

## Case Study

# ServiceNow CMDB Modernization



## COMPANY OVERVIEW

The client is one of the largest electric energy companies in the U.S., powering millions of homes and businesses. They collaborate closely with their customers and local communities to shape the future of energy. Their commitment involves active listening, surpassing customer expectations, and pioneering solutions to construct a limitless future accessible to all.



## CHALLENGES

The client's ServiceNow ITOM module was hardly being used according to its full potential and its lifecycle management processes. The CMDB had undergone extensive customization to meet outdated needs, resulting in a cluttered database riddled with orphans and duplicates. This not only diluted the significance of the reports, but also reduced the ability to leverage new advanced features, such as predictive intelligence.

Further, discovery of configuration items (CIs) was not aligned with the Identification and Reconciliation Engine (IRE) that the ServiceNow ITOM solution provides. This misalignment caused the CIs to potentially create duplicates, leading to an incorrect state for Discovery to manage the CIs. External systems were populating CIs, but they were not synchronizing with the ITOM Discovery process. These CIs were being manually updated, without utilizing the automatic discovery process of the ServiceNow Discovery tool.





## SOLUTION

**Customization Unwinding** – V-Soft Analyzed over 50 custom tables and migrated 35 to OOTB tables, updating related workflows, business rules, and data policies in the process.

**Common Service Data Model Framework**- V-Soft assisted the client in successfully migrating to the Common Service Data Model framework. This process included restructuring the data, migrating relevant data to align with the model, and implementing comprehensive organizational change management processes to ensure a successful user adoption.

**IRE**- We helped the client fully transition to using the Identification and Reconciliation Engine (IRE) for identifying Configuration Items (CIs) in Discovery, Integrations, and Imports. The client now effectively utilizes the Reconciliation functionality to identify duplicate CIs, create tasks as needed, and automatically remediate when feasible.

**Discovery**- The client has completed the transition from Probes to Patterns, enhancing their capability to discover a wider range of classes and improving data accuracy in CI records. They have acquired the knowledge and capability to effortlessly incorporate new patterns from ServiceNow and configure unused patterns to discover emerging technologies within the organizational environment.

**Asset Management**- The client now possesses a clear understanding of its functionality, its seamless integration with the CMDB, and its efficient interactions with other modules within ServiceNow. They have successfully expanded its use to cover additional classes quickly and efficiently. Furthermore, they can effectively generate reports on the status and health of the Configuration Management Database (CMDB) using the CMDB Health Dashboard and its fully functional jobs. The Asset and CI lifecycle were aligned, and new policies installed to auto-archive aged CIs at retirement, keeping the CMDB clean, updated, and meaningful. All these accomplishments align with and adhere to best practice guidance from ServiceNow in each respective area.



## RESULTS

Migration of customizations to OOB structures and features, modernized pattern-based discovery. Configuration of CMDB Health Management has rebuilt the CMDB as reliable. ITSM consumers leverage the CMDB to make informed decisions, reducing mean time to resolve incidents and unplanned outages. This enhancement has contributed to an overall improvement in operational efficiency. Further, our solution enabled data security, ensuring implementation of informed policies and procedures efficiently.

V-Soft helped the client position themselves for success in the future, by maturing their CMDB to support critical areas such as ServiceNow’s Application Portfolio Management, Service Mapping, and Event Management. Additionally, this transformation facilitated the client’s progression towards a more service-centric organizational model.

### Technologies Used

- ServiceNow ITOM