Microsoft SCCM Integration

Microsoft System Center Configuration Manager (SCCM) can now be integrated with an Agiloft knowledgebase, making it possible to monitor and manage the assets in an ITIL-based system. For more information about SCCM, see https://www.microsoft.com/en-us/cloud-platform/system-center-configuration-manager. In Agiloft it is now possible to set up a one-directional sync using time-based rules that can pull the information from SCCM into Agiloft and automatically map the relationships between SCCM child and parent assets.

The SCCM integration is managed in Agiloft's ITIL platform, and all monitored assets are identified as Configuration Items, with their CI Types and Subtypes, and relationship diagrams set up between child and parent assets, making it easy to identify all software and hardware components of a parent device.

Requirements

The deployment must use a KB based on the ITIL template. For more information and to familiarize yourself with the ITIL template design, see ITIL Documentation. SCCM does not currently work with KBs based on the Standard template.

Deploy the SCCM Integration

1. Click the **Setup** gear in the top-right corner and go to Integrations, then click Deploy under SCCM Integration**.**
2. Click OK to confirm the deployment. See below for more details on some of the elements that are be added during this step.
3. After the deployment, you are automatically directed to the SCCM Sync wizard.

Configure the SCCM Sync Wizard

1. In the SCCM Sync wizard, the SCCM sync type is already selected. Add a name and, if necessary, configure the remote proxy if the instance of SCCM is outside your knowledgebase firewall.
2. Click Next.
3. Add the Database Host Name, Database Port, Database Name, username, and password.
4. Click Next to proceed. The system checks the database connection. If the connection is successful, the Mapping tab opens automatically. If not, check the information you entered in step 3.
5. On the Mapping tab, scroll to the Configuration Item table and click Map. The Field Mapping screen opens with all the initial field mappings preconfigured.
6. Check that the field mappings are correct. If you need additional fields mapped for your implementation, add them here.

7. After ensuring that the field mappings are correct, click Finish, then Next.
8. On the Relation Mapping tab, make sure that the Configuration Item linked field set for Parent and child ID is added and click Next.
9. Select how to run the sync. If you select Manual, you can run it as an action from the Configuration Items table view.
10. Click Finish.

At this point, the sync is configured. You just need to run it.

Run the Sync

There are several possible ways to run the SCCM synchronization, but in most cases, the system is set up with a time-based rule that runs the SCCM sync at scheduled intervals.

To create a time-based rule to synchronize SCCM:

1. In the Configuration Items table setup, create a new Rule. For more information, see Rules.
2. In the Rule Type tab, select "At selected time intervals".
3. In the Condition tab, select "Run once per scheduled time interval".
4. In the Schedule tab, set an appropriate interval for your needs.
5. In the Action tab, click the Create Sync Action button.
   a. Add a name and description for the sync.
   b. In the External System ID field, use the look-up to find and import the SCCM sync ID.
6. Save the rule.

Removing Assets from SCCM Sync

The rule "TB: Set Missing CI to Removed and deactivate CI Relationships - change filter as needed" identifies assets that have not been updated by the sync in two weeks, and changes their status to Removed. By default this rule finds assets that have not been updated for two weeks and that have a Status of Active, and changes the Status to Removed and deactivates its CI Relationships. The asset remains in the knowledgebase with the last updated date in the "Last SCCM Sync" field. This should be reviewed for your requirements and then enabled.

Structure of an SCCM Integrated Knowledgebase

At this point, your knowledgebase should be synchronized with the assets from SCCM, and you can check to ensure that all assets are correctly represented and have established the necessary CI Relationships between the parent and child items.

CI Relationships and Relationship Diagrams in SCCM

CI Relationships and relationship diagrams are added during the creation rule "CI Create Actions", with the action "Convert to CI Parent-Child Relationship". This establishes the link between the parent asset and its children. For example, a laptop has a set of internal components and software, and uses networked equipment such as IP phones and printers. The CI Relationship table enforces this link, and the relationship diagram field type illustrates it and allows you to navigate between items in one system. For more information, see Relationship Diagram Fields. An asset with CI Subtype of System is usually a parent, such as a computer containing child components and software.

Elements Added in SCCM Deployment

The deployment adds a new entity set consisting of SCCM fields primarily to the Configuration Items table, a set of rules and actions to create the related records and CI Relationships, followed by a set of new CI Subtypes.

The following CI Subtypes are added by default from the entity set, but if further subtypes are pulled in during sync, they will also be mapped in the CI Subtypes table:

- WiFiMac
- Software License
- USB Controller
- System Device
- System
- Sound Device
- Software Installed
- Server Feature
- SCSI Controller

- Printer Device
- Printer Configuration
- Power
- Port
- PCMCIA Controller
- Network Client
- Network Adapter Configuration
- Motherboard
- Memory
- Logical Disk
- Keyboard
- IDE Controller
- Encryptable Disk
- Device Info
- Device Driver
- CPU
- Config Manager Client
- Computer
- Bluetooth
- CD-ROM
- Bios
- Battery
- 1394 Controller
- Pointing Device
- Mobile

The new subtypes are created using a conversion action "Create new CI Subtype from SCCM" as part of the initial creation rule.

CI Name

CI Name is an important identifying field for SCCM assets. This is added during the creation rule, using the following if-then clause:

```
if (CI Name=NULL) {
      if (Manufacturer!=NULL) {
              Set CI Name with Manufacturer
      } else {
              Set CI Name to subtype plus asset id
      }
```

This clause constructs the CI name in the following way:

- If SCCM provides a CI Name, it will be used by default. For example, `Qualcomm Atheros AR8171/8175 PCI-E Gigabit Ethernet Controller (NDIS 6.30)`.
- If SCCM does not provide a CI name but does contain a Manufacturer, the CI Name is defined as Manufacturer name + the CI Subtype + the Asset ID. For example, `Kingston RAM - 16777222-2-10`.
- If SCCM does not provide a CI Name or Manufacturer, the CI Name is defined as the CI Subtype + the Asset ID. For example, `Monitor - 16777222-2-6`.