How do I model and manage my services with the Common Services Data Model?

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What is the Common Services Data Model (CSDM)?

The **Common Service Data Model** (CSDM) is the ServiceNow® framework and prescriptive guidance for building out your CMDB. CSDM identifies where to place service and application-related data within the CMDB.

CSDM is:	CSDM is *NOT*:
• A shared set of service-related definitions across products • A best practice for CMDB data modeling and data management • Guidance for using out-of-the-box CMDB core tables • Guidance on service modeling and mapping	• A process or implementation guide for ITSM, SPM, APM, EM, or other products • A code to install • A SKU or product that you can purchase • An automatic fix for data models in past implementations

Why should I follow CSDM?

Current and future products from ServiceNow that use the CMDB may require data prescribed by CSDM. Adopting CSDM will ensure:

- The ability to take advantage of new ServiceNow products
- Easier upgrades
- That ServiceNow products work better together with common service definitions across the product portfolio

Adherence to CSDM will also provide:

- Transparent service costing and more accurate reporting
- Less overhead when maintaining services

Do I need to purchase a new module or product to use CSDM?

No. ServiceNow will provide all CSDM-related objectives and CMDB core tables as part of the out-of-the-box CMDB, regardless of licensing.

How do I model and manage my services with the CSDM? (Cont.)
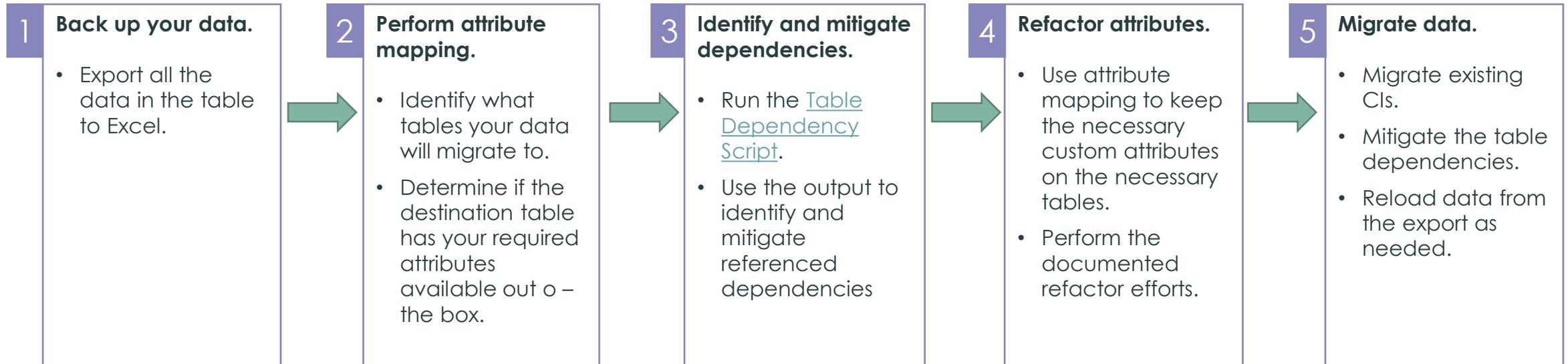
How do I get started with CSDM?

ServiceNow does not recommend trying to implement all elements of the CSDM at once. Instead, implement CSDM in a staged manner:

Crawl	Walk	Run	Fly
Focus on *application tables* to build out the minimum information required for incident, problem, and change management.	**Address the management and support of deployed applications and infrastructure.**	**Incorporate _business services_ to understand the impact technology can have on the business.**	**Build out the remaining elements of CSDM to tie the technology and business services to your _business capabilities_.**
Related tables			
• Business Application • Mapped Application Service • Application • Service/host	• Technical Services • Technical Service Offering	• Business Service Portfolio • Business Service • Business Service Offering	• Business Capability • Information Object • Request Catalog
Outcomes			
• Back-end data is cleaned up and moved to the correct tables. • The minimum CMDB requirements for ITSM are met. • You have the foundation for Application Portfolio Management (APM). • You can use Technology Portfolio Management (TPM).	• You have a complete operational view of technical services. • You gain back-end service reporting. • You can manage the infrastructure using service offerings rather than metadata. • You can request service offerings within the catalog.	• The key CSDM sections are complete. • Cost reporting is available for business applications. • Cross-product dependency requirements are satisfied.	• You have consistent service cost reporting for business capabilities. • You have APM rationalization of business applications and business services. • You can identify and manage sensitive or critical information with information objects.

How do I model and manage my services with the CSDM? (Cont.)

How do I migrate CSDM-related data to the recommended tables?

Follow these steps to migrate data from custom and nonconforming tables:

1 Back up your data.	2 Perform attribute mapping.	3 Identify and mitigate dependencies.	4 Refactor attributes.	5 Migrate data.
• Export all the data in the table to Excel.	• Identify what tables your data will migrate to. • Determine if the destination table has your required attributes available out o – the box.	• Run the Table Dependency Script. • Use the output to identify and mitigate referenced dependencies	• Use attribute mapping to keep the necessary custom attributes on the necessary tables. • Perform the documented refactor efforts.	• Migrate existing CIs. • Mitigate the table dependencies. • Reload data from the export as needed.

Related resources

- Community – CSDM 2.0 White Paper

- Success Checklist – Discover and map your service assets

- Success Playbook – Populate and maintain your CMDB with Discovery

- Success Quick Answer – How can I assess the health of my CMDB?

- Common Service Data Model Community Forum

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us.