



Configuration Management Database (CMDB) and Common Service Data Model (CSDM)

The **Configuration Management Database (CMDB)** holds information about how assets are configured and how they interact with other assets in the organization.

The **Common Service Data Model (CSDM)** is a standard and consistent set of terms and definitions that span and can be used with all ServiceNow products.

The CSDM terms and definitions enable service reporting and provide prescriptive guidelines for service modeling within the CMDB. Use the CSDM to map a customer's services to the CMDB to leverage the out of the box functionalities provided by ServiceNow. Following the CSDM framework ensures that the data your customer's application requires maps correctly to the appropriate CMDB tables.

Phase one use case

Use the services for a customer's internal uses cases

- Make sure to invite all key stakeholders to the workshop to get a good understanding of the applications/services and the relationships that exist
- Every company uses its own vocabulary. Make sure that you all speak about the same things
- Ensure that foundation data is correct in the system, such as users linked correctly to their managers, locations, companies, and departments
- The CSDM and the product views give you a good guide, but every company is slightly different, and you need to adapt. Make sure that you stay as close as possible to the recommendations from ServiceNow

Phase two use case

Make the services available for a customer's business-to-business customers

- CMDB records are internal, CSM uses its own record types
- If your customer sells services to their customers, they should use sold products and install base items in CSM
- Sold products reference service offerings
- Install base items reference application services or CIs in general
- Sold product and service offerings that belong together must reference the same product model