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Sign up

CMDB Advanced Integration Training

2 days (14 hours)

Presentation

CMDB Advanced Integration is a specialized training course dedicated to ITSM practices and configuration databases (CMDB). It enables you to orchestrate source integration, control dependencies between CIs, improve data quality, monitor SLAs and produce compliance reports (RGPD, ISO 27001, PCI DSS).

Our CMDB Advanced Integration training course will teach you how to define the scope of Configuration Items, set up appropriate governance, design data models and build robust integration flows (APIs, connectors, middleware) between your CMDB and the IT ecosystem (ITSM, third-party CMDBs, SIEM, BI tools).

You will also learn how to optimize automated discovery, make synchronization and deduplication more reliable, implement integrity controls and trace changes to reinforce compliance and auditability.

On completion, you'll be able to manage a reliable end-to-end CMDB, anticipate incidents through impact analysis, accelerate change management and respond to compliance audits with relevant dashboards and reports.

Like all our training courses, this one is based on current best practices (ITIL 4).

Objectives

- Understand the strategic role of the CMDB in the ITSM ecosystem
- Model CIs, relationships and identification rules
- Design reliable integration and synchronization flows
- Implement governance, controls and auditability
- Automate discovery, data quality and reporting
- Leverage the CMDB for impact analysis and operational management

Target audience

- IT / ITSM managers
- CMDB administrators
- Technical architects
- Support teams

Prerequisites

- Basic knowledge of ITSM / CMDB

CMDB Advanced Integration training program

Understanding the CMDB and its challenges

- Defining the CMDB (Configuration Management Database): central role in ITSM and ITIL architecture
- Key elements: CIs (Configuration Items), attributes, relationships
- Importance of a centralized view for incidents, changes and compliance
- Specific challenges of advanced integration: consolidation, synchronization, quality
- Workshop: Creating a simple schema for a multi-source integrated CMDB

Best practices and governance

- Define CMDB scope and relevant attributes
- Governance: setting up a CMDB committee, policies and processes
- Data cleansing and standardization strategies
- Implementing an agile progressive deployment strategy
- Workshop: Drawing up a suitable CMDB governance plan

Discovery and mapping techniques

- Automated discovery techniques: SNMP, NMAP, API
- Application dependency mapping: methods and prioritization
- Dependency visualization for impact analysis
- Prioritizing critical applications
- Workshop: Building an application dependency map

Technical integration and synchronization

- Integration mechanisms: APIs, middleware, connectors
- Synchronization management, conflict resolution and duplication
- Orchestration of flows between CMDBs
- Real-time management and auditing of modifications

Automating and maintaining quality

- Implement automated workflows to guarantee quality
- Integrate data enrichment tools
- Change tracking, audits and alerts
- Linking the CMDB to operational performance
- Workshop: Creating an automated CMDB update workflow

Use cases, monitoring and feedback

- Use cases: incident, change and migration management
- Feedback and common pitfalls
- Measuring value and ROI
- Ongoing adjustments and scalability
- Workshop: Drawing up a continuous improvement roadmap

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the forthcoming training course, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical course: 60% Practical, 40% Theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

A certificate will be awarded to each trainee who has completed the entire course.

