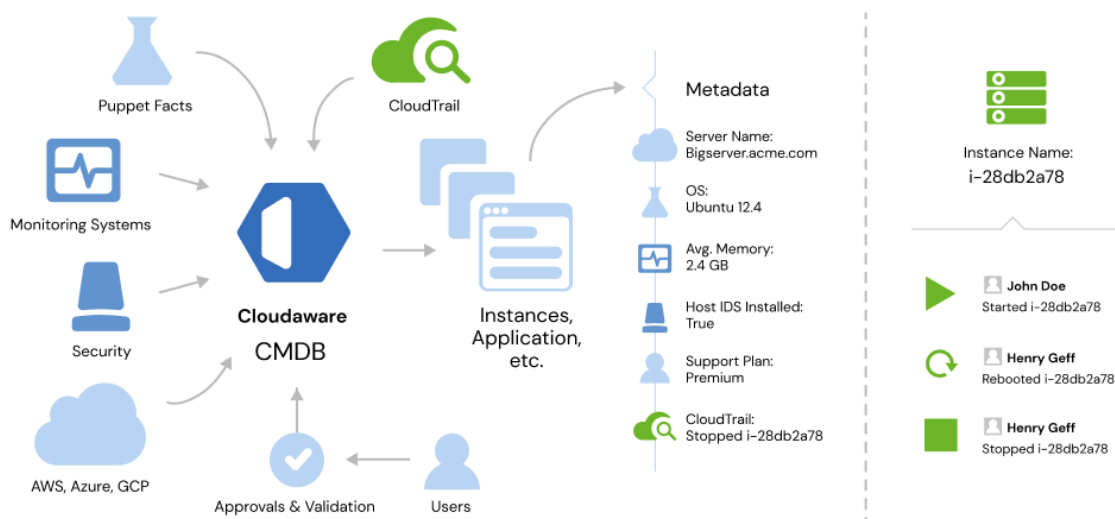


# CMDB

## Description

Using Cloudware CMDB, customers can aggregate data from Amazon Web Services, Microsoft Azure, Google Cloud, on-prem inventory and 50+ additional source types into a single management pane.



In this diagram, a server in CMDB has been discovered in AWS, however, other bits of data have been imported using Cloudaware custom collectors from different systems. For example, the operating system version was detected using the factor library, IDS status was pulled in via API collector for IDS.

## Why Real-Time CMDB Is Necessary

Cloudaware CMDB focuses on discovering negative information such as looking for servers that are not monitored, backed up, or secured. By connecting to multiple systems, Cloudaware is able to cross-reference data from multiple systems in real-time, detect gaps in IT management, and provide an accurate end-to-end view across multiple layers.

## Multi-Cloud, Multi-Regional Search

With Cloudaware CMDB, customers can quickly find objects such as instances, load balancers or security groups by searching across all regions and hundreds of AWS, Azure, and Google Cloud accounts at once. Public Cloud support centers with 100+ AWS, Azure, and Google Cloud accounts make this an indispensable feature.

## Features

Most capabilities of Cloudaware CMDB are derived from force.com functionality. Full details are [here](#).

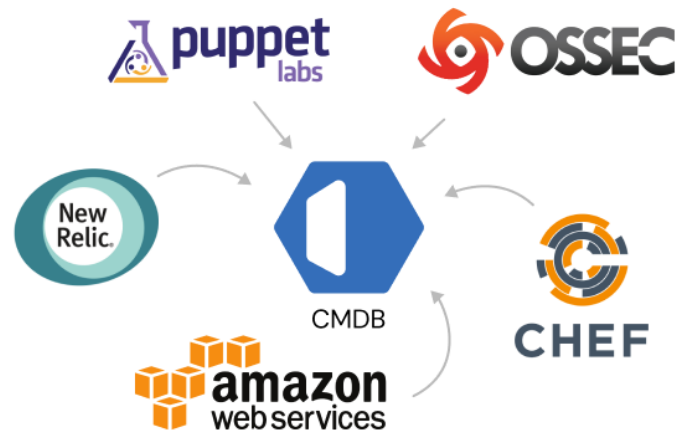
- Add custom fields to instances and other cloud objects (see [supported field types](#))
- [Formula and derived fields](#)
- [Encrypted fields](#)
- [Roll-up and summary fields](#)
- Create [custom objects](#) such as applications
- Linking cloud objects to contacts and cases
- Creating [list views](#)
- Custom page layouts
- Search infrastructure artifacts across multiple cloud accounts and physical

environments

- Real-time collectors
- Develop your own custom collectors using force.com [API](#)
- AWS, Azure, VMWare, Google Cloud tag management
- Discovery and dependency mapping
- Retrieve data from CMDB via flat files or open API

## Featured Collectors and Discovery Agents

- AWS (Amazon Web Services)
  - CloudTrail
  - Trusted Advisor
  - EC2
  - RDS
  - VPC
  - CloudWatch
  - all other services are fully supported
- GCE (Google Compute Engine)
- Microsoft Azure
- Physical Environments
- New Relic, Dynatrace, SolarWinds, Nagios, Zabbix, Pingdom, Wormly, Zenoss
- JIRA, BMC, Pivotal, Redmine, ZenDesk
- WhiteHat, Nessus
- Puppet, Chef, Ansible



## ITIL CMDB Capabilities

- Federate data from across IT into a single, logical data store, eliminating the need for a monolithic repository
- Merge data from multiple discovery tools into a single, reliable dataset through a patent-pending reconciliation engine
- Integrate into third-party IT processes and tools through open APIs
- Maintain data accuracy in rapidly changing IT environments through seamless integration with Cloudataware Discovery and Dependency Mapping
- Includes an enterprise integration engine that simplifies data mapping

- Organize and standardize applications in a definitive software library to make deployments more precise and discovery more accurate

## ITIL CMDB Benefits

- Gain structure and control, as specified by ITIL process best practices
- Plan, deliver, operate, govern, and assign priorities to business services
- Enable seamless integration between support and operations processes, including incident and problem, change, configuration, asset, performance, and service impact management
- Link to any business processes and tools supporting your IT environment
- Automate the discovery and maintenance of IT data
- Benefit from configuration data analytics and on-the-fly report creation
- Use Cloudaware ITIL CMDB as your configuration management database system to manage data from across IT and create a more efficient IT infrastructure

## FAQ

**Question:**

Can I develop my own collectors?

**Answer:**

You can develop your own collectors. The data in CMDB is available for updating or retrieval via force.com API.

**Question:**

Can I dump all my CMDB data to a flat file?

**Answer:**

Yes, this is a standard force.com feature.

**Question:**

Are there limits on the number of objects stored in CMDB?

**Answer:**

There are no limits on the number of objects, however, there are limits on storage. By default, 1 GB of CMDB space is allocated. Additional CMDB space can be purchased at \$35/GB/month. Most customers even with 100+ cloud accounts do not require additional storage.