

Improve the ServiceNow CMDB Data Quality



A Configuration Management Database (CMDB) plays a vital role in IT Service Management (ITSM) by housing essential information about your organization's IT assets, their interconnections, and the configuration items (CIs) involved. Maintaining a pristine state for your CMDB is crucial, as its value hinges on its data's accuracy, comprehensiveness, and consistency. Numerous common data quality challenges impact the ServiceNow CMDB, but Nihilent helps organizations resolve them.

Record Duplication

Importing data into the ServiceNow CMDB from multiple sources often results in duplicate records. These duplicates can introduce inconsistencies and inaccuracies within the data, posing challenges to managing IT assets effectively. Furthermore, they give rise to numerous disruptions and operational obstacles, hindering smooth functioning.

Nihilent assists customers in identifying and eradicating duplicate records through a comprehensive analysis of the Configuration Management Database (CMDB) data and utilizing cutting-edge data deduplication tools. Furthermore, our expertise extends to the implementation of intelligent data validation rules, effectively mitigating the occurrence of future duplicate entries.

Decayed/Stale Data

Outdated data, decayed or stale data, refers to information that has become obsolete and no longer accurately represents the current status of IT assets. Stale data poses significant challenges and often results in misleading reports and mismanagement of IT assets.

Our team of skilled consultants assists customers in implementing industry-leading strategies for data life cycle management. We prioritize removing outdated data from the CMDB regularly, following best practices. Furthermore, we employ intelligent rules to optimize processes, ensuring that data is routinely updated and maintains its accuracy.

Erroneous Data

Inaccurate data refers to data that is incorrect or inconsistent with the actual state of IT assets. Such erroneous information can cause confusion, hinder effective decision-making, and contribute to the overall mismanagement of IT assets.

Nihilent's team of experienced consultants is actively assisting customers in implementing adequate data quality controls and intelligent validation rules, guaranteeing the accuracy of data within the CMDB (Configuration Management Database). In addition, our expertise enables us to conduct thorough data analysis exercises, efficiently identifying and eliminating any erroneous records present in the CMDB.

Other common Challenges

Integration Challenges: ServiceNow CMDB often needs to integrate with other systems and data sources. Integration issues, such as incompatible data formats, communication failures, or delays in data synchronization, can impact the overall accuracy and reliability of the CMDB.

Complexity: CMDB implementations can become complex due to the extensive configuration options and customization. Poorly planned or overly complex configurations can lead to confusion, difficulty managing and maintaining the CMDB, and potential performance issues.

Data Governance: Establishing proper data governance practices and policies is crucial for maintaining the quality and consistency of CMDB data. Lack of governance can result in data inconsistencies, unauthorized changes, or non-compliance with data standards.

Performance Bottlenecks: Performance issues can arise as the CMDB grows in size and complexity. Slow response times, delays in data retrieval, or system unresponsiveness can impact user experience and productivity.

Change Management: Changes in the IT environment, such as hardware or software updates, can affect the CMDB's accuracy. Therefore, proper change management processes, including impact analysis and updating CMDB records, are essential to ensure data reflects the current state of the environment.

User Adoption: CMDB requires active participation from users to keep the data accurate and up to date. Lack of user adoption, inadequate training, or resistance to change can hinder the success of the CMDB implementation.

Lack of Data Discovery: Accurately, Identifying and capturing all configuration items can be challenging. Incomplete discovery processes or the inability to discover certain types of assets can result in missing or incomplete data in the CMDB.

Reporting and Analytics: Generating meaningful reports and insights from CMDB data can be challenging. Inadequate reporting capabilities, lack of predefined metrics, or difficulty extracting and analyzing data can hinder effective decision-making and analysis.

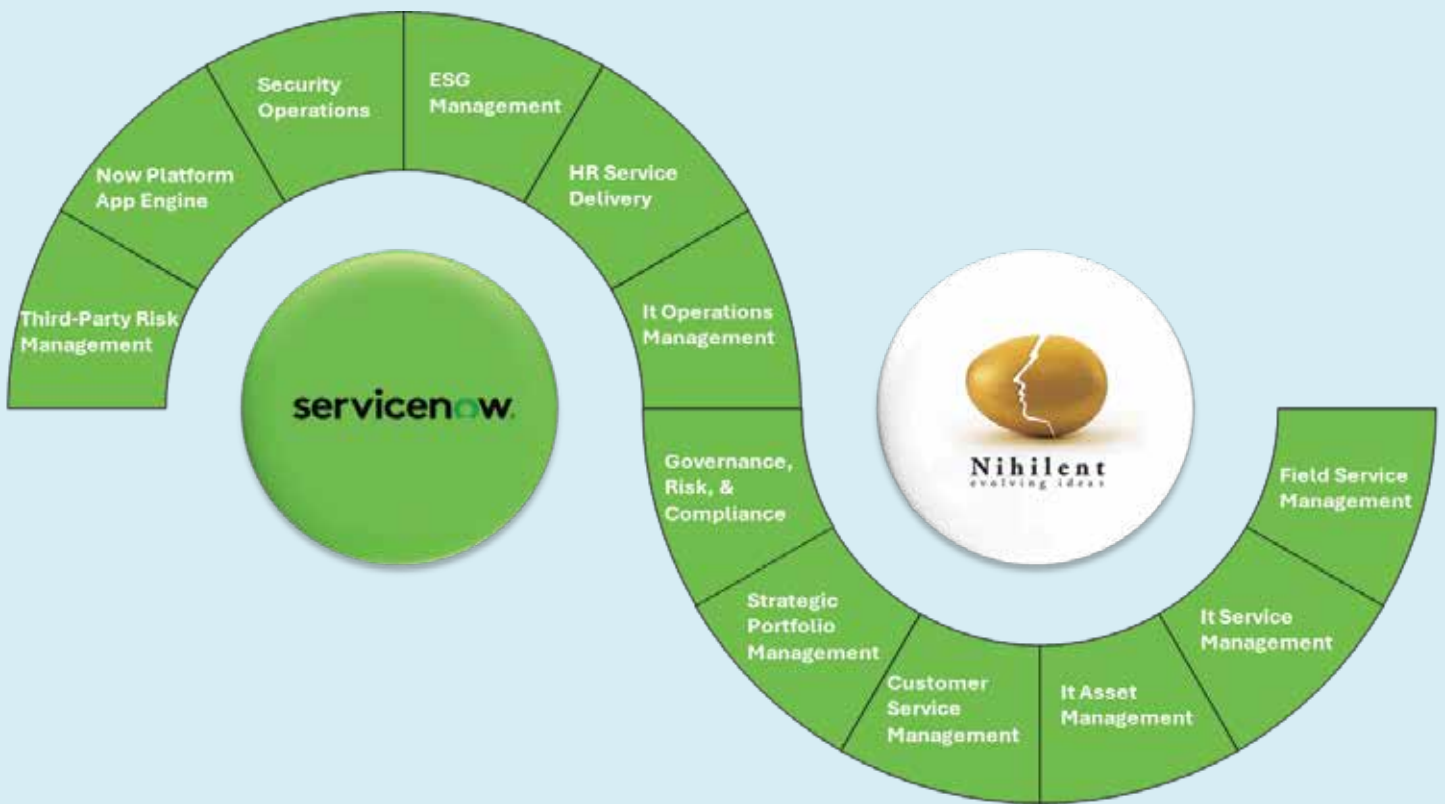
The list may go endless, but, It's important to note that Nihilent is mitigating many of these problems through proper planning, governance, and ongoing maintenance of the CMDB, as well as by leveraging best practices and utilizing available resources, such as ServiceNow's documentation and support.

CMDB is a single source of truth. CMDB not only provides a strong foundation for IT Service Management but also provides Management summary and insights into various data trends. It is vital to prioritize data accuracy, completeness, and consistency within the ServiceNow Configuration Management Database (CMDB) to achieve efficient and intelligent IT Service Management. Resolving recurring data quality issues and related problems is essential for customers to establish a reliable and valuable CMDB, facilitating informed decision-making. With Nihilent's extensive experience in CMDB management spanning several decades, we offer expert consulting services, in-depth data analysis, and optimization exercises. We aim to assist customers in overcoming CMDB challenges, ensuring a robust and precise ServiceNow CMDB.



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



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