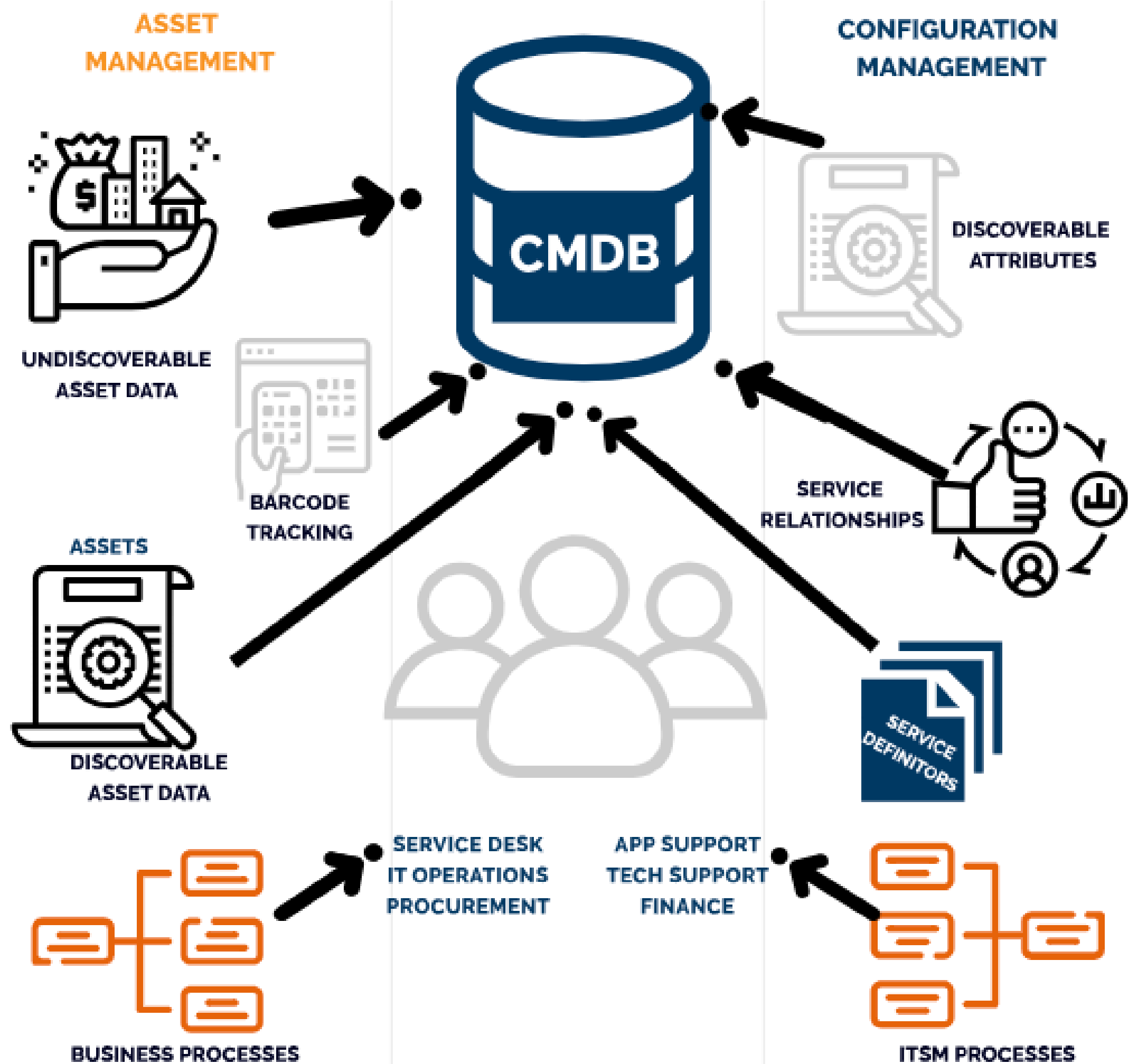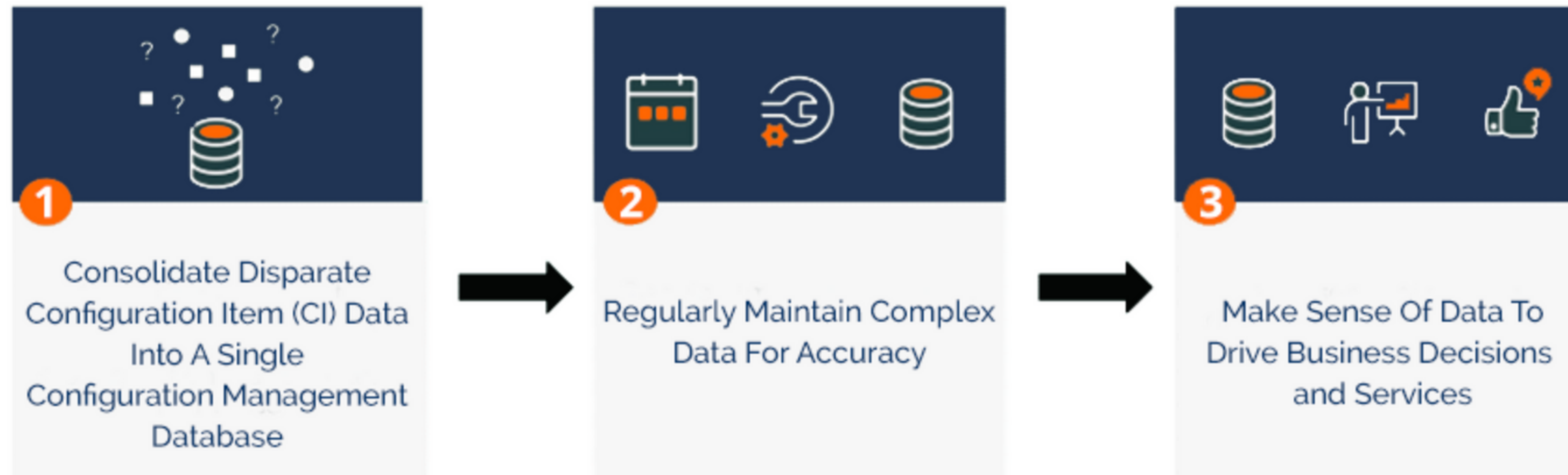HARISH

CMDB

CMDB is a database that contains all the information about the applications and devices providing services in an organization. Each service's support data is stored in a Configuration Item (CI) unique to that service in the CMDB

Why Is Configuration Management Database Needed?

Configuration Management Database's goal is to provide information that helps organizations make better business decisions and smoothly run IT Service Management processes. It allows users to identify dependencies among processes, people, applications, and IT infrastructure. ServiceNow Configuration Management Database also enables users to find opportunities for change, ensure faster resolution of incidents and fewer errors, and more.

1
Consolidate Disparate Configuration Item (CI) Data Into A Single Configuration Management Database

2
Regularly Maintain Complex Data For Accuracy

3
Make Sense Of Data To Drive Business Decisions and Services

What is CI

A CI is a uniquely identified component used to deliver a service for which changes are controlled. A CI can be a a physical entity (like a server), a logical entity (like an application), or an operational construct (like a cluster of servers).
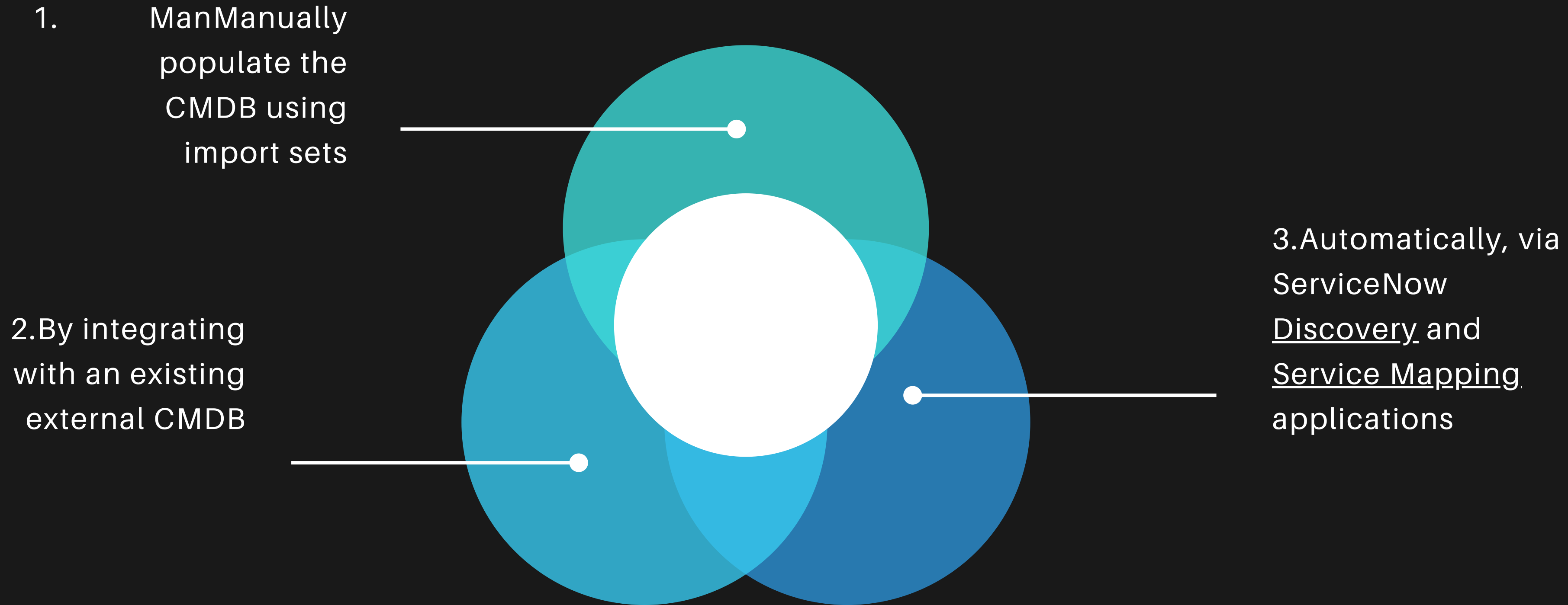
computer

Network switch

Printer

Server

Application

storage

How many ways we can populate data in cmdb

1. ManManually populate the CMDB using import sets

2. By integrating with an existing external CMDB

3. Automatically, via ServiceNow Discovery and Service Mapping applications

Thank you

Harish