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Configuration Management Database

Madrid

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With the ServiceNow® Configuration Management Database (CMDB) application, build logical representations of assets, services, and the relationships between them that comprise the infrastructure of your organization. Details about these components are stored in the CMDB which you can use to monitor the infrastructure, helping ensure integrity, stability, and continuous service operation.

Use core features such as CMDB Health, CMDB Identification and Reconciliation, and CMDB CI Lifecycle Management to monitor and detect health issues, reconcile data integrity issues, and manage data life cycle.

Note: CMDB modules, features, and wizards are not supported on mobile devices. You cannot use a mobile device to access the CI Class Manager, Query Builder, or Duplicate CI Remediator. Or to access or configure CMDB features such as Identification and Reconciliation, CMDB Health, CI Lifecycle Management, baseline CMDB, and proposed changes.

Explore

- **Configuration Management Database (CMDB) release notes**
 - **Upgrade to Madrid**
 - **Video: CMDB | Overview**
- **Configuration Management and the CMDB**
- **CMDB Identification and Reconciliation**
 - **CMDB Health**
- **CMDB CI Lifecycle Management**
- **Domain separation in CMDB**

Set up

- **Populate the CMDB**
- **Whitepaper: CMDB Design & Configuration**
 - **Whitepaper: CMDB Design**
- **Whitepaper: Improving Configuration Item Data Quality**
 - **Whitepaper: CMDB Design Guidance**
 - **Activate the Extended CMDB plugins**

Administer

- **Baseline CMDB**
- **CI relationships in the CMDB**
 - **CMDB classifications**
- **Video: CMDB Health dashboard**
- **CMDB 101 - What is a configuration management database and why do you need one?**
(ServiceNow® Community post)

Use

- **Create a CI class**
- **Create or edit a CI relationship**
- **Add a proposed change to a CI**
 - **Querying the CMDB**
- **Apply CMDB remediation**

Develop

- CMDB APIs (CMDB SDK)
- CMDB CI Class Models store app
 - Developer training
- Developer documentation

Troubleshoot and get help

- Search the HI knowledge base for known error articles
 - Contact ServiceNow Support
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