Is There Room For Both DCIM & ITSM?

By Using The Same Database For Both, You'll Be Able To
More Efficiently Manage Both IT Assets & Data Center Facilities

INFORMATION TECHNOLOGY is so critical to every business that formal processes need to be established to ensure that IT services are always aligned to the business and deliver efficient and reliable support over the entire life cycle of products and services.

These processes, commonly classified as IT service management (ITSM), may follow a well-known model such as ITIL (IT Infrastructure Library) or a set of internally-developed best practices.

Regardless of the approach, ITSM software typically automates and controls those processes using a database that defines the current overall IT function; a set of processes with well-defined steps; and workflow rules for planning, designing, implementing, managing, and changing all components of the IT function.

Data center infrastructure management (DCIM) is an analogous discipline that has evolved to help manage data center assets, their environment, and overall operations.

In most ITSM software implementations, the central database repository, known as the configuration management database (CMDB), normally includes the same information one may find in a DCIM database.

Although many organizations will successfully use both ITSM software and DCIM software independently, IT can manage both IT assets and data center facilities more efficiently if they use the same database as the single source of truth. This is where the value of the integration of ITSM and DCIM comes into play, and effectively proves that there is room enough for both solutions after all. ▣