knowledge17

WORK at LIGHTSPEED™

What's New in CMDB?

Puru Amradkar
Sr. Product Manager
ServiceNow

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servicenow

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Forward-looking statements include all statements that are not historical facts and can be identified by terms such as “anticipates,” “believes,” “could,” “seeks,” “estimates,” “expects,” “intends,” “may,” “plans,” “potential,” “predicts,” “projects,” “should,” “will,” “would” or similar expressions and the negatives of those terms, although not all forward-looking statements contain these identifying words. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. We cannot guarantee that we actually will achieve the plans, intentions, or expectations disclosed in our forward-looking statements and you should not place undue reliance on our forward-looking statements.

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This presentation includes certain non-GAAP financial measures as defined by SEC rules. We have provided a reconciliation of those measures to the most directly comparable GAAP measures in the Appendix.

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Agenda

- What is new CMDB?
- Demo
- Q&A

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Speaker Introduction

Name: Puru Amradkar

Title: Sr. Product Manager

Function: Product Management, ITOM

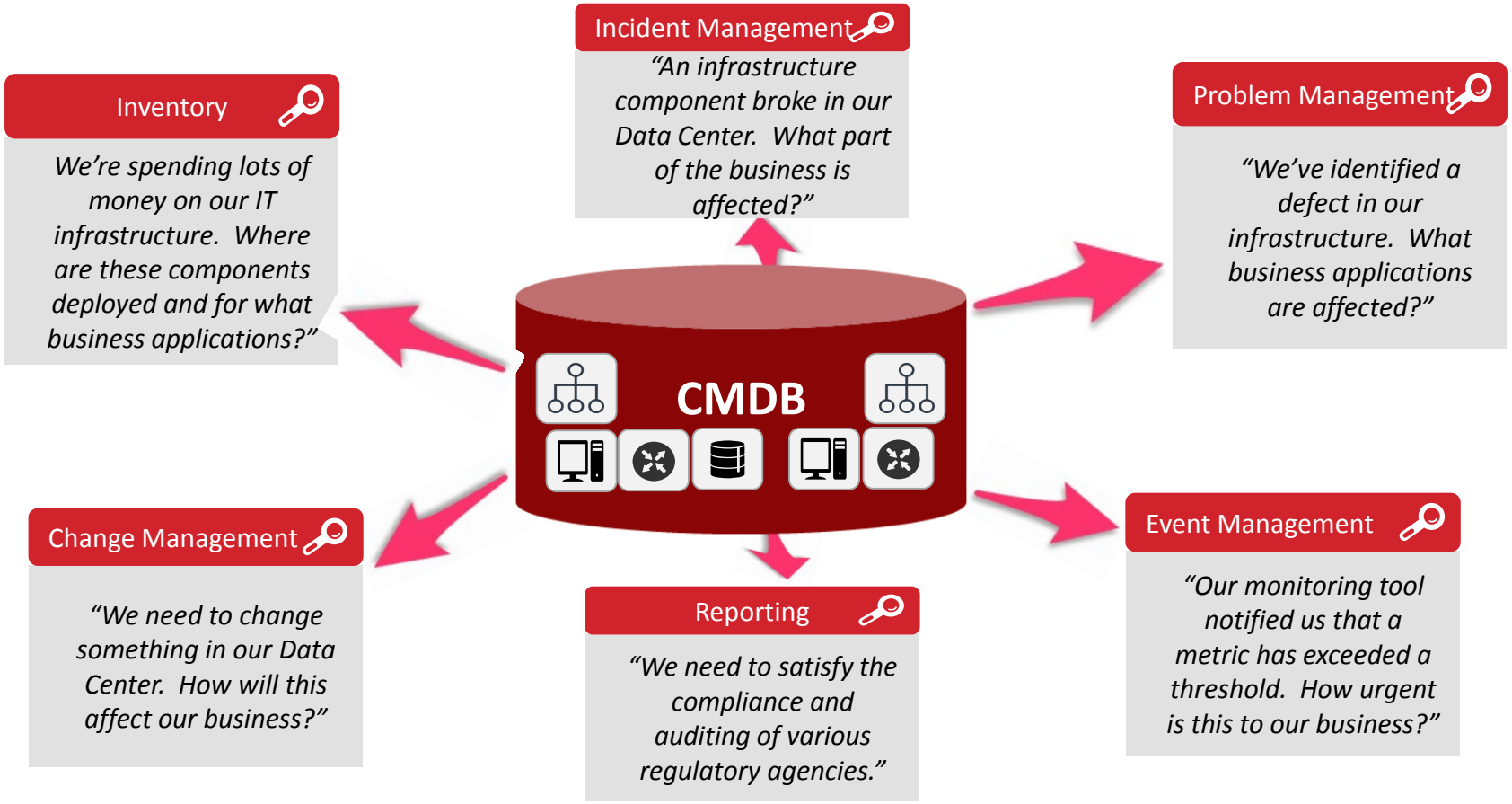
Company: ServiceNow, Inc.

Experience: 20 yrs. in product development. 2.5 yrs. at ServiceNow. Spent most of time building distributed , cloud scale products.

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CMDB Overview: Why do you need a CMDB

A Configuration Management Database is a powerful single system of record of configuration items. When properly deployed, it provides an essential component for IT services

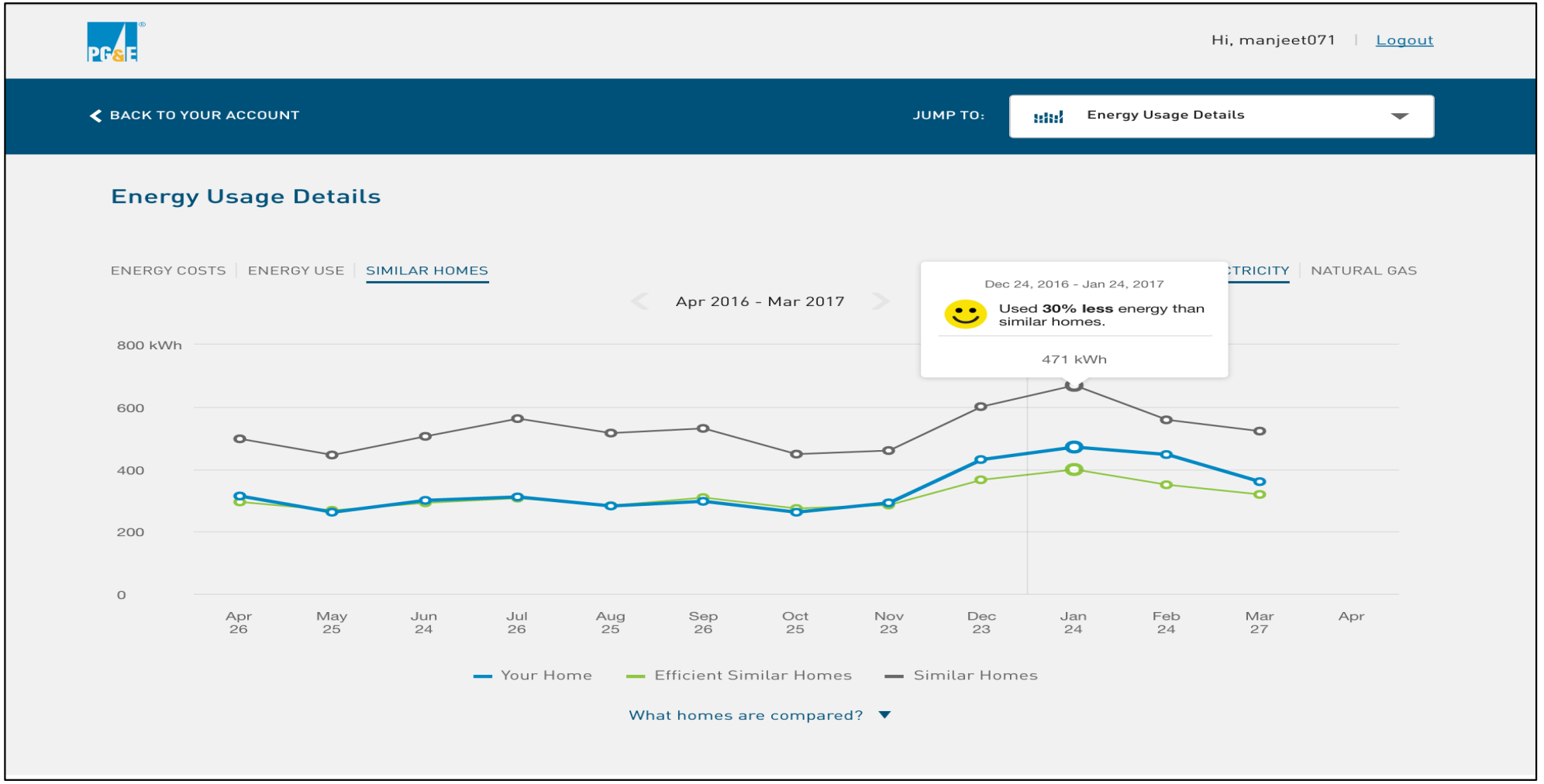


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CMDB Benchmarks

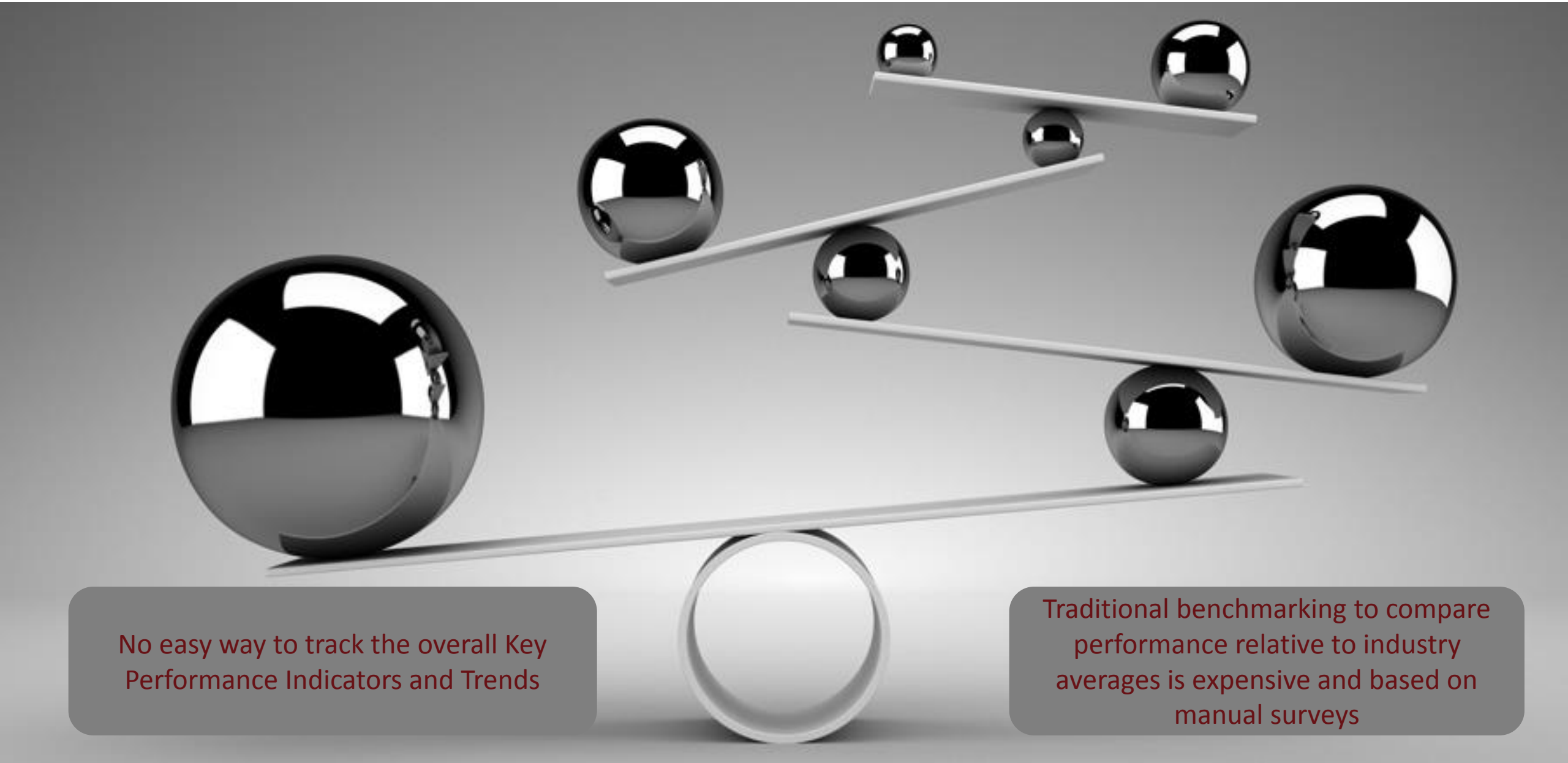
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What is Benchmark?



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Problem with traditional ITSM Benchmarks solutions



No easy way to track the overall Key Performance Indicators and Trends

Traditional benchmarking to compare performance relative to industry averages is expensive and based on manual surveys

ServiceNow® Benchmarks

New

ServiceNow Benchmarks gives you instant access to your key Service Management performance indicators (KPIs) as well as comparison against your peers.

This enables you to drive meaningful conversations with full context around what is working well and where improvements can be made.



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Benchmarks on HI

Launched in October, 2016

ZERO



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Jakarta KPI

ITSM KPIs

Incident:

1. % of high priority incidents resolved
2. Average time to resolve a high priority incident
3. Average time to resolve an incident
4. % of incidents resolved on first assignment
5. Number of incidents per user

Problem:

1. % of high priority problems
2. Average time to close a problem

Change:

1. % of emergency change types
2. Average time to close a change type

Service Catalog

1. Average time to fulfill a request
2. % of closed requests with breached SLAs
3. Number of requests per user

Knowledge Base:

1. Number of knowledge base views per user

ITOM KPIs:

CMDB

1. % of Duplicate Cis
2. % of Non-compliant Cis
3. % of Stale CIs

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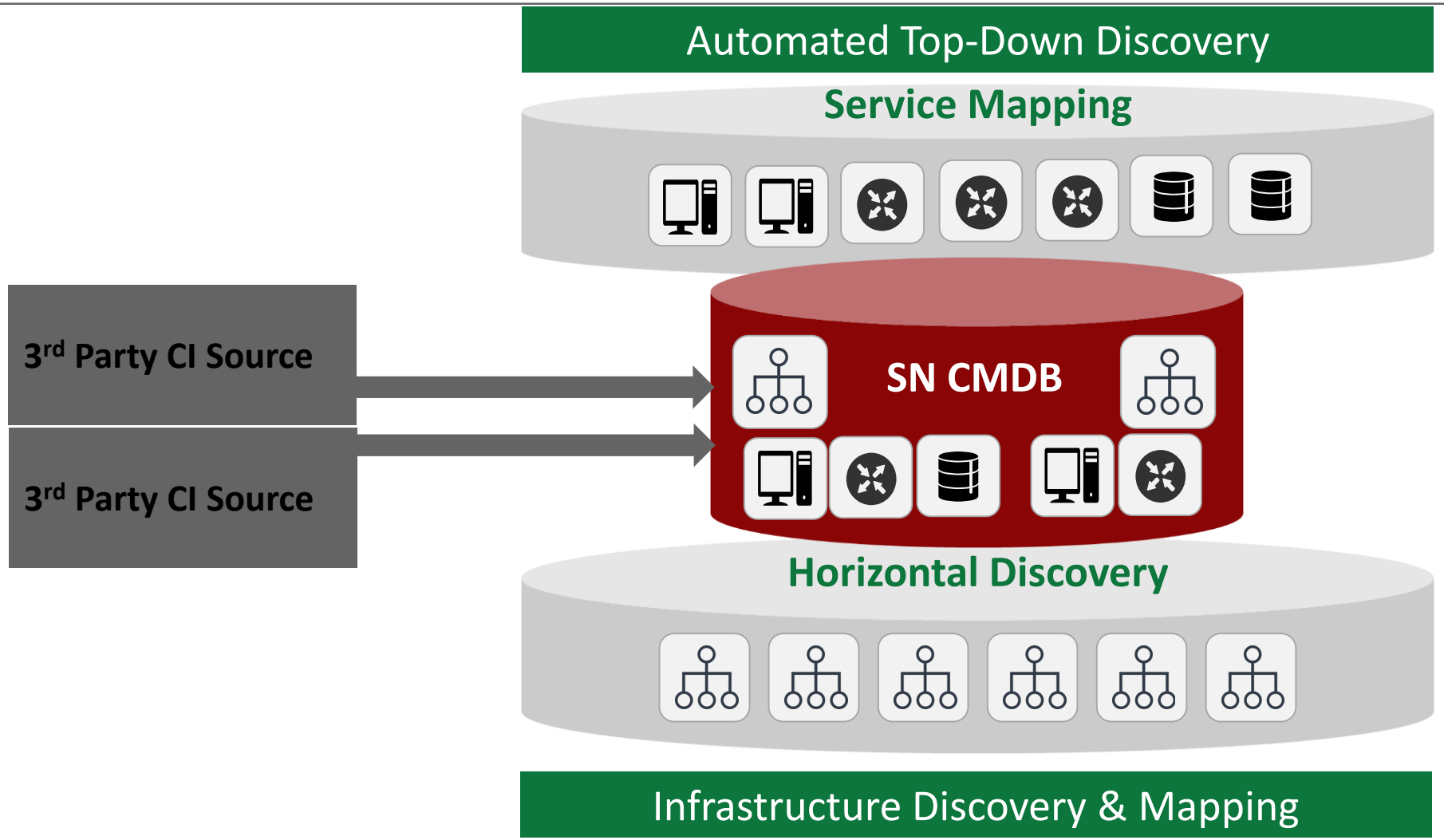
DEMO

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CMDB Health Dashboard

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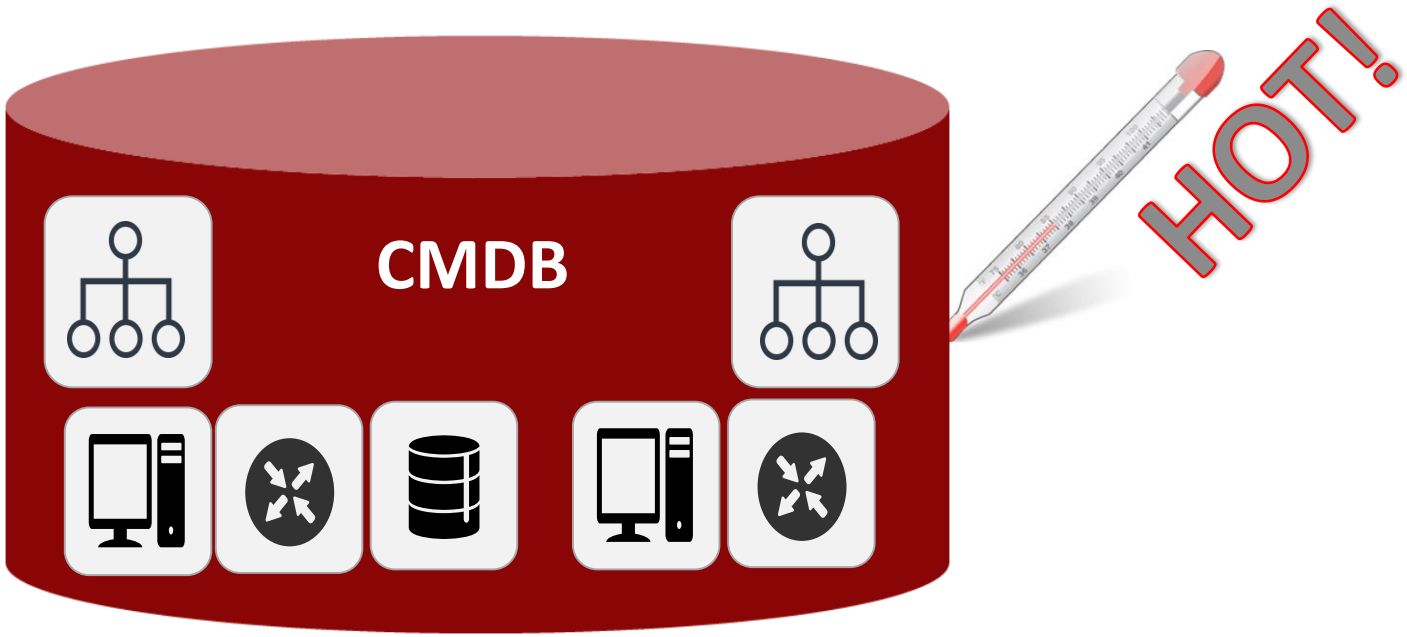
CMDB Overview: Populating the CMDB



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CMDB Overview: Issues with CI Data

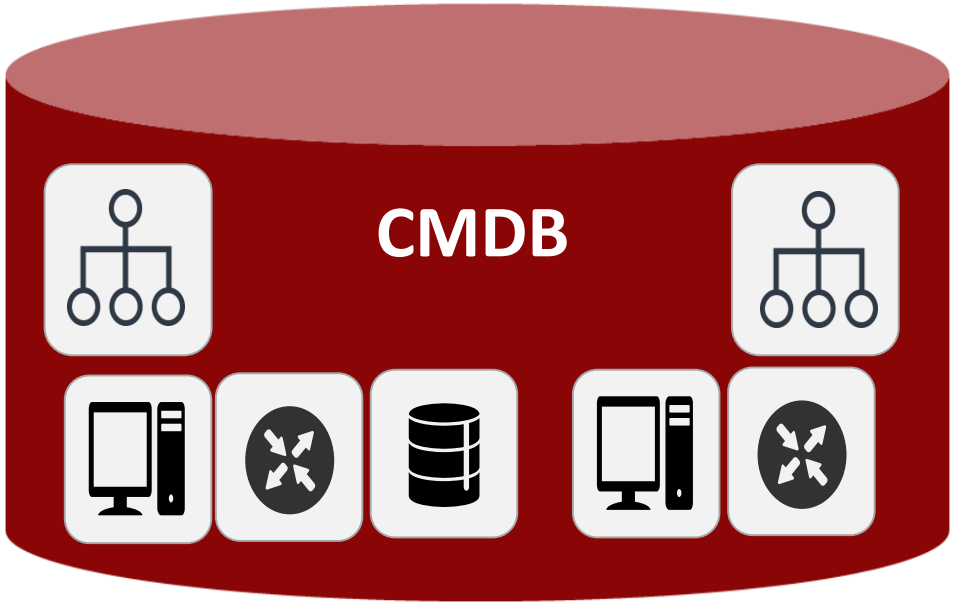
Your CMDB Can Become Unhealthy with Bad CIs



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CMDB Overview: Issues with CI Data

Your CIs Need Attention to Remain Healthy





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The CMDB Health Dashboard

Completeness — Last updated: 2016-03-21 00:00:01

71%

Recommended	2014 / 2785	72%
Required	0 / 2785	0%

Compliance — Last updated: 2016-03

1%

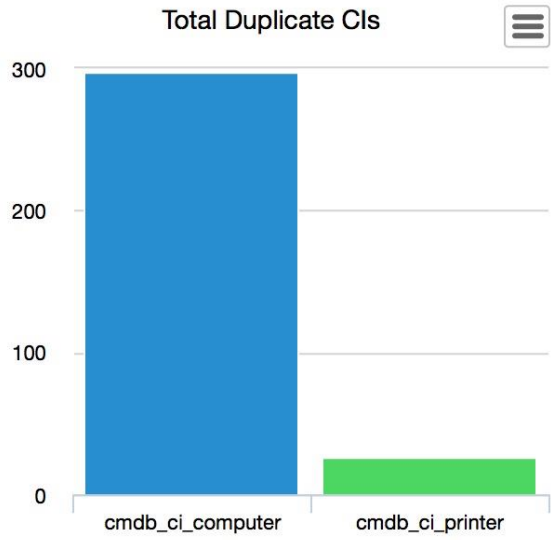
Audit	440 / 445	98%

Correctness — Last updated: 2016-03-23 23:09:11

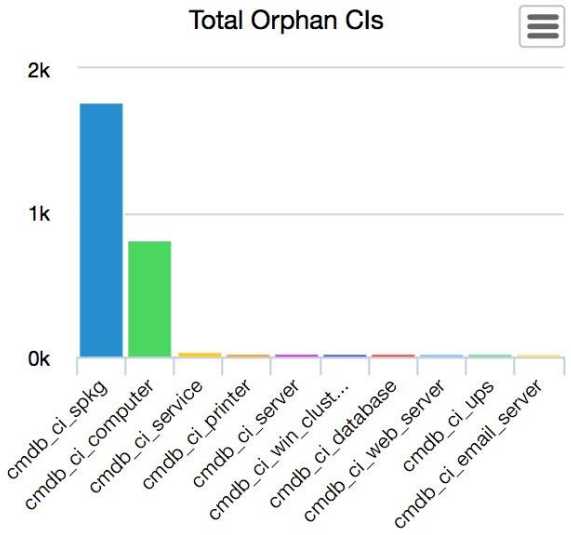
63%

Duplicate	315 / 2785	11%
Orphan	2760 / 2785	99%
Staleness	117 / 2785	4%

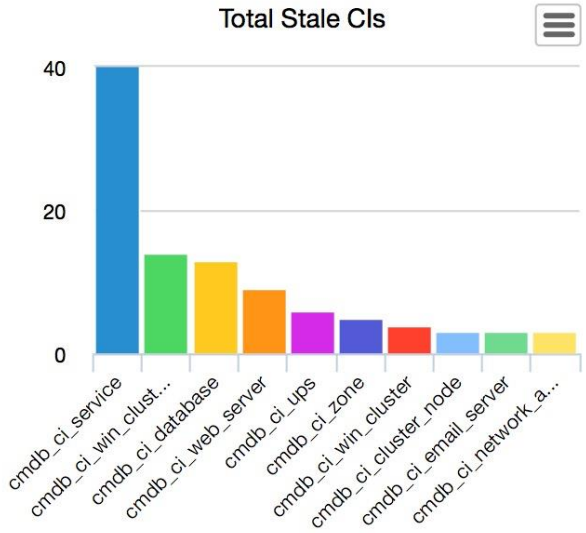
Duplicate CIs



Orphan CIs



Stale CIs



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Demo

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CMDB Groups

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CMDB Groups

- Challenges
  - No out-of-box tool to group a list of CIs
  - Customers develop their own ad-hoc scripts

- Type of Groups
  - Manual group
  - Query Builder saved query Encoded Query
  - Encoded Query

- Benefits
  - Allow customizing a group once and use everywhere
  - Provide central place to view and add CI to a group
  - Provide aggregated view on CI’s operational status and actions within a group

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Demo

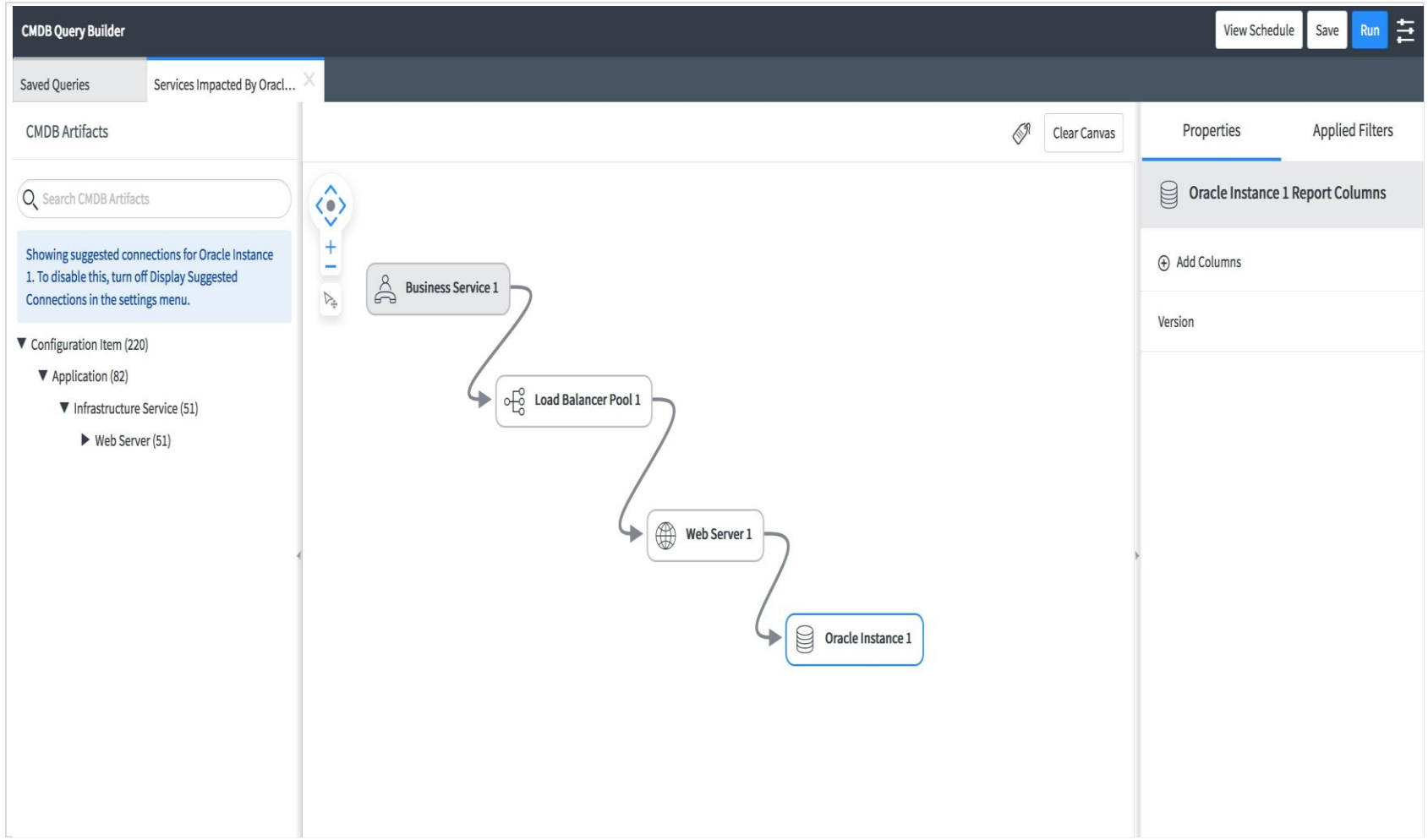
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CMDB Query Builder

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What Is a CMDB Query Builder?

A canvas to build query that spans multiple CMDB classes, and that involve many CIs that are connected by different relationships.



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CMDB Query Builder

Use Case:

- Patching
- Run ad-hoc governance queries
- Impact Analysis

Key Capabilities:

- Ad-hoc queries
- Challenge to write complex queries
- Guided Experience
- Enables reuse
- Schedule reports

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Demo

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Takeaways:

1

ServiceNow® Benchmarks provides you a front row seat to the real performance of service management globally.

2

Measure health of CMDB and take remediation action.

3

Query Builder Simplifies the way to Query CMDB data

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Additional CMDB Links

- **CMDB Documentation**
  - https://docs.servicenow.com/bundle/istanbul-servicenow-platform/page/product/configuration-management/concept/c_ITILConfigurationManagement.html
- **CMDB Strategy and Planning White Paper**
  - https://hi.service-now.com/kb_view.do?sysparm_article=KB0552861
- **CMDB Design Guidance White Paper**
  - https://www.servicenow.com/content/dam/servicenow/documents/whitepapers/wp-cmdb-design-guidance.pdf
- **Improving Configuration Item Data Quality White Paper**
  - https://www.servicenow.com/content/dam/servicenow/documents/whitepapers/wp-cmdb-improving-configuration-item-data-quality.pdf
- **CMDB Design**
  - https://hi.service-now.com/kb_view.do?sysparm_article=KB0552867
- **CMDB Health Dashboard Video**
  - https://www.youtube.com/watch?v=CvMRT3NExIo

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CMDB Session

- CCW4235 - CMDB CI Lifecycle Management API - May 10 1:30 PM
- LAB131987 - CMDB Health Dashboard, Reporting, and Reconciliation – May 10 1:30 PM
- LAB131980 - Learn how to write complex CMDB Query in less than 5 mins. - May 10 & 11 1:30 PM

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Q&A

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Thank You

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