

8/7/2026 Q&A First Friday's: Relations CMDB		
Question	Answer	Upvotes
Zach - who makes up your "Quarterly Configuration Control Board" to govern the CMDB?	We have stakeholders from the various Server & Network Teams, Software Asset, Desktop Engineering, Cyber, DR, Various Application owners, the ITSM Process Owners... its a wide net.	1
what is your ratio of ci's that are principal versus non-principal?	This is a bit tough to answer, we're actively in the process of swithing over to Principal Classes from a bunch of custom filtering that was originally implemented to control CIs on the Task based classes (INC/CHG/PRB).	1
what is your ratio of ci's that are principal versus non-principal?	ahh. yes, been there. prior to principal classes, we had a custom table to identify how I referred to it as 'managed classes'. :)	1
Is the SN team responsible for the relationship mapping?	No, we assist with learning and auditing, but the teams that own the Apps and Servers are the ones who do the relationship establishment.	1
Do you account for Software Assets for software is runnning on the server or just App Service to Server?	We have SAM Pro, so we do track things installed on the servers, but we only monitor a subset of those through SAMP.	0
Do you account for Software Assets for software is runnning on the server or just App Service to Server?	So you only track versioning of install software via looking at in SAM Pro.	0
At the Service App level how do you deal with ICP tracking?	live answered	0
What was the process like to "Shift left" on that? Did you get resistance?	live answered	0
How do you handle CIs that have yet to be discovered because they are on a dock and being manually entered into an Excel spreadsheet?	We currently use some catalog items to do bulk imports of things that are being recieved prior to discovery. We are looking to getting shipping manifests from our providers so that we can track it earlier in the process.	0
How do you handle CIs that have yet to be discovered because they are on a dock and being manually entered into an Excel spreadsheet?	We have the same... good to know we are on the same page. Should we place the new "docked" CIs Install Status in the "In Stock" mode until discovered?	0
How do you handle CIs that have yet to be discovered because they are on a dock and being manually entered into an Excel spreadsheet?	In a prior scenario we would only create the asset records from the PO and only once they were actually 'received' would we create the corresponding CI	0
To best manage the CMDB, what roles on your servicenow team are dedicated to the maintenance and support of CMDB?	We are quite lean. We have Zach and myself dedicated to CMDB process and engineering. We have counter parts from a Managed Service Provider, and a small team with them to handle bulk maintenance. Then we have a contract/software asset management team. Most of our CMBD work is somewhat crowd sourced from teams that own their data.	0
Will there be a recording of today's session, I just joined and very interested in what Zach is presenting	this session is being recorded!	2
do you run into confusion having all of the servers attached to a single App service instead of having specific App services for Prod, dev UAT?	live answered	0
Do you display ALL services on the system status page, or do you have it curated to a degree? I.E. service offerings are displayed, but application services are not.	We currently have it limited to service offerings and only with business criticality of most critical or somewhat critical	1
With hundreds of applications / services, does the Service History page list all of them?	We have done some customization to filter down the services that we present on the page.	0

How do you map to your NetScaler's, load balancers, firewall, and Citrix environment? For example if your Aria Bus app Prod goes through 5 load balancers and then a firewall and presented in a VDI sessions on each end point. Do you have all of that mapped? Is it all manual?	Some of both. We have specific discovery schedules for those devices. With top-down service maps, you can target specific LB Services as entry points.	0
What EMR do you have? Have you been able to map all parts of the EMR to have full visibility?	We are using Hosted Epic, so anything we map has to be manual, since we cannot scan their data centers. (I don't know why they won't let us... :D)	0
Same :)! But have you already manually added any of them? So say Aria is one your EMR, have you mapped the Business application to the environment to all the 3rd party components (lets say)?	So, its a mixed bag. We have quite a lot of it done, but there is a lot of stuff that is in flight and changing. (ex: 1 year ago we were self hosted Epic and Cerner (by region), we consolidated everything and moved to Hosted Epic). Which requires rework. So ultimately its a question of where will we get the most amount of value, for the effort you have to put in. You can map everything, but ultimately that all incurs a maintenance cost to keep the maps up. We've prioritized how we map based on "what does a minimally viable hospital" look like. And we're still on that mapping journey. Some apps are much easier to map than others. (the stuff the FDA owns is miserable to try to map) There are some cases where there isn't enough value to warrant more than a rough tag based map.	0
I'm struggling culturally with getting teams to see these practices as necessary and valuable. What kind of operational buy in helped kick this off? How did you show the CMDB management practice was working?	live answered	2
How do you manage "externally hosted" services that do not allow Discovery?	Map to any on-prem infrastructure. If none, document access points, and map to Business applications and capabilities. Note it as a SaaS and carry on :)	1
Can you talk a bit about your managed services resources and the kinds of tasks for the CMDB you delegate to them vs. handling internally?	Its sort of a Build/Run split. Internally we handle credentials, integrations, configuration of modules, process. And our MSP provides auditing and bulk CI data changes. They also monitor our De-Duplication tasks, and Asset on/offboarding. We also have some assistance with Discovery tending, where we have one specialized resource that looks into errors and helps try to keep that space in check.	0
What size is your team?	trying to determine the level of effort/personnel to get to this point and maintain it/	0
What size is your team?	CMDB is me, Rob, and Kevin. Our ITSM team is 8 total. We do have a separate team of developers.	0