



Addressing Common ServiceNow CMDB Data Quality Issues

A Configuration Management Database (CMDB) is a critical component of IT Service Management (ITSM), as it contains valuable information about an organization's IT assets, their interrelationships, and the configuration items (CIs) that comprise them. However, the value of a CMDB depends on the accuracy, completeness, and consistency of its data. In this blog post, we will discuss common data quality issues that can affect a ServiceNow CMDB and how ProV can help organizations address them.

Duplicate Records

Duplicate records are a common issue that can occur when data is imported into the ServiceNow CMDB from multiple sources. Duplicate records can lead to inconsistencies and inaccuracies in the data, making it difficult to manage IT assets effectively.

Solution: ProV can help organizations identify and eliminate duplicate records by analyzing the CMDB's data and using data deduplication tools. We can also implement data validation rules to prevent future duplicates from being created.



Incomplete Data

Incomplete data is another common data quality issue that can affect a ServiceNow CMDB. Incomplete data can occur when fields are left blank or data is missing from a record.

Solution: ProV can help organizations implement data quality controls and data validation rules to ensure that all required fields are filled out. We can also perform data analysis exercises to identify and fill in missing data.

Decayed/Stale Data

Stale data is data that is outdated and no longer reflects the current state of IT assets. Stale data can lead to inaccurate reporting and mismanagement of IT assets.

Solution: ProV can help organizations implement data lifecycle management practices to ensure that stale data is removed from the CMDB regularly. We can also develop processes to ensure that data is updated regularly to maintain accuracy.

Inaccurate Data

Inaccurate data is data that is incorrect or inconsistent with the actual state of IT assets. Inaccurate data can lead to ineffective decision-making and mismanagement of IT assets.

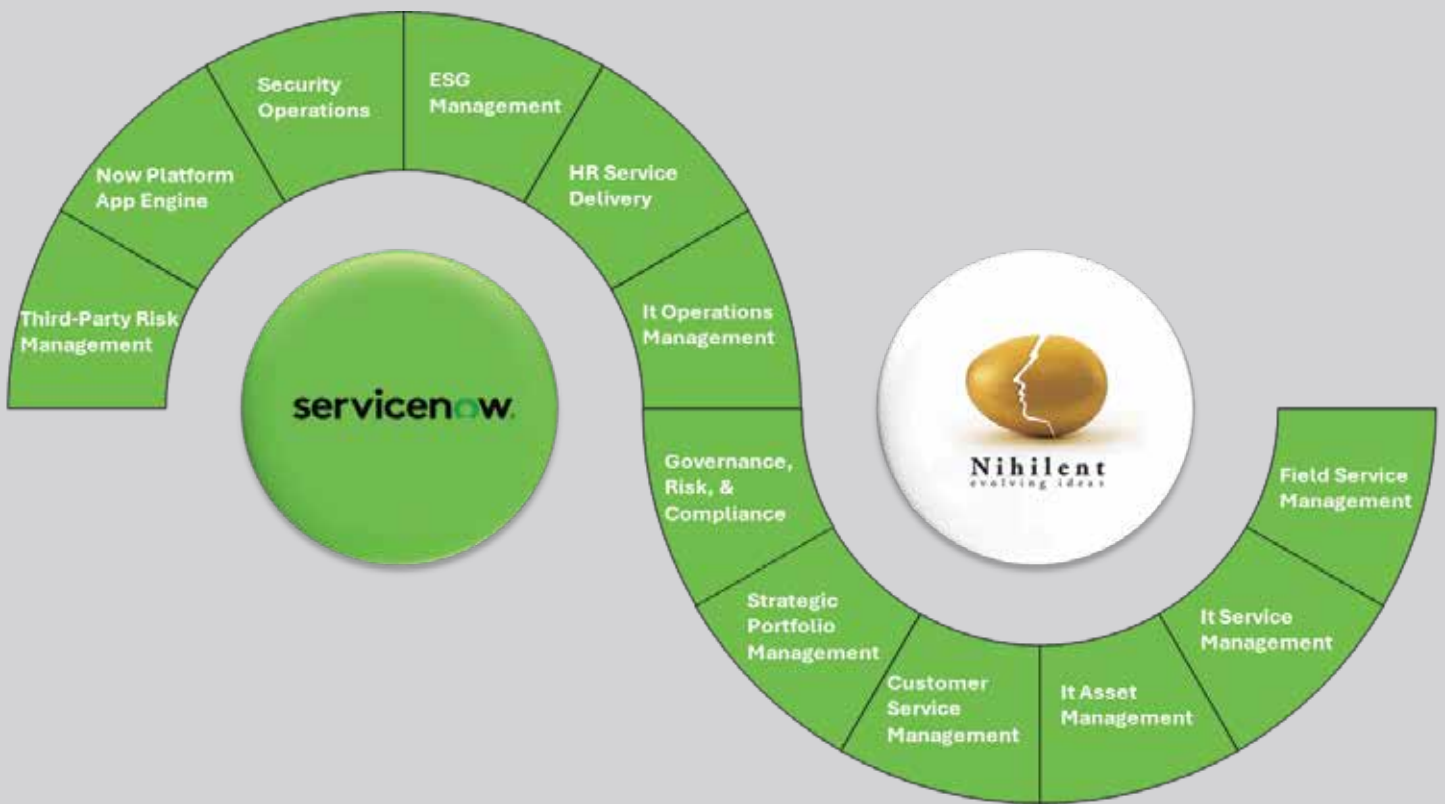
Solution: ProV can help organizations implement data quality controls and data validation rules to ensure that the data in the CMDB is accurate and up-to-date. We can also perform data analysis exercises to identify and eliminate inaccurate records in the CMDB.

Contact ProV for Help with Your ServiceNow CMDB

Ensuring the accuracy, completeness, and consistency of data in a ServiceNow CMDB is critical to effective IT Service Management (ITSM). By addressing common data quality issues, organizations can ensure that their CMDB is reliable and useful for decision-making. ProV can help organizations overcome these challenges by providing expert consulting services, data analysis, and optimization exercises to ensure a healthy and accurate ServiceNow CMDB. Contact us today to learn more.

About Nihilent

Nihilent is a global consulting and services company that uses a human-centered approach for problem-solving and change management. Nihilent's comprehensive range of expertise in customer research, process, and technology enables newer heights of business performance. Nihilent enables customers to realize these strategic goals through its comprehensive Business Consulting, Analytics, and Technology offerings. Nihilent's User Experience (UX) Labs are in Pune and Johannesburg, with the third launching soon in Dallas. Each UX Lab is guided by a structured framework following industry-recognized principles and includes the six stages: Sense, Immerse, Define, Ideate, Build and Validate.



1800 + Customers
500 + Design Thinkers
23+ Years Of Managing



Sanjeev Singh
Global Practice Head - ServiceNow
Email: sanjeev.singh@nihilent.com

www.nihilent.com

USA | India | Australia | South Africa | Sweden | UK



**/ Humanizing
Technology**