What is the System Map (CMDB)?

The CMDB is the Configuration Management Database. It is an overview of all infrastructure, documentation and relationships in the organization. The CMDB gives you an overview of all hardware, software, equipment, locations and user groups. The CMDB is flexible and can also be used for documentation for other operational organization units than IT, like caretaker services, buildings, roads, ventilation or completely other things.

The CMDB provides a unique overview of how the infrastructure is interrelated and the way in which the different objects in the infrastructure depend on each other.
The CMDB also contains services and service catalog, preferably with relationships to other objects, to see which supporting configuration objects (CI) the services are depending on.
The CMDB contains mainly 4 things:

- Objects (this may be services, servers, PCs , customers, software , networks, etc.)
- Information about the objects (Service, maintenance, surveillance reports, status, responsibility, price, date of purchase, pictures, etc.)
- Relationships / dependencies (parent, subordinate, used by, installed on, etc.)
- Documentation, pictures, notes

Objects can be entered automatically from inventory tools, via import or manually.