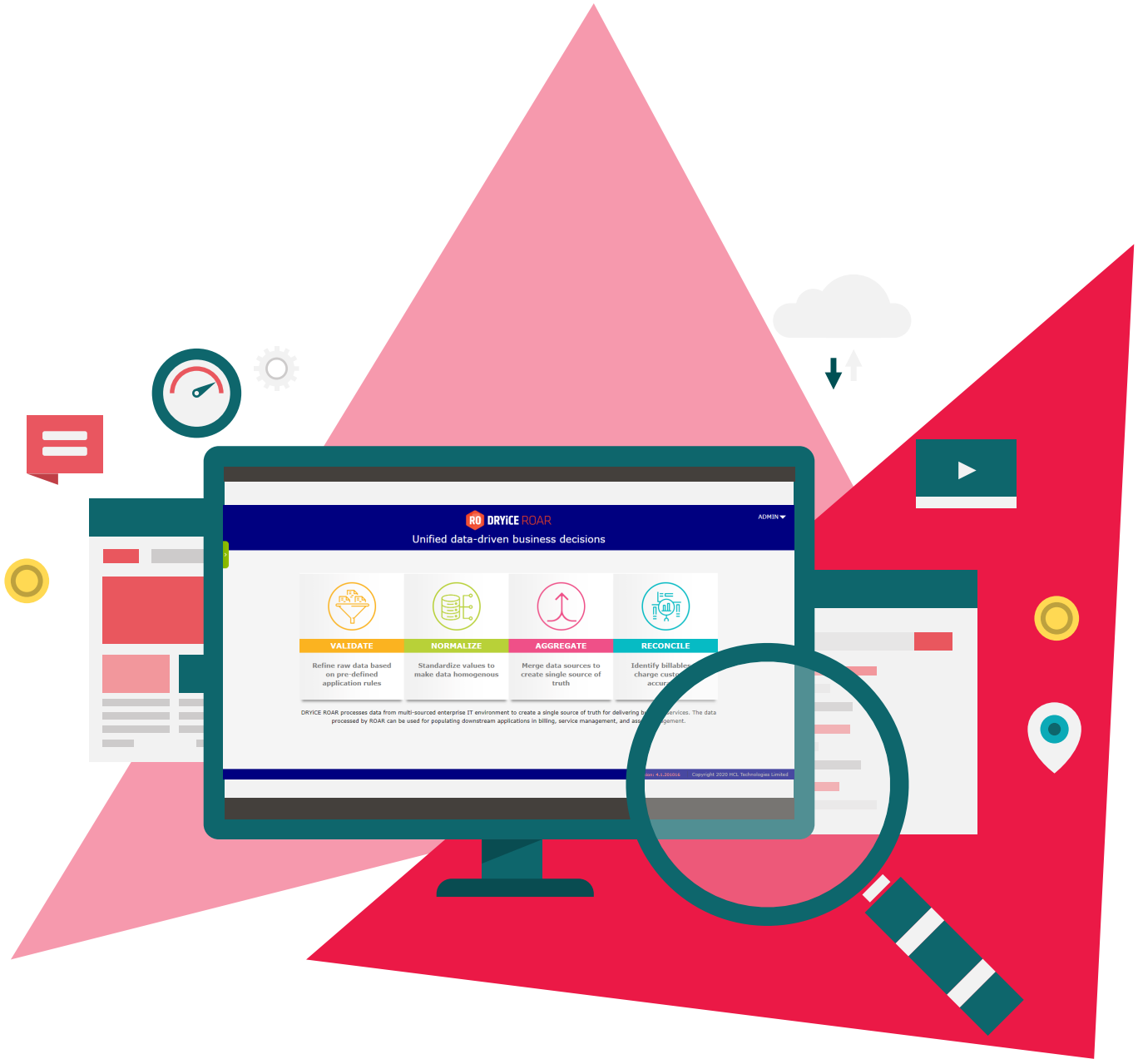
DRYiCE by HCL Technologies

HCL

DRYiCE™ ROAR

Empowering enterprise ITSM



Data Sheet

DRYiCE ROAR

Business Problem

The accuracy of data in the Configuration Management Database (CMDB) is critical to the success of ITSM processes as it helps to analyse the impact of the CI on business service. It contains data of the key attributes of a configuration item (CI) such as serial number, IP, OS, asset state. It also describes CI relationships and interdependencies with other CIs in the IT infrastructure environment with the help of a CI dependency map.

Without accurate CI data, the incident management team will be unable to prioritize the incidents based on severity, or classify the hardware or software responsible for the incident and take the necessary remedial measures for faster and accurate incident resolution. Similarly, the efficiency of root cause analysis depends on the ability of the problem management team to review CI relationships in the CMDB and identifying the CIs responsible for the problem. Without this ability, the incident will keep recurring, causing more downtime. Change collision due to overlapping of change implementation schedules due to lack of change maintenance window, as well as conflicting CI change requests, will lead to failed implementations and loss in business productivity.

The quality of data in the CMDB may get eroded over a period of time due to duplicate CIs, outdated CI relationships, and stale CIs. If the CMDB is updated manually from multiple data sources, there is always the possibility of recording the same CI multiple times due to different naming conventions or human errors. Similarly, if the CMDB is populated manually or from a single data source, some CIs may get omitted from the CMDB due to human error or lack of completeness in source data. If the CMDB is based on these inaccuracies, the CI relationship map becomes unreliable. This is because the CMDB takes inaccurate or outdated CI as a basis for discovering the CI relationship. Similarly, stale CIs, or CIs that have not received any recent updates may show up in the CMDB even though they may have been removed from the infrastructure.

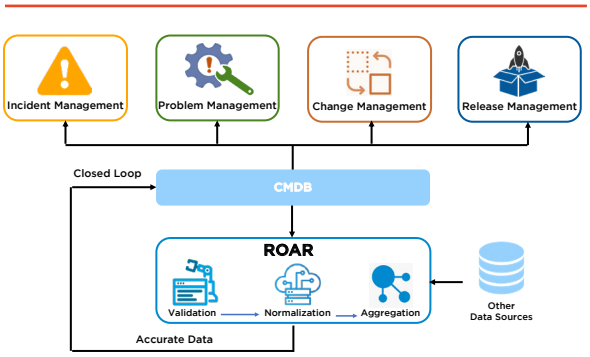
Consequently, steps must be taken to remove bad data from the CMDB and update configuration items periodically to ensure the success of the IT Service Management (ITSM) processes.

Solution

The first step to a reliable CMDB is populating it with accurate CI data from multiple sources, providing an accurate baseline for configuring CI relationships, and making further changes. After the initializing of the CMDB, it should be updated on an ongoing basis to capture the changes to CI attribute and CI relationship maps.

How DRYiCE ROAR helps

DRYiCE ROAR manages the data quality for management and billing of enterprise IT environment infrastructure by providing accurate information on the infrastructure elements required for delivering business service. It collects information on CIs from multiple sources for processing them into golden CIs. The discovered CIs are normalized with a rules-based algorithm for standardizing their attributes with the correct terminology. These standardized records are then merged by identifying duplicate records and merging them into a single, clean, and accurate record database. This record serves as a single source of truth called Golden dataset for populating CMDB with accurate CI and CI relationship map.



Features

- Taking data from multiple sources and converting it into a single source of truth
- Normalizes the discovered CIs by replacing attribute values with standard representations
- De-duplicates data while merging CI records to avoid double counting in final datasets
- Provides visibility of changes in CI information from the previous cycle runs to identify changes to the IT environment and their probable cause

Business use cases

Resolve issues that have a major impact on business service

By accurately classifying and prioritizing incidents

ROAR accurately classifies incidents and helps in incident prioritization by understanding the severity of the incident based on business service affected by the CI. The combined data helps the incident management team to prioritize and resolve issues that have a major impact on business services.

By enabling faster root cause analysis by classifying problem CI accurately

ROAR helps in providing accurate and updated documentation of CI information and inter-dependencies, enabling faster root cause analysis of problems

Effective planning of change maintenance window for minimum disruption of services with conflict visibility

It creates accurate CI relationship maps, providing visibility to design changes that avoid conflicts, which helps in planning a change maintenance window for managing the service impact of the change. For example, while migrating to Windows 10 software, the presence of an accurate CI relationship map will provide a better understanding of the operating system's dependency on the other CI components, like hardware in the IT infrastructure. This will help to prevent a change conflict during Windows migration due to a compatibility problem like hardware with inadequate memory for Windows 10 migration

Avoid disruption of services by rolling back to the best-known configuration after an outage

Accurate documentation of the configuration items allows the organization to roll back to the last best-known configuration after outages

Business Benefits

- Improving IT productivity by automating the manual task of collecting and reconciling of CIs allowing the IT service desk to concentrate more on improving business outcomes
- Increasing user productivity by reducing downtime caused by outages by rolling back to the best-known configuration with the help of accurate documentation of CIs
- Ensuring continuous delivery of IT service with prior knowledge and understanding of change collisions which helps to upgrade the software or hardware without any conflicts

DRYiCE Software is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations by leveraging AI and Cloud.

If you want to evaluate the practical impact of DRYiCE ROAR for your enterprise, please reach out to us at **dryicemarketing@hcl.com** for an introductory call.

To know more about the DRYiCE Software portfolio, please visit **dryice.ai** or write to us at **dryicemarketing@hcl.com**