

Training Course

MAPPING SYSTEMS AND SERVICES

Understand the dependencies between systems and services.

How To Map Systems and Services

Who Should Attend?

Students who will benefit from this course are: -

- IT professionals who need to efficiently map and present dependencies and relationships between technical, virtual, cloud and business elements.
- Project and programme teams who need to create and maintain multiple high / low level design documents and schematics.
- Auditors and risk assessors who have to map data flows, relationships and regulatory compliance, presenting cyber security and business risks clearly.

Pre-Requisites

- Familiarity with desktop applications such as Excel, MS Visio and a web browser installed on student PCs.
- A basic understanding of management control and process frameworks such as change and configuration management, ITIL, CoBit.
- Prior experience using MS Visio, preferably having attended our Visio training.

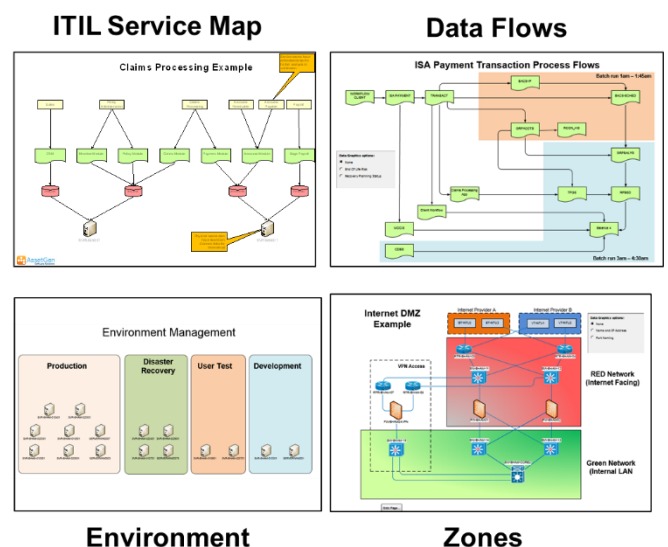
Duration: 1 day for 4-10 people

Online or On-Premise Courses: Call for pricing **+44 8700 340 770**

Mapping Systems And Services

Understanding the potential impact of a change to a piece of hardware or software is not easy, especially relating that change to the user services affected. This workshop covers practical techniques to enable the mapping of large numbers of different hardware and software components to business services and processes.

The mapping methods covered can be used to support monitoring tools, business continuity projects, cyber audits, transformation programmes, billing, CMDBs and service reporting.



Mapping Systems And Services

Module 1 – Introduction and Objectives

- Workshop focus and outcomes.
- Current mapping methods and toolsets.
- Understanding the current state and lifecycles.
- Enterprise architecture frameworks.

Module 2 – Defining Requirements and Usability

- Differences between asset and configuration management.
- Change management example.
- ITIL service configuration management and CMS.
- Structuring the data – mapping configuration items (CI) and relationships.
- Exercises in analysing data and mapping.

Module 3 – Mapping Methods

- Matrix.
- Tree.
- Hub and Spoke.
- Hierarchy.
- Multi-service / CI.
- Path and Multi-path.

Module 4 – Capturing and Consolidating Mapping Data

- Data repositories and information provision.
- Linking data sources to visualisation toolsets.
- Exercise in mapping services.
- Validating and verifying data.
- Increasing trust and confidence in the mapping data.

Module 5 – Improving Visualisation Outputs

- Standardising symbols and data sets.
- Automating updates to schematics.
- Using dashboards to show compliance / non-compliance and differences.
- Breaking down complex schematics for management.
- Combining maps with multiple data sets – incidents, status, etc.