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ServiceNow Configuration Management

Benefits

- **Consolidate on a Single System of Record on a Single Platform**
  Leverage critical CMDB data more easily and effectively across all applications and processes on the ServiceNow platform.

- **Maintain Current and Accurate Data**
  Consistently keep CMDB data up-to-date and accurate to drive business-critical processes, and quickly see configuration drift or non-adherence to architectural standards.

- **Visualize Complex Data to Drive Better Decisions**
  Quickly and easily visualize CIs and their relationships to understand impact and risk, make better decisions, and provide better business services.

The IT Challenge

The modern enterprise is powered by IT, so visibility into the IT infrastructure is mission-critical. This sought-after visibility, however, is remarkably elusive. IT infrastructure continues to grow and become more complex, especially with the proliferation of hardware, software, appliances, virtual machines, cloud services, and mobile devices, making visibility into that infrastructure a constantly moving target. For IT to gain this visibility, it faces the challenge of consolidating, maintaining, and understanding complex data. IT must first consolidate disparate configuration item (CI) data into a single configuration management database (CMDB), taking into account unknown CIs, inconsistent data quality, and ill-defined relationships. IT must then regularly maintain this complex data for accuracy. Finally, IT must be able to make sense of this complex data so that it can be used to drive business decisions and services. In general, CMDB projects have a reputation for failed starts, lengthy implementations, and ongoing maintenance challenges – often resulting in limited business value and lots of unrewarded effort.

The ServiceNow Solution

The ServiceNow® Configuration Management application is an easy-to-use, cloud-based CMDB that serves as a single system of record for all applications and processes built on the ServiceNow Service Automation Platform as well as infrastructure data. It features a single data model with easy, accurate data acquisition through agentless auto-discovery of known and unknown CIs, existing integrations to third-party data sources, and additional integrations using web services or other methods. Built-in data reconciliation and normalization features ensure consistently accurate and useful data. CMDB data certification enables IT to maintain data integrity within the single system of record by federating data administration through workflow, escalations, and scheduling. Data visualization turns complex data into clear, actionable information, providing context around the relationships between configuration items and business services, as well as in-flight and historical incidents, problems, and changes. Reporting is fully integrated with all data and tables and easily customizable. Built on a single platform, the ServiceNow CMDB is automatically integrated with all features, processes, and applications built on the ServiceNow platform. Forward-thinking IT professionals seeking to implement a single system of record use the ServiceNow CMDB to bring visibility to their IT infrastructure, so they can focus their attention on making fact-based decisions and providing business-critical IT services that power the enterprise.
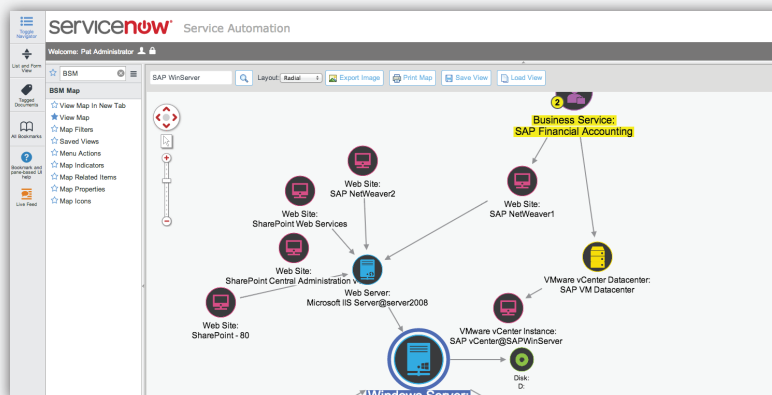
Business service management map shows topology and context to other ongoing events

Single Data Model

The ServiceNow CMDB utilizes a single data model, with common processes, standard taxonomy, and pre-negotiated semantics, format, and quality standards for exchanged data. As a result, every table, view, and application built on the ServiceNow platform is able to leverage a consolidated, single system of record. This data model is also easily extensible. Out-of-the-box tables and views can be extended with a simple mouse click, fields from other tables can be referenced and used to drive workflow, and data validation and normalization rules ensure that trusted data can be leveraged across any application, form, or workflow.

Easy, Accurate Data Acquisition

The ServiceNow CMDB may be easily and accurately populated with Configuration Item (CI) data through ServiceNow Discovery and other methods. Fully integrated and agentless, ServiceNow Discovery automatically identifies the type of CI it is interacting with and then launches additional probes and sensors that are appropriate to that device to gather further information and attributes. The CMDB automatically checks the data for errors, normalizes and transforms the data, and then loads the data to ensure the most recent and accurate profile of that CI. The ServiceNow CMDB also integrates with the most common infrastructure platforms such as VMware vCenter and Microsoft System Center Configuration Manager, as well as end-point management products. In addition, data may be imported into the CMDB through web services, direct database imports, and Excel files. Transform maps and business rules enable inbound data to be mapped to target tables and fields, transformed, merged, and coalesced.
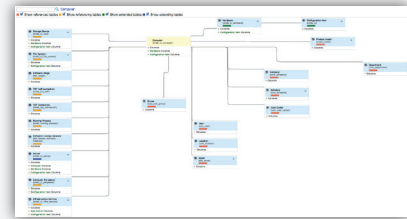
Federated Data Certification

Once loaded in the ServiceNow CMDB, accurate data may be regularly maintained through ServiceNow CMDB's data certification feature. This built-in capability assigns tasks to people and groups within IT to validate data models, attributes, non-discoverable information, and CI relationships on a scheduled basis to ensure data integrity within the single system of record.

Powerful Visualization and Reporting

ServiceNow CMDB's business service management mapping functionality provides a clear, graphical view of complex IT infrastructure and service relationships. IT professionals can click through the data map, filtering data, focusing in on specific CIs, and viewing impact and risk alongside in-flight operational activities such as incident, problem, and change requests. A simple and flexible reporting engine enables IT to quickly create dashboards and generate reports, which may be scheduled to be distributed on a regular basis. Administrators, system owners, and service owners can quickly identify configuration drift, unplanned changes, and incident history to understand the health of CIs they are responsible for and the operational activities directly or indirectly impacting those CIs.

Single System of Record on a Single Platform

The ServiceNow CMDB is automatically integrated with all applications and features built on the ServiceNow platform. IT can use the CMDB with Discovery and other applications such as Incident, Problem, Change, and Release Management, to gain an end-to-end view of CI lifecycles. Compare history and changes over time to track authorized and unauthorized

Single consolidated data model, easily viewed using entity relationship diagram mapper
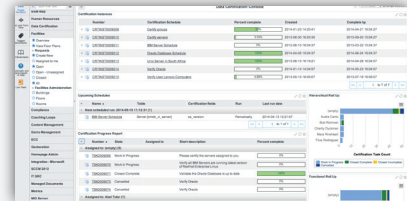
Data certification console shows real-time status and tasks outstanding

changes to configuration items, report and show attribute changes/differences, tie to workflow to manage exceptions and remediation activities, and link back to operational processes. Access to CI classes, entire records, individual fields, and attributes can be controlled where desired, to ensure only authorized users are able to update CI records. An integrated SLA engine enables IT to track CIs against service levels and operational agreements. Information may be shared in chat channels and the Live Feed social stream. End users may subscribe to the services and CIs they are interested in, choose from several notification options, and receive messages on all types of mobile devices.

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