

CMDB Journey: Tribulations and Celebrations

Memorial Health

Presented by: Katie Meadows-Eppard



- 5 hospitals
- 50+ clinics
- 15 counties
- ~10,000 colleagues

About Me



Katie Meadows-Eppard Systems Analyst

- One of three members ServiceNow team
- 8 years at Memorial Health
- 4 years of ServiceNow administration, starting with Rome

Define the Problem



- 4+ years of unmaintained data
- 3 unmonitored data sources
- Multitude of errors
- Leading to:
 - Over 200,000 stale CIs
 - Nearly 8,000 duplicate CIs, over 6,000 of those Computer class
 - Incorrect disk information on most computer CIs

How we got here (2020)



Restrictive Implementation

- Focus on recreating previous ticketing system
- Services were not implemented
- SCCM integration setup with no Data Manager policies in place
- No lifecycle management was implemented on the asset side
- No CMDB governance was setup

How we got here (2023-24)



First CMDB initiative launched

- Lack of agreement on how to move forward
- SCCM plugin was deprecated and was ignored
- Set & forget Discovery implementation
- Still no CMDB governance setup
- No allocation of resources to CMDB maintenance

Solving the problem



Consulted available resources

- Instance reviews from consulting company
- CMDB Health dashboard
- ServiceNow Impact sessions
- CMDB Foundations Dashboard & associated playbooks
- ServiceNow Support & Community

Solving the problem



Ensure incoming data is correct
and complete

- Upgraded from SCCM 2016 plugin to SG-SCCM
- Reimplemented the Discovery scans
 - Fixed credential errors for Windows devices
 - Made changes to align with best practice recommendations
 - Changed property to prevent duplicate disks creation

Solving the problem



Cleaned up old data

- Setup Data Manager policies for lifecycle management
 - Run Data Manager scheduled job
 - Follow up with CMDB Health Correctness scan
- Increased staleness threshold for CMDB Health scan so it completes
 - Default is 50,000
 - Keep below 500,000
- *Ran scripts to clear out bad data*

Where we're at now



- Good data is flowing into the CMDB
- Data in the CMDB is becoming reliable
- Creating CMDB Health groups to scope work for CI refinement
- Leadership is building CMDB governance

Next steps



Refine CI data & processes

- Educate groups on how to view and manage CIs within ServiceNow
- Ensure all CIs for Health group are present
- Create Data Manager policies
 - Retirement
 - Archive/Deletion
 - Attestation
 - Certification
- Refine CI data
 - Recommended fields
 - Orphan & Staleness rules
 - Any necessary Audits

Key Takeaways



- Maintain a small-scoped focus (scope creep = overwhelm)
- Get key shareholders onboard
- Ask questions (sometimes you don't know what you don't know)
- Sometimes deleting data is the best way forward