CMDB Amplified

The Configuration Management Database (CMDB) is a key component of the ServiceNow platform: a single system of record for digital products and service data for use across ServiceNow applications. A healthy CMDB, configured and populated in alignment with leading practices, unlocks value across multiple ServiceNow applications by establishing a strong and trustworthy data foundation.

With CMDB Amplified, you will gain insights on the health of your CMDB, actionable recommendations, coaching from our CMDB experts, and hands-on assistance to remediate chosen areas of focus.

After you enroll in the service, you’ll work directly with some of our CMDB experts and the following actions will take place:

1.  **Prepare for assessment**
   - Our technical consultants will meet with you to align on the scope of service, identify required resources, and schedule working sessions.
   - We activate the Data Foundations Dashboards, if not already installed, and interview your Subject Matter Experts regarding current CMDB usage pain points.

2.  **Assess your CMDB health**
   - We conduct a detailed analysis of the CMDB in your non-production instance by leveraging CMDB and Common Services Data Model ("CSDM") related metrics to identify gaps and calculate specific health scores. Additionally, we review your CMDB configuration, data quality, architecture, and operational processes to gain further insight into your CMDB.
   - Together, we review your CMDB assessment results and share remediation options rooted in proven leading practices. We identify, align, and agree on prioritized metrics and areas of focus for remediation.

**Benefits**

Get a complete assessment of your CMDB health

CMDB Amplified gives you an in-depth analysis of CMDB health and personalized recommendations to improve the health of your CMDB.

Unlock value

With a well configured CMDB and trustworthy data foundation, you benefit from improvements in CMDB usability, manageability, and performance, and unlock more value as you expand across other ServiceNow applications.

Access prescriptive guidance on configuration changes

Work with CMDB ServiceNow experts to plan and implement possible changes to your CMDB structure based on our leading practice recommendations.
4. **Measure improvements**

- We demonstrate the impact of our remediation efforts by comparing post-remediation scores on your non-production instance and highlighting improved CMDB scores.
- As we prepare to close out the project, we provide you with access to tailored update sets for production implementation, a backlog of stories we recommend you remediate later, and an executive summary summarizing our findings and recommendations.

**Next steps**

Ask your account team how to engage CMDB Amplified.