



≡ TESM

CMDB: From Questions to Answers

Many customers start their ServiceNow journey by implementing the core ITSM processes and have either implemented a very simplistic CMDB or have not implemented anything at all.

This is understandable given the bad press and anecdotal negativity that often surrounds failed CMDB or Service Asset & Configuration Management (SACM) implementations. However, this leaves teams unable to answer basic questions that are vital for effective service provision, and provides ongoing constraints to core process value:

- A lack of linkage between Incident, Problem, Change, etc. and related Configuration Item (CI) data is limiting the available data to provide management information
- KPIs, reporting and trend analysis are limited by a lack of supporting data
- Data driven automation is limited because of a lack of CI data, leading to over-engineered workflows
- Form data entry and categorisation structures are more complex in the absence of the relational CI data

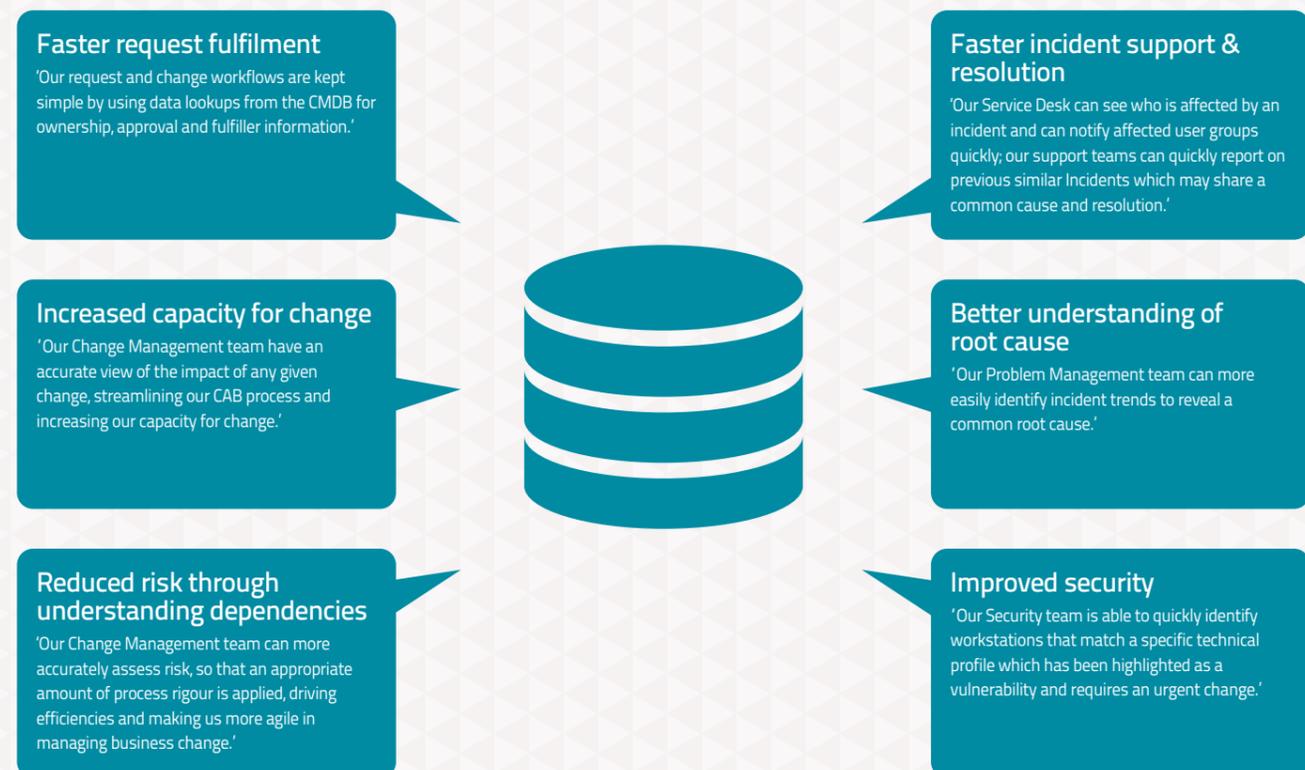
A Roadmap to CMDB Maturity

TESM can help you to establish a SACM and CMDB plan and maturity roadmap, which is an essential first step on your CMDB journey and will enable you to begin to unlock the many benefits of an effective CMDB.

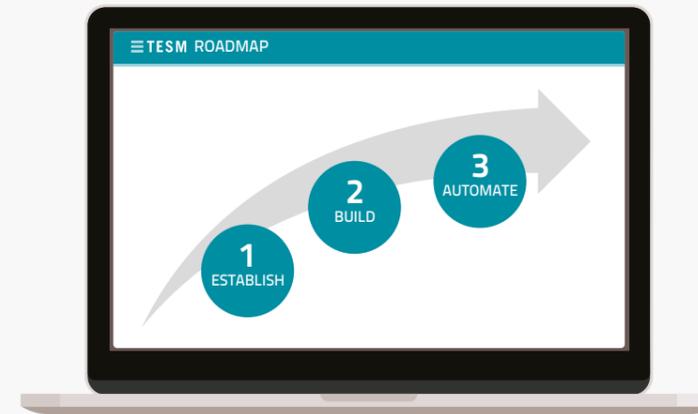
From Questions



To Answers



The TESM CMDB Roadmap



Advise

TESM's CMDB roadmap is carefully structured in phases to enable a solution that addresses the specific needs of your organisation and maturity of your ServiceNow implementation.

We begin with a workshop which will provide guidance on how to tackle your CMDB initiative, addressing the SACM process considerations, as well as the technical aspects associated with establishing the CMDB within ServiceNow. It will:

- Establish the objectives of SACM
- Provide guidance on the scope of the initial CMDB, or how the current one should be adapted
- Provide the top 10 tips for establishing the CMDB
- Provide a typical best practice maturity roadmap



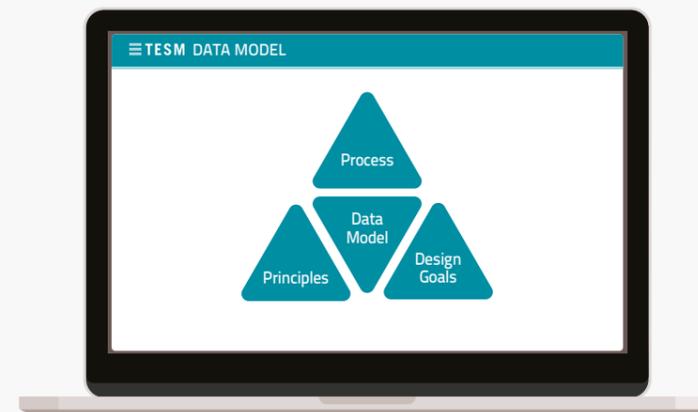
Assess

TESM will perform a CMDB & Service Management Assessment which will provide a focussed review of your current ServiceNow deployment and supporting CMDB capability.

The assessment will also consider your stakeholders' goals, gaps, pain points and needs.

Based on our findings we will make recommendations on any simplifications or remediation that should be applied to your existing ServiceNow process configuration.

A tailored maturity roadmap will be provided so that you can ensure that your CMDB continues to evolve in alignment with your evolving ITSM process maturity and wider service management aspirations.



Execute

Following the review of the existing ServiceNow set-up, TESM can assist with the planning and execution of one or more steps on your tailored CMDB maturity roadmap.

We can also help with your wider service management roadmap and make recommendations on the order in which areas should be implemented, taking into consideration the dependencies on other process areas and/or technical aspects of the platform.

The roadmap will pave the way for a continuously improving CMDB that will support an increasing level of available detail and improve the depth and value of management information.

It will ultimately provide a database for all KPI and reporting needs, and provide a complete picture of service availability, capacity, performance and service delivery costs.

Establishing CMDB as the Golden Source of Truth

The roadmap is designed to provide a solid foundation on which to build an effective and valuable CMDB that will provide a single source of truth for service management across the organisation.

Even the initial steps of your roadmap can be expected to deliver key benefits, such as:

- Service Desk agents understand the business impact of an incident and can prioritise accordingly, thereby improving service level adherence and customer satisfaction
- Forms and categorisation structures can be simplified, reducing Incident logging times
- Data-driven workflows reduce manual effort and reduce fulfilment times. By automating approval, task allocation and task fulfilment activities, you can improve service levels and increase customer satisfaction
- It is possible to report on incidents that relate to common CI data. This provides detailed insight into root cause and, in turn, drives down incident numbers; improves service availability; increases productivity; increases customer satisfaction; and reduces support costs
- Related CI data on Change records will facilitate risk and impact analysis by highlighting impacted services and business users. This will reduce the number of failed changes; reduce change related incidents; increase service availability; lower the cost of change; and increase IT's capacity for change and business demand
- Better business impact visibility allows you to focus on just the people who need to be notified or involved in the approval, analysis and planning of any given change. This reduces cost per change and increases the organisation's ability to meet the evolving needs of the business

In addition, the greater the value and the better the ROI delivered to the business by your ServiceNow implementation, the easier it is to make the business case for platform expansion.

To discuss how TESM can help you put in place an effective CMDB, please contact us today:

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