

# Healing the CMDB - The Heart of ServiceNow®

## servicenow™ Case Study

“ Our CMDB had a lot of incomplete and incorrect data. abhra Inc. helped fix these issues and ensured that everything was intact with proper relationships, making the CMDB the single source of truth for the platform. ”

– IT Services, Director

### Client Description

One of the largest food and drug retailers in the United States with more than 2,200 stores and over 250,000 employees.

### Business Problem

- Corrupted Configuration Management Database (CMDB) with duplicate records of ConfigurationItems (CI).
- Facing challenges while creating Incident, Problem or Change requests for a CI as multiple records for the same CI were being displayed.
- Unable to populate accurate Business Service Maps due to redundancies in CI data.

### Modules

- Discovery
- Configuration Management Database (CMDB)
- Service Mapping
- Incident Management
- Problem Management

### Solution

- Cleaned all the duplicate CI records for all CI classes using scripts.
- Validated the final CI data through manual and automated scripts.
- Built relationships among CIs to populate Business Service Maps.

### Benefits

- Single and accurate source of truth for CI data.
- Simplified process for identification of affected CIs when a change request is raised on a CI.
- Streamlined process for Incident and Problem Management.
- Accurate CI tracking and reporting capabilities.



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