



Case Study: Configuration Management for the CFO

Problem –

The Financial department of a large organisation was presented with a monthly server maintenance invoice. Concerned about how large this bill had become, they wanted a way to challenge all of the servers being maintain.

Action –

When approached, I was able to compare the invoice with the up to date Configuration Management Database (CMDB). I was able to identify a significant number of servers that had already been decommissioned. Such servers needed to be removed from the invoice as clearly, no maintenance was being performed. I reported this back to the Finance department.

Result –

The invoice was challenged successfully. The maintenance provider was forced to revise their invoice and remove all of the servers in question. The result was \$10,000s saved for the organisation.

The provider admitted that they were not able to maintain a CMDB of their own, although they had tried several times. They asked for access to our CMDB for future billing.