

CMDB / CSDM Stabilization & Readiness Assessment

Establish Trusted Data. Enable Operational Excellence. Reduce Risk.



The Executive Challenge

CMDB data is often incomplete, outdated, or untrusted, limiting its effectiveness as a reliable source of truth. Organizations frequently face duplicate discovery efforts and rely on manual updates, which introduce inconsistencies and inefficiencies. This lack of data integrity contributes to limited visibility into infrastructure and cloud health, making it difficult to accurately assess outages and understand service impacts. As a result, organizations face increased audit and compliance exposure, while support teams often show little interest in leveraging CMDB data due to a lack of confidence in its accuracy and value.



Why does it matter?

ITOM, HAM, SAM, and ITSM all depend on trusted configuration data to operate effectively, yet poor data integrity often undermines their value. Inaccurate or incomplete data can extend outage durations and lead to failed or unreliable automation efforts. As a result, leadership is frequently forced to make critical decisions based on incomplete or inaccurate information, increasing risk and reducing overall operational effectiveness.



CMDB Health & Maturity Score

- Data Quality: Completeness, Correctness, Compliance
- Validate data source integrations are healthy & modern and do not conflict with each other
- Identify barriers to CMDB usage for ITSM processes



CSDM Alignment Roadmap

- Application and Service modeling
- Service ownership & governance model
- Ensure sustainable path towards ServiceNow value growth



Risk & Value Realization Plan

- Incident impact visibility improvement
- Automation enablement opportunities
- Audit defensibility strategy
- 90-day stabilization quick wins

Executive Strategy Session Available — Quantified Readiness & Action Plan.