

Automatic Mapping of Assets to Locations in Service Manager and Provance

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- The challenge
 - Keeping track of physical moves needs processes
 - In some organizations the process might not follow reality
 - ➔ Asset-Location mapping is incorrect 😞
- What we have
 - CI's get inventoried once a day
 - The IP address is an indicator for the location
- What we want
 - The system shall link assets to locations based on the IP address 😊

The Scenario



172.16.35.118



Office 1

172.16.32.118



Office 2

3 Steps for Success

1. Define Business Rules for mapping
2. Extend the Location Class
3. Create Orchestrator Runbook

Business Rules

- CI **has IP** and **no location** → Link Asset to location
- CI **has IP** and **a location** → Link Asset to location
- CI **has IP** and **no location**, but theres **no net/location mapping** → Warning
- CI **has no IP** → Leave location information as it is
- Requirements:
 - Unique location-IP mapping (no double entries)
- Assumptions:
 - CI without assets are not considered

Extend „Location“ Class

Location Form Extensions

Location

IPv4NetMask2:	IPv4NetMask1:
<input type="text"/>	<input type="text" value="24"/>
IPv4Addr1:	IPv4Addr2:
<input type="text" value="172.16.32.0"/>	<input type="text"/>
IPv6Addr1:	IPv6Addr2:
<input type="text"/>	<input type="text"/>
IPv6NetMask1:	IPv6NetMask2:
<input type="text"/>	<input type="text"/>

Location Form Extensions

Location

General Hierarchy Membership Notes History Network

General Hierarchy Membership Notes History Network

IP v4 Networks

Net address (i.e. 192.168.0.x)

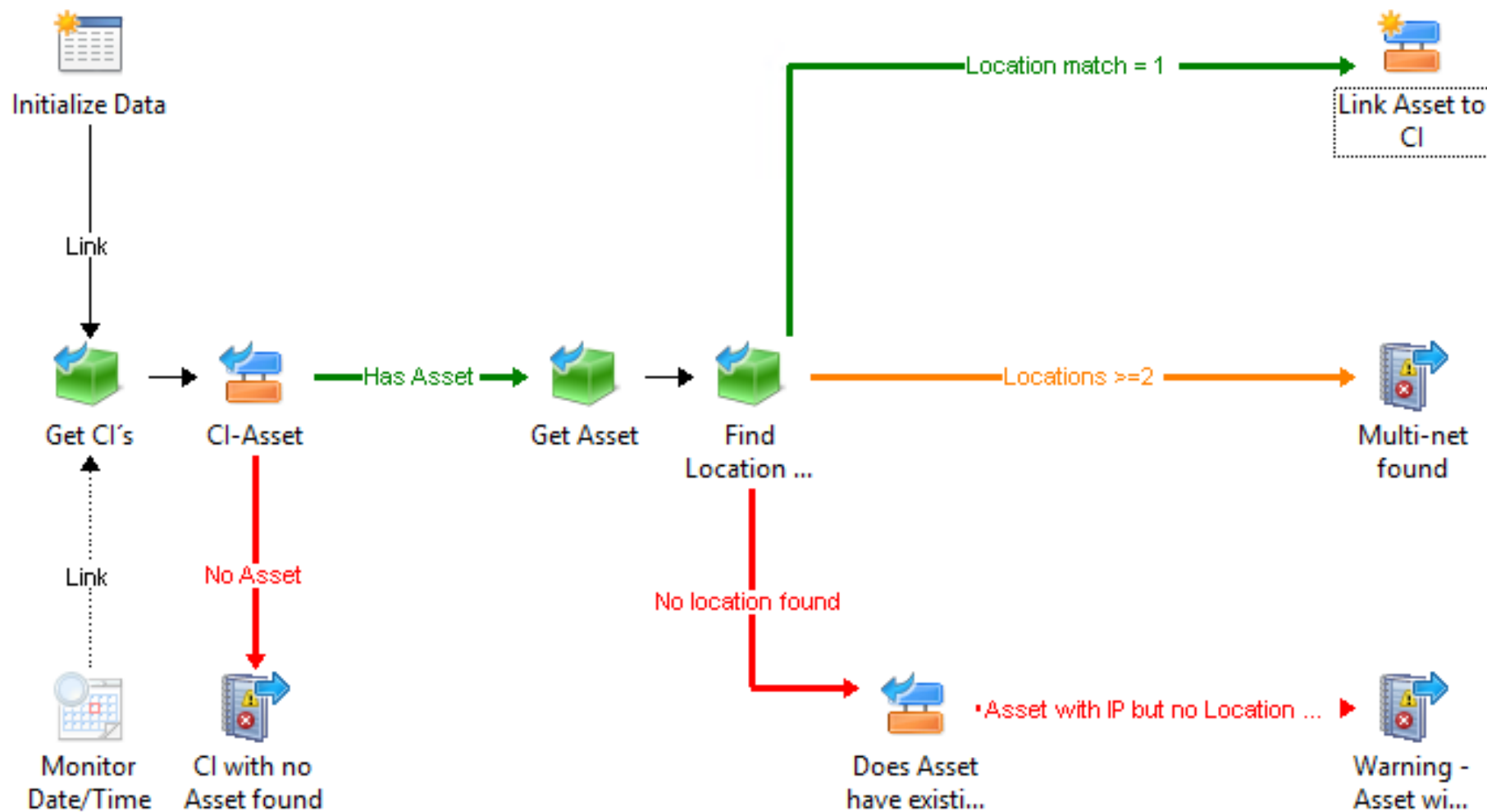
Netmask (i.e. 24 for 255.255.255.0) max. 32

IP v6 Networks

Net address (i.e. 2001:0db8:1234::)

Netmask (i.e. 48 for ffff:ffff:ffff:ffff) max. 128

Runbook



Get CI's

- Gets all CI's within a network range (i.e. 172.x.x.x)

Get CI's Properties

Details Information
Define the properties for Get Object.

General
Details
Run Behavior

Properties
Connection: ServiceManager
Class: Windows Computer

Filters

Name	Relation	Value
IP Address	Matches pattern	172.*

Add...
Edit...
Remove

Finish Cancel Help

Find Location

- Finds location object based on IP address

Find Location with CI-Net Properties

Details Information
Define the properties for Get Object.

General
Details
Run Behavior

Properties

Connection: ServiceManager ...

Class: Extension of Location ...

Filters

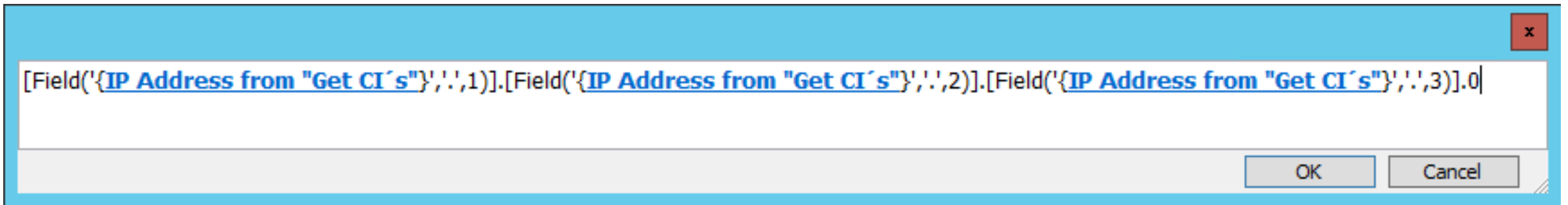
Name	Relation	Value
IPv4Addr1	Equals	[Field(''IP Address...

Add... Edit... Remove

Finish Cancel Help

Find Location

- IP address string change makes 172.16.32 out of 172.16.32.117



A screenshot of a Microsoft Access formula bar. The formula bar has a light blue header with a red 'x' button in the top right corner. The main area is white and contains the following formula: `[Field('IP Address from "Get CI's"',,1)].[Field('IP Address from "Get CI's"',,2)].[Field('IP Address from "Get CI's"',,3)].0`. The formula is displayed in a blue font. Below the formula bar is a grey bar with two buttons: 'OK' and 'Cancel'.

[Field('IP Address from "Get CI's"',,1)].[Field('IP Address from "Get CI's"',,2)].[Field('IP Address from "Get CI's"',,3)].0

OK Cancel

DEMO !