

CMDB: The Key to Greater Infrastructure Visibility and Accountability

Configuration Management

A critical part of your IT service management success

Tracking and understanding the information within your system allows you to identify, verify, and manage it more effectively. Organizing this information is known as Configuration Management, and it is essential in today's enterprise IT operations.

Following a well-detailed configuration management plan, the Configuration Management Database (CMDB) is the centralized repository where information on the hardware and software assets, also known as configurable items, are stored, organized, assessed, and managed. A healthy CMDB enhances business service quality by helping to:

- Prevent business service outages
- Identify and respond to service outages more quickly
- Diagnose and fix service outages faster

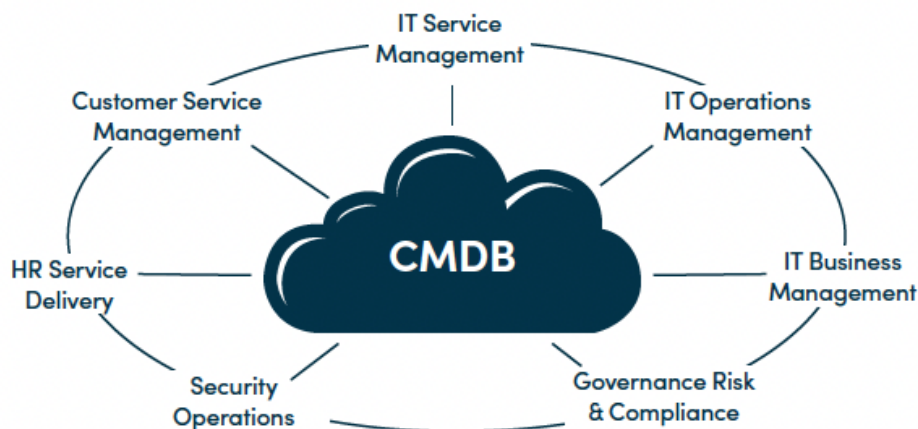


We're there when you need us, at the right time and the right place. Contact us at itsolutions@milestone.tech to learn more.

The ServiceNow Platform Depends on the CMDB

Let Milestone help you get the most out of your ServiceNow Investment

Making sense of complex data drives business decisions and services. Covestic assists in CMDB management operation for all aspects of your ServiceNow platform, allowing you to have a comprehensive view of your entire IT environment while supporting the individual departmental aspects of your IT operations.



Note: Your CMDB must be continually monitored to maintain its operational health.

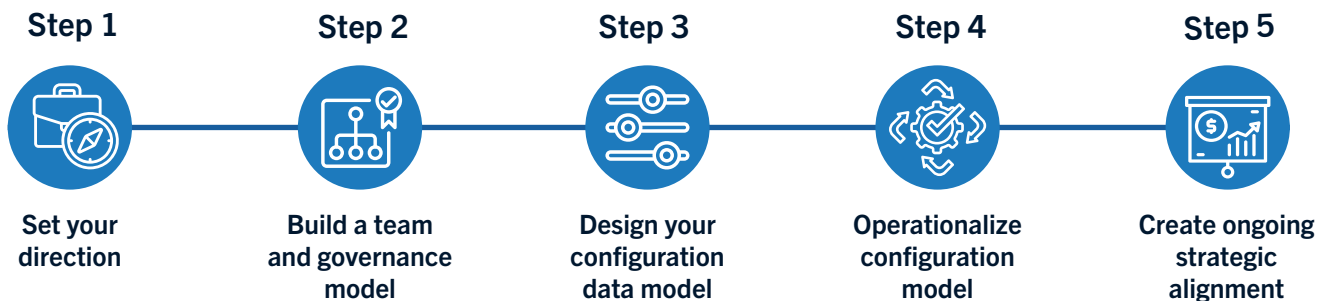
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5 Steps to Maintaining a Healthy CMDB

An Accurate and Reliable CMDB Needs Covestic

Keeping a CMDB healthy requires a detailed Configuration Management Plan. The plan makes CMDB health measurable and reportable while identifying discrepancies and corresponding tasks for remediation. Part of that plan involves utilizing Milestone's CMDB Health Check. This five-step process helps maintain and maximize the benefits of your CMDB to continue delivering high-quality business services.



In addition, your Covestic 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 with 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 workshops and working sessions to architect the CMDB

Improve Service Health and More

Additional Benefits of a Successful CMDB Deployment

- Understand the organizational value of each of your business services
- Know who uses your business services and predict future consumption
- Identify where to invest and where to scale back
- Track your service delivery costs and find out how to optimize them
- Reduce technical debt and risk by seeing which technologies underpin your services

To learn more about Milestone's CMDB service offerings, contact us today for a free demo.