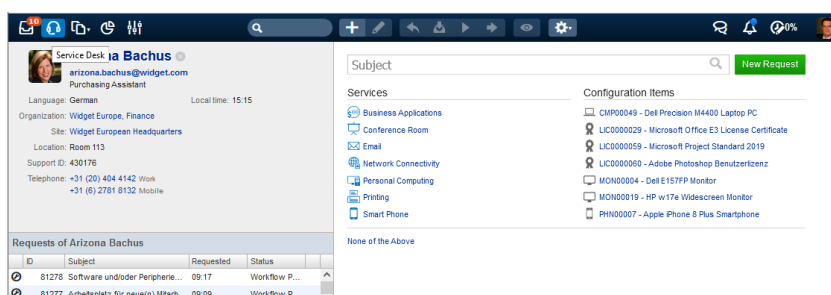


Integration OCS Inventory with 4me Configuration Management

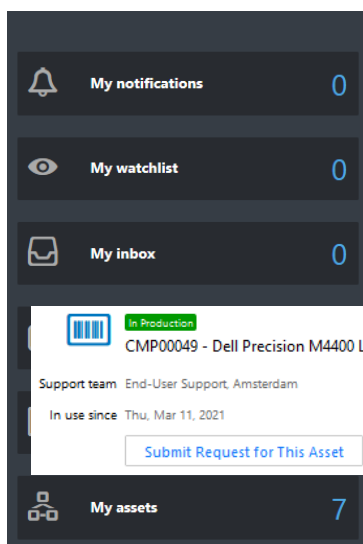
The 4me OCS Client Management Connector allows an organization to integrate 4me's enterprise service management tool with the power of the OCS Inventory (OCSInventory) asset management software.



An Overview of All Systems on a Network OCS Inventory provides a reliable way to collect all systems on a network and to create a highly detailed representation in its database. The 4me OCS Inventory Connector gathers a summarized view of this representation and creates a specular structure in the 4me CMDB. Once the Connector has been installed the customer will see all the assets defined or collected by OCS Inventory in the 4me console.



Changes or deletions operated on OCS Inventory assets will be reflected in the 4me CMDB. Customers will benefit from the synchronization as they will not have to manually maintain asset data in the 4me CMDB, thus reducing errors and alignment delays. Assets will be updated during their complete life cycle.



Optimal Service for the End User

To complete the CMDB representation in 4me the connector is able to create and maintain the relations between devices and software CI's (installed software) and between devices and their primary user. Status changes in OCS Inventory are reflected in corresponding status changes in 4me. IT technicians can query using the 4me console to identify which assets are owned or used by a given user or which user(s) owns (or uses) a given asset. Technicians can also directly access the data stored on the OCS Inventory side from the 4me console itself by

launching into OCS Inventory. Thanks to the Connector the end user will be provided with an optimal service, relying on a detailed representation of assets and their relations.

FAQs

Is it possible to limit the set of OCS Inventory devices considered in the synchronization?

Yes, it is possible to specify a list of OCS Inventory device groups to be considered, in the connector configuration.

The number of software items collected by OCS Inventory can be extensive. Is there a way to limit the software item collection transferred to 4me?

Yes, only software items correspondingly categorized in the OCS Inventory Software catalog are included in the synchronization.

What is the effort in terms of requirements to install the connector in my organization?

The connector can be installed on the same server where the OCS Inventory is running or it can be used within the cloud. It only requires read-only access to the OCS Inventory API. No further database installations are required.

Since only a summary of device data is transferred to 4me, how can I see the detailed device data OCS Inventory collects from the 4me console?

The OCS Inventory web frontend can be launched when working with requests including lookup to the users PC within 4me using the corresponding 4me dynamic URL feature.

