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WORK at LIGHTSPEED™

Getting Your CMDB Healthy

DREW HART
CMDB SENIOR PROGRAM MANAGER
ServiceNow

PANELISTS:
SHANNON VALERIO, University of Denver
BEN TROUTMAN, Nationwide
TIM TESSIN, NetApp
CHRISTIAN MALONE, Discovery Communications

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Introduction – Panel Session Moderator



NAME: Drew Hart

TITLE: CMDB Senior Program Manager

FUNCTION: CMDB product management and enable customer success

COMPANY: ServiceNow

PANEL TITLE: GETTING YOUR CMDB HEALTHY

AGENDA

- Panelist stories
- Open Q & A
- Parting words of advice

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Panelist Introductions



NAME: Shannon Valerio

TITLE: Director, IT Support Services

COMPANY: University of Denver



NAME: Ben Troutman

Title: Strategic Run IT Services Delivery Process Owner

COMPANY: Nationwide



NAME: Tim Tessin

TITLE: Senior Developer

COMPANY: NetApp, Inc.



NAME: Christian Malone

TITLE: Mgr. Integration & Architecture

COMPANY: Discovery

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Getting our CMDB Healthy

Challenges

- Low external security audit scores
- Lack of transparency in several processes, most notably Change Management
- Used Discovery with the idea that ServiceNow would be our authoritative source on all major CIs
- What we wish we could have avoided
  - Personnel turnover, including a CIO, slowing things down
- Demonstrable successes included a real server inventory and real Change Management process



NAME: Shannon Valerio

TITLE: Director, IT Support Services

COMPANY: University of Denver

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Getting our CMDB Healthy



NAME: Ben Troutman

Title: Strategic Run IT Services Delivery Process Owner

COMPANY: Nationwide

Challenges:

- Lack of trustworthy CI data and clear accountability to keep the CMDB accurate

Remediation Approach:

- Created a new role called CI Owners and setup Data Certification within ServiceNow
  - CI Owners are accountable for keeping their non-discoverable data accurate using data certification
- Created the ability for automatically provisioned CIs to update the CMDB
- Set a manageable scope for the CIs that are to be managed and align with key business services
- Our goals were to reduce Mean Time to Restore Service (MTRS), increase efficiency in Change Operations, and increase Application Resiliency
- We plan to enable the ServiceNow CMDB Health Dashboard within the next 3 months

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Getting our CMDB Healthy

- Challenges
  - Global multi-site engineering lab environment with some traditional IT infrastructure
  - 100K+ devices, 50K+ VMs (>2M CI) with rapid resource deployment requirements
- Our remediation approach used discovery and audit
- What we wish we could have avoided
  - Involve inventory management earlier on
- Demonstrable successes
  - Self Service, consolidated Lab Operations
  - 99.9% accountability for fixed assets



NAME: Tim Tessin

TITLE: Senior Developer

COMPANY: NetApp, Inc.

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Getting our CMDB Healthy

- Challenges –
  - Data was not kept in sync and no CI Owner accountability for their CIs
  - Assets in CMDB instead of utilizing Asset Management Module
  - Orphaned and duplicate CIs



NAME: Christian Malone

TITLE: Mgr. Integration & Architecture

COMPANY: Discovery

- Our remediation approach and timeline
  - Jan 2016 independent key findings on issues / opportunities with CMDB
  - March 2016 kick off project to revamp the CMDB, team was made up of Discovery Communications team and ServiceNow partner – Evergreen
  - Sept 2016 release revamped CMDB
- Demonstrable success – based on our key findings from1/29/2016, 94% of in-scope were resolved with the Sept 2016 release

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Q & A

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Parting Words of Advice



NAME: Shannon Valerio

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COMPANY: University of Denver



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Parting Words of Advice

In a few short sentences, what advice would you give others?

- Shannon Valerio – University of Denver
  1. Stay the course and avoid scope creep throughout implementation
  2. Only involve management when necessary (avoid committee approach)
  3. Continual maintenance required even with Discovery

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Parting Words of Advice

In a few short sentences, what advice would you give others?

- Ben Troutman - Nationwide
  1. Obtain buy-in from leadership – trying to keep your CMDB accurate using grass roots efforts is very difficult!
  2. Setup roles that will be accountable for CMDB accuracy and build a community of practice
  3. Create controls to keep IT data accurate and automate the updates to the CMDB as much as possible

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Parting Words of Advice

In a few short sentences, what advice would you give others?

- Tim Tessin - NetApp
  1. Engage your users in the feedback loop to correct/update your CMDB. Discovery is not a panacea.
  2. Technology can help but can’t fix bad processes.
  3. Drive your CMDB from the front seat. Make your CMDB part of your deployment process.

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Parting Words of Advice

In a few short sentences, what advice would you give others?

- Christian Malone – Discovery Communications
  1. Structure the CMDB with ownership and accountability to the CIs
  2. Try to use ServiceNow OOB options whenever possible, if customizing make sure it is the best choice.
  3. Utilize CMDB Health and other tools to ensure accuracy of the CMDB
  4. Instead of large project to revamp the CMDB, take an agile approach and do smaller releases

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Thank You

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Thank You

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