MANDATORY CRITERIA

1. Does the tool facilitate the registration and management of an organization's logical, physical and virtual Configuration Items (CIs)? For example, services, systems, hardware, software, documents, virtual machines, etc.	
Comments:	

2. Does the tool facilitate the recording of user definable CI attributes? For example, serial number, version, and location attribute.	
Comments:	

3. Does the tool facilitate the control of attributes through role based security and business rules?	
Comments:	

4. Does the tool facilitate the automated validation of CI data through use of data validation and reconciliation techniques? E.g.: Enforcement of standard naming conventions and reconciling federated data sources.	
Comments:	

5. Does the tool facilitate the establishment of user definable relationships between CIs? For example, parent/child, peer-to-peer, upstream/downstream, installed on, hosts, etc...	
Comments:	
6. Does the tool support user defined CI lifecycle status management? For example, planned, ordered, under development, in test, implementation, production, in repair/maintenance.	
Comment:	
7. Does the tool facilitate role based access to the CMDB for read, write, and modify activities?	
Comments:	
8. Does the tool facilitate the recording of CI baselines or historical information? For example, reverting to a previous version of CI Configuration in the event that a Change fails.	
Comments:	

9. Does the tool support data federation and reconciliation with other data sources within the Configuration Management System?	
Comments:	

10. Does the tool facilitate the verification of the CI data with the actual physical environment by automated or manual means? For example, the use of Systems Management tools to validate real time vs. static information.	
Comments:	

11. Does the tool facilitate the linking of CI records to source content residing in the Definitive Media Library	
Comments:	

12. Does the tool provide flexible management reports regarding CI inventory, asset and financial information to facilitate Configuration audits?	
Comments:	

INTEGRATION CRITERIA

Terminology

1. Does the tool's use of terms and definitions align with ITIL terms and definitions?	
Comments:	

Incident Management

1. Does the tool facilitate the integration and association of CMDB data with Incident records?	
Comments:	
2. Does the tool facilitate Incident Management in providing business criticality and impact indicators of failed CIs for classification of Incident records?	
Comments:	

Problem Management

1. Does the tool facilitate the integration and association of CMDB data with Problem Management records?	
Comments:	

2. Does the CMDB facilitate proactive Problem Management by identifying infrastructure components that are problematic or unstable? For example, does CI status accounting provide information about weak or maintenance prone Configuration Items?	
Comments:	

Change Management

1. Does the tool facilitate the integration and association of CMDB data with the Change Management records?	
Comments:	

2. Does the tool facilitate the assessment and approval of Change requests by providing information on impacted CIs?	
Comments:	

3. Does the tool prevent changes from being made to the IT environment without authorization via Change Management? For example, CIs which are in a locked status due to month end schedules or controlled attributes which require a change record relationship for update.	
Comments:	

4. Does the tool facilitate the identification of different RFCs that pertain to the same CIs?	
Comments:	

OPTIONAL CRITERIA

1. Does the tool provide a form of (graphic) display to show the relationships between CIs?	
Comments:	

2. Can Configuration Management information be used to automate the updating and provisioning of the live environment? For example, integration with software Release packages for software or virus definition updates.	
Comments:	

3. Does the tool facilitate the automated discovery and re-establishment of relationships when CIs are added, deleted, or updated?	
Comments:	