Configuration Management Database (CMDB) Health Check

A healthy Configuration Management Database (CMDB) for ServiceNow Success

The CMDB is the heart of a healthy service management practice and ServiceNow ecosystem. Conducting a CMDB Health Check in partnership with Covestic results in the ability to remediate underlying CMDB issues to ensure an accurate and reliable Configuration Management Database.

⚠ **Poor quality data cost organizations an average of $14.2 million annually**

How to know if your CMDB is in need of a Health Check:

- The CMDB is either not present or isn't being used for common service management functions
- Incident diagnosis and Problem root cause analysis activities are ad-hoc and manual
- The CMDB is present, but its contents are not trusted due to suspected or unknown accuracy

The CMDB should serve as a reliable foundation for business success, future ServiceNow platform adoption and outage reduction. A thorough CMDB Health Check can uncover opportunities for more effectively realizing the full power of your ServiceNow investment.

The Entire ServiceNow Platform Depends on the CMDB
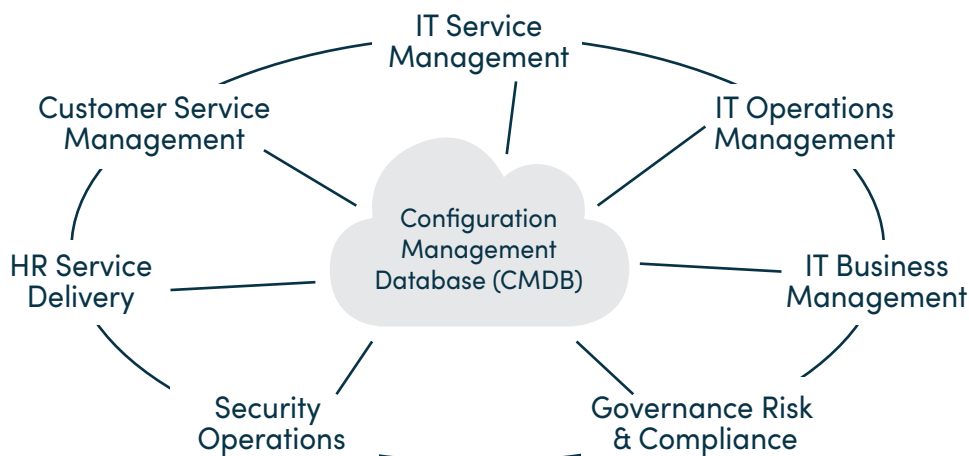
Covestic CMDB Health Check

Covestic helps you remediate underlying CMDB issues to ensure an accurate and reliable Configuration Management Database.

Our CMDB Health Check team will:

- Perform a rapid assessment of the current state of the configuration management process, the CMDB and Configuration Item (CI) and relationship sourcing – inclusive of discovery solutions and integrations
- Develop a configuration management/CMDB roadmap that aligns to best practice and your overall roadmap
- Ensure alignment to the ServiceNow Common Services Data Model (CSDM) framework for best practice CMDB Data Modeling and Data Management
- Conduct workshop and working sessions to architect the CMDB

Expertise | Work with an Elite ServiceNow partner to tap into a team of experienced consultants averaging more than 15 years of consulting and IT experience with deep experience in building optimal and scalable business solutions to address client's needs for visibility and health at all levels of the organization.

Technical know-how | We have deep practice experience with provisioning ITSM, CMDB, Asset, Configuration and Event solutions. Our strong capabilities enabling automation on top of the CMDB coupled with our alignment to the ServiceNow Common Services Data Model (CSDM) framework, data import, transformation and manipulation will help you unlock the true value of your CMDB.

Control costs | The CMDB Health Check is a fixed-price engagement that typically takes two weeks to complete.

Maximize ServiceNow ROI | CMDB is at the core of each and every engagement we perform because we understand the importance of the role a foundational CMDB plays in setting you up for long-term ServiceNow success.