

Enterprise Data Collection and Cross-Referencing System

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Enterprise environments involve a large set of servers and databases containing fluid and sometime inconsistent information regarding people, infrastructure, inventory, and organizational structure.

IT support must have access and use all this information to properly offer the right services and preemptive actions.

This paper presents a flexible and secure data collection system which offers quick access to all the available information, and can be used efficiently for IT and all levels of enterprise management.

Various components of the infrastructure can easily push the relevant information into the system, and the users have layered access to see, edit, filter, and cross-reference the data of interest for their function.

Triggers for automatic actions when certain conditions are fulfilled can be configured, for signaling the need for human action.

The system was built and tested at Carnegie Mellon University.

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