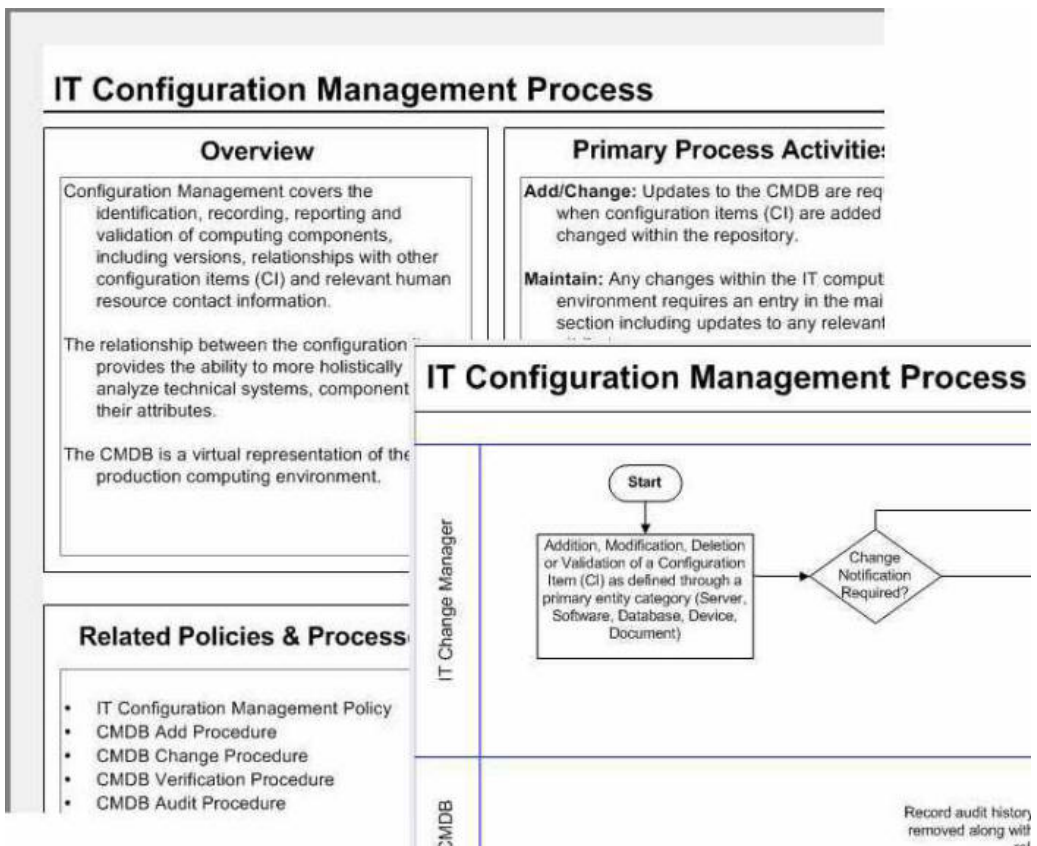
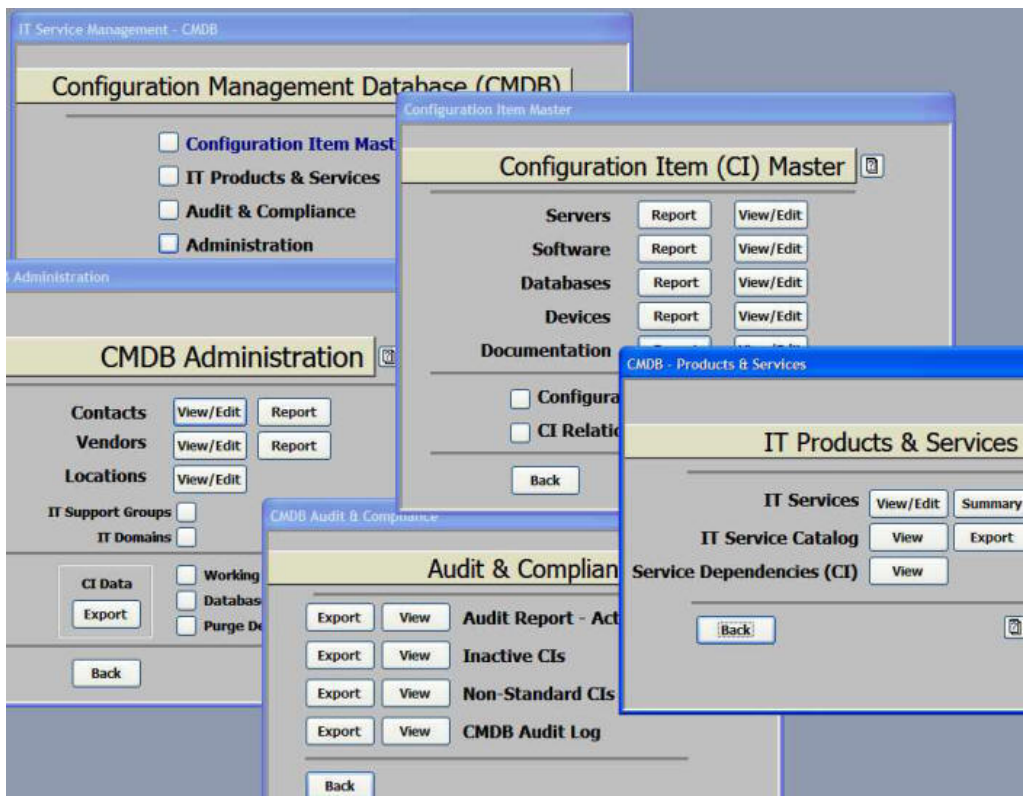


Screenshots of CMDB



IT Services

Information Technology Services

Save Add Copy

IT Service Configuration Items Documentation

Service ID SVCEML09 Email - Setup & Configuration

Service Description (Scope) Email service setup and configuration

Excluded (Out of Scope) Personal (external) email services; email interfaces; standard email setup/configuration; email restoration

Service Catalog Reference OPS1-1

Service Source Internal (Insourced) Availability Target 99.6%

Accountable IT Group Operations

Accountable IT Owner / Manager Fosters, Ann

Business Function or Process Communications

IT Service Continuity Plan Enabled TimeZone U.S. Eastern

Subscription Type Basic Currency:

Fixed Cost: 125 per unit: Person/User billed: Annu

+ Variable Cost: 25 per unit: Device billed: Quar

IT Service Catalog

IT Service Catalog

Service ID	Description	Subscription	Service I
SVCDEV01	Application Development - Web Development	Basic	Application
	<i>Service Scope</i>	Provision of web/html application development services	
	<i>Service Exclusions</i>	No development related to ERP systems, XML or other non-HTML rel	
	Fixed Cost	250	per Unit Person
	Variable Cost	90	per Unit Resource
SVCEML02	Email - Recovery	Gold	Operations
	<i>Service Scope</i>	Recovery of email user file from backup	
	<i>Service Exclusions</i>	Restore corrupt or lost database files from backup	

IT Servers

Servers [Save] [Add] [Copy] [Close] 23-

Servers Relationships Maintenance Documentation Custom Attributes

Server ID SVR-BAT04 **IT Function:** UNIX Cron Server (Backup Server)

Description Backup Batch Scheduling Server (Cron) UNIX

Configuration Item Owner Stone, Pam Dept. No. 900T

IT Contact (Primary) Arten, Bob Location CHG01

IT /Contact (Secondary) Stone, Pam Locale Data Center (Lower Le

Business Contact (Primary) n/a Sarbanes Oxl

Business Contact (Secondary) n/a ITSCM Enabl

Business Function n/a VPN Acce

Server Function Scheduling External Acce

Bus. Impact High Under Warranty / Mai

User Base 4 CPU Speed (MHz) 900MHz Hot Spare Av.

Interface UNIX CPU Qty. 4 Compression Enabl

Supt. Group IT Operations CPU Board Qty. 2 Server Harden

Supt. Level 24x7 (incl. Holidays) Logical Storage (GB) 5 Architecture Standa

Vendor Hewlett Packard Physical Storage (GB) 950 Maint. Ref.

Model / Brand ProLiant BL RAID Level 2 Maint. Exp. 6/6/2006

Asset Tag 7011188637 Memory (MB) 1028 Environment Production

Serial No. GG647329 MAC Address 17-XX-00-10-30 Domain CRON01

Base Cost 3000 IP Address 255.255.0.19 Dev. Platform

Currency USD O/S UNIX Patch Level 10.2.1.9

Status Live/Active

CI Inactiv

CI Relationship Report

CI Source	Relationship	CI Target
DBS-DEV002A	is a BACKUP for	SVR-EML021
SVR-ERP001	is a BACKUP for	SVR-EML003
DBS-DEV002A	is a COMPONENT of (BELONGS to)	SVR-ERP001
DBS-QA0004	is a COMPONENT of (BELONGS to)	SOF-SMRT02
DBS-DEV002A	is a PEER to	DBS-PROD01
DBS-DEV002A	is a PEER to	DBS-QA0004
DBS-QA0004	is a PEER to	DBS-DEV005
SOF-SMRT02	is a PEER to	SOF-LTSN50
SVR-ERP021	is a PEER to	SOF-PSAP12
DBS-PROD03	is ASSOCIATED with	SOF-LTSN50
SOF-PSAP12	is ASSOCIATED with	DBS-QA0004
SOF-PSAP12	is ASSOCIATED with	SOF-SMRT01
SVR-LNPR02	is ASSOCIATED with	SOF-LTSN50
SVR-LNPR02	is ASSOCIATED with	SVR-EML003
DBS-DEV002A	is CONNECTED to	DVC-NRT011
DBS-QA0004	is CONNECTED to	DVC-NRT011