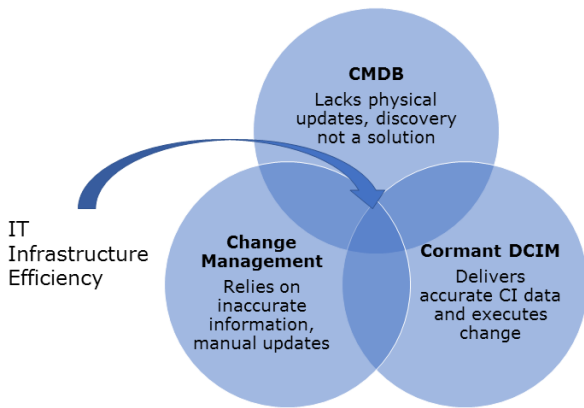


Cormant Integration

At Cormant, we recognize that data within the Cormant-CS DCIM solution is of most value when it can be exchanged with external systems. That's why we offer the Cormant-EDIS (External Data Integration Service) platform for complex synchronization. The Cormant-EDIS solution provides a plug-in framework for complex one or two-way exchanges. A key benefit of this framework is a lower cost of interface delivery, increasing the ROI of Cormant-CS DCIM.

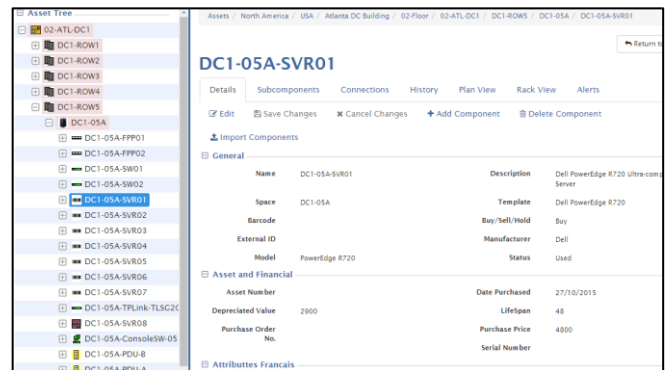


Integrate ITSM and Cormant-CS DCIM

- DCIM data is the missing element within an ITSM framework. CMDBs usually rely on discovered or manually updated data, increasing the business risk of incorrect decision making. Cormant-EDIS delivers a solution for low-cost, configurable integration.
- Save time and money by capturing data once and synchronizing data between systems.
- Cormant-EDIS supports ITIL initiatives and lowers the cost of delivering Change Management within an organization.

CMDB

- Two-way integration supports Asset/CI elements that are created in a CMDB or Cormant-CS.
- Cormant-EDIS is configurable to synchronize standard or custom data elements in both directions.
- By exchanging only necessary data Cormant-CS supports a federated CMDB model, rather than exchanging all data.
- Exchanges can be time and business rule based.



Workflow Change Management

Task Reference	Device Name	Type	Status	Assignee	Scheduled Date	Current Location	Dest Location	Change No
Order ID: 000001 Project Code: P192831 Order Name: Helpdesk Server Reallocation Customer: Paul Friday								
000001-0002		Install	Being Planned	Brad Beamish - ADMIN		Not Created	Northolt	C0927183
000001-0003	DL380 HD	Move	Being Planned	Constant Support		Source Location	Northolt Northolt Building 1 DC1	C01838382
Order ID: 000003 Project Code: 007 Order Name: New Server #306 Customer: Brad Beamish - ADMIN								
000003-0001	Server308	Install	Being Planned	Brad Beamish - ADMIN		Not Created	Atlanta DC Building 02-ATL-DC1	
000003-0002		Install	Being Planned			Not Created	Atlanta DC Building 02-ATL-DC1	
Order ID: 000007 Project Code: Planning Asset Location Order Name: Deploy DCIM Server Customer: Brad Beamish - ADMIN								
000007-0001	DCIM-SRV	Install	Being Planned	Brad Beamish - ADMIN		Not Created	Atlanta DC Building 02-ATL-DC1	
Order ID: 000008 Project Code: Scenario 3 Order Name: Ready to Action Customer: Brad Beamish - ADMIN								
000008-0001	ACTION-SVR-01	Install	Being Planned	Brad Beamish - ADMIN	05/06/2016	Not Created	Atlanta DC Building 02-ATL-DC1	125478
Order ID: 000018 Project Code: CS Request Order Name: Dem-o-SVR Install Customer: Brad Beamish - ADMIN								
000018-0001		Install	Being Planned	Brad Beamish - ADMIN	18/07/2016	Not Created	Atlanta DC Building 02-ATL-DC1	123234345
Order ID: 000022 Project Code: ECM Request Order Name: Text Services Customer: Brad Beamish - ADMIN								

- Physical move, adds and changes of equipment, assets and connectivity are usually required as part of larger enterprise change initiatives managed in an enterprise service management system. Cormant-EDIS triggers Cormant-CS Workflow creation based on user defined rules.
- Cormant-CS orders are broken into tasks and status updates are pushed back to the service management solution as the task progresses.
- Upon ticket completion, the ITSM system can be updated with change details and CI records updated as required.

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CMDB: Cormant-EDIS Configuration

Custom Data Mapping & Filter Rules

Operation	External Field	Comparison
Where	Name	Starts With

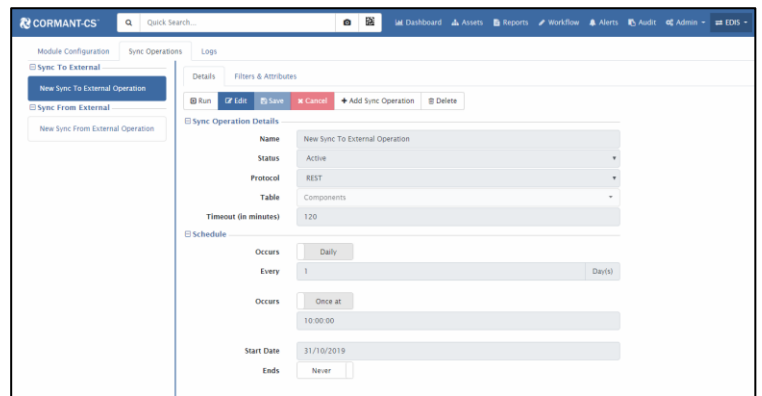
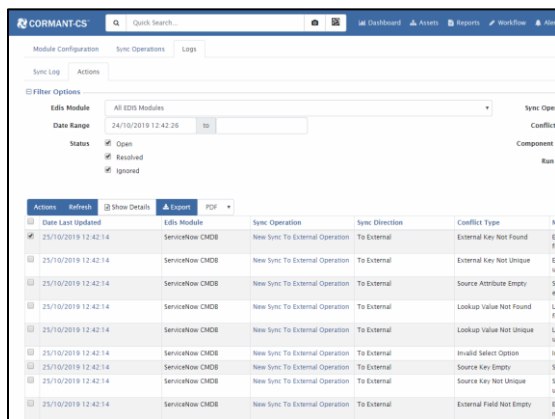
External Field	Data Type	Length	Empty	Cormant-CS Attribute	Not Fe
Barcode	Alphanumeric	250	Skip	Barcode	

External Field	Data Type	Length	Cormant-CS Attribute	Origin	Sync Action
Name	Alphanumeric	250	Name	Component	Overwrite
Model	Alphanumeric	250	Template	Component	Write On New Record
Parent	Alphanumeric	250	Space	Component	Overwrite
Date	Date	250	Installed Date	Component	Overwrite

- Filter rules enable different types of equipment to be synchronized based on the equipment specific requirements.
- Field mapping is configurable including custom created fields in both the CMDB and Cormant-CS systems.
- Sync actions support multiple options, including when to write/over-write data.
- Transformation rules support complex mapping.

Multiple Synchronization Profiles

- Multiple synchronization profiles provides fine grained control and support site-by-site or equipment phased roll out.
- Data exchanges to and from an external CMDB is fully supported.
- Each synchronization can be set-up and fully tested to confirm what the result of the synchronization will be before going live.
- Each synchronization is independent.

Actions	Details	Show Details	Export	PDF
Done Last Updated	Edis Module	Sync Operation	Sync Direction	Conflict Type
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	External Key Not Found
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	External Key Not Unique
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	Source Attribute Empty
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	Lookup Value Not Found
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	Lookup Value Not Unique
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	Invalid Select Option
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	Source Key Empty
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	Source Key Not Unique
25/10/2019 12:42:14	ServiceNow CMDB	New Sync To External Operation	To External	External Field Not Empty

Conflict Management

- All data exchanges are logged including record totals and time for the synchronization to take place.
- Based on mapping rules a synchronization action may produce a conflict. Conflicts can be viewed and filtered and actions selected. Actions will be competed on the next synchronization run.
- A log of all actions taken is permanently available in the log.

Cormant-EDIS is architected to support a distributed model separating the synchronization service from the application. While Cormant-EDIS is a separate application to Cormant-CS, it uses a plug-in model to present to the user as an additional tab in Cormant-CS. All records support Cormant-CS configuration and zonal permissions when displaying data.

Simple Synchronization: For simpler synchronization requirements, no external solution is required and the Cormant-CS built-in scripting language supports multiple synchronization options.

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