

Global Energy Organization Enhances Data through ServiceNow CMDB Assessment

The Customer's Challenge

The organization's CMDB lacked the automation, completeness, and governance needed to effectively support ITSM and operational processes. More than 82% of incidents were not associated with a configuration item, limiting root cause analysis, service mapping, and impact visibility. The CMDB was in an early stage, with inconsistent modeling outside of ServiceNow's CSDM, minimal health rules, and no formal ownership or data quality controls. The organization needed a practical, executable plan to move from static data to trusted service and asset visibility that could support operations, compliance, and future automation.

Windward Solution

Windward conducted a comprehensive CMDB assessment and future-state design to establish a fact-based understanding of current maturity and usage. The engagement aligned stakeholders across infrastructure, applications, security, and ITSM, evaluated the broader data and technology landscape, and introduced a prioritization framework to guide sustainable CMDB data intake. Windward designed a CSDM-aligned future state, defined service and infrastructure modeling to support end-to-end visibility, and implemented a governance-first operating model with embedded audit, security, and compliance considerations, supported by a phased execution roadmap.

Results Achieved



Delivered a validated CMDB strategy supported by a prioritized roadmap and actionable product backlog.



Defined a future-state CMDB design ready to enable automated discovery, service mapping, ITSM integration, and auditing.



Identified and scored authoritative data source integrations with clear value and licensing impact.



Established a clear execution path with defined principal CI classes, required attributes, and quick wins such as plugin activation and stale data cleanup.