## ✅ CMDB (Configuration Management DataBase) benefits

**Accurate Asset Discovery:** RFID ensures the CMDB always reflects the real inventory.

**Automated Updates:** Movement, lifecycle events, and provisioning changes sync automatically.

**Dependency Mapping:** Devices + ports + services linked to reduce blind spots.

**Audit Readiness:** Complete chain of custody for assets, useful for compliance/legal.

**Data Enrichment:** ML provides anomaly detection and predictive insights on CMDB records.

**Improved Service Impact Analysis:** CMDB linked to incidents/problems → faster RCA.1. GSD Service Desk

## ✅ Benefits by stakeholder teams (network engagement)

**1. GSD Service Desk**

Faster incident resolution by pulling real-time asset details (location, specs, owner).

Reduces misrouting of tickets by mapping tickets to the correct physical device.

Improves first-call resolution with device context readily available.

**2. Customer Success Management (CSM)**

Accurate visibility into customer-deployed assets.

Enables proactive engagement (e.g., alerting customers about nearing end-of-life devices).

Strengthens trust through transparent reporting of asset status.

**3. Network Tier 1 (CE) & Tier 2 (SMC) Support Teams**

Rapid device identification during troubleshooting.

Minimized downtime due to clear device location & connectivity mapping.

History of device movement & changes supports root cause analysis.

**4. DIGIN**

Accurate port mapping before migrations.

Reduced risk of downtime due to incorrect device disconnection.

Automated inventory verification before and after migrations.

**5. Service Fulfillment Team (SF)**

Simplifies device check-in/check-out.

Ensures real-time stock updates.

Reduces errors in asset shipping/receiving.

**6. Technical Account Management Team (TAM)**

Better reporting to customers on deployed assets & health status.

Data-driven recommendations for upgrades/replacements.

Improved SLA adherence with precise device tracking.

**7. Asset Management & Supplier Management Teams**

Full lifecycle visibility: procurement → deployment → retirement.

Accurate forecasting for replacements & budgeting.

Reduced asset loss or ghost assets.

**8. Service Reliability Management (SRE) Team**

Real-time Asset tracking (visibility, inventory management)

Enhanced troubleshooting (quick identification of issues, historical data asset)

Improved Maintenance scheduling (lifecycle management)

**9. Digital Programmability Engineering (DPE) team**

**(AOS, PIE, Observability and Applications teams)**

Real-Time Asset Tracking

Automated Provisioning

Improved Telemetry Data Collection

**10. Service Operations Support (SOS) (Business Analysis Team)**

Accurate historical data for trend analysis.

Data for process optimization & efficiency metrics.

**11. Project Management Teams**

Accurate device availability for project timelines.

**12. Change Management and Problem Management**

Real-time tracking of IT assets to support planning changes or diagnosing problems and assessing the impact of proposed changes.

Dependency Mapping

Historical Data Access

## ✅ Other teams that benefit

**Security Teams** → Track unauthorized movement of assets.

**Finance Teams** → Better depreciation tracking & financial reporting.

**Procurement Teams** → Clear insight into when to reorder hardware.

**Facilities Management** → Optimize power, cooling, and rack usage.

**Compliance & Audit Teams** → Automated reporting and verification.

**Legal Teams** → Ensures compliance with data center regulations; Provides chain-of-custody data in case of disputes.

## RACI

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Activity / Benefit Area | Service Desk | CSM | CE and SMC | DIGIN | Fulfillment | TAM | Asset Mgmt | Legal | Biz Analysis | Security | Finance | Procurement | Facilities | Compliance | Project Mgmt | SRE | AOS | GNC | Observability | PIE | CMDB Mgm (SOS team)t | Change Mgmt | Problem Mgmt |
| Asset Tagging & Data Collection | C | I | R | R | R | I | A | I | C | C | I | C | C | I | I | R | A | A | C | C | R | C | C |
| Real-Time Location Tracking | R | I | R | R | C | C | A | I | C | R | I | I | C | C | I | R | R | C | A | C | R | C | C |
| Incident / Ticket Enrichment | R | C | R | I | I | C | I | I | I | I | I | I | I | I | I | R | C | C | R | C | C | C | A |
| Migration & Port Mapping | I | I | R | A | C | C | I | I | C | I | I | I | I | I | C | C | C | I | C | C | C | C | I |
| Fulfillment / Logistics Accuracy | I | I | I | C | A | I | C | I | I | I | C | R | I | I | I | I | I | C | I | C | C | C | I |
| Lifecycle Management | I | I | C | C | C | C | A | I | C | C | R | R | C | I | C | A | C | C | A | A | A | C | C |
| Regulatory Compliance & Audit | I | I | C | I | C | I | R | A | C | C | C | C | C | A | I | C | I | I | C | I | A | C | C |
| Financial Tracking | I | I | I | I | C | I | C | I | I | I | A | R | I | I | I | I | I | I | I | I | I | I | I |
| Predictive Maintenance (AI) | C | C | R | C | C | C | A | I | C | R | I | I | C | I | I | A | C | C | A | A | C | C | C |
| Business Analysis / Reporting | C | I | C | C | C | C | C | I | A | I | R | C | I | I | C | C | C | A | C | C | C | C | C |
| Security & Movement Monitoring | I | I | C | C | I | I | C | I | I | A | I | I | I | I | C | C | I | I | C | A | C | C | I |
| Customer-facing Transparency | I | A | C | I | I | R | C | I | C | I | I | I | I | I | I | C | C | A | I | I | I | I | I |
| Project Involvement | I | I | I | C | I | I | C | I | I | I | C | I | I | I | A | C | I | I | C | C | C | C | C |
| CMDB Implementation / Mgmt | C | C | C | C | C | C | R | I | C | C | I | C | I | A | A | C | R | R | R | R | A | A | C |
| Change Impact Assessment | I | C | C | I | I | C | C | I | C | C | I | I | I | I | C | C | C | I | C | C | C | A | C |
| Problem Root Cause Analysis | I | I | R | I | I | C | C | I | C | C | I | I | I | I | C | C | C | I | C | C | C | C | A |

RACI is for reference and may not be 100% accurate