calculate business and technical value.

Planview OpenSuite for BMC Atrium CMDB provides the most current infrastructure data to Planview SPM so that it can help IT managers create optimal services projects. The service portfolio becomes part of the overall business strategic planning process in Planview EPM. Planview Project Portfolio Management (PPM) takes the strategic plan and operationalizes it into projects.

Closed Loop Change Management

With the integration of BMC solutions to Planview Enterprise, services can be seamlessly managed through project portfolio management. Project-initiated changes come from Planview Enterprise via Planview OpenSuite for BMC Remedy Change Management. After the changes are made, auto discovery updates the services and IT infrastructure in the BMC Atrium CMDB.

Planview SPM takes in current information on infrastructure, topology, and services from the CMDB and compares the “as is” state with the desired state, which is reflected in a set of business objectives driven by demand. The portfolio management discipline that Planview provides helps determine the best projects, which initiate the necessary changes to meet the business and technology requirements. When the work is done, a new “as is” state is discovered and created in the CMDB and then updated in Planview Enterprise.

Integrate Market-Leading Systems of Record to Enable TCO

Planview delivers a market-driven approach to integrated IT management with Planview OpenSuite for BMC Atrium CMDB, which brings together Planview Enterprise, the leading independent portfolio management solution and system of record for work and resource management, with the emerging system of record for the infrastructure and market-leading BMC Atrium CMDB. This integration is a deep and optimized integration to BMC Atrium CMDB and leverages Planview integrations with BMC Remedy Change Management and BMC Remedy Service Desk.

Optimize Your Services Portfolio

With Planview OpenSuite for BMC Atrium CMDB, you can keep your service portfolio up-to-date with the current infrastructure environment, seamlessly initiate projects to produce the desired changes to the current environment, and truly deliver against the ITIL guidelines for IT Service Management.

Learn more about Planview OpenSuite for BMC Atrium CMDB at www.planview.com/opensuite.



For 20 years, Planview has been advancing the discipline of portfolio management, helping our customers change the way they manage people and money to make better business decisions. With a singular focus on portfolio management, Planview is the only company that combines customer-driven software, unmatched domain expertise, and proven best practices to solve each customer's unique business problems. For more information, visit www.planview.com.

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