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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:
• 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

CSDM is NOT:
• 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 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:

<table>
<thead>
<tr>
<th>Crawl</th>
<th>Walk</th>
<th>Run</th>
<th>Fly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focus on <strong>application tables</strong> to build out the minimum information required for incident, problem, and change management.</td>
<td>Address the management and support of deployed applications and infrastructure.</td>
<td>Incorporate <strong>business services</strong> to understand the impact technology can have on the business.</td>
<td>Build out the remaining elements of CSDM to tie the technology and business services to your <strong>business capabilities</strong>.</td>
</tr>
</tbody>
</table>

**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.
   - Export all the data in the table to Excel.

2. Perform attribute mapping.
   - Identify what tables your data will migrate to.
   - Determine if the destination table has your required attributes available out of the box.

3. Identify and mitigate dependencies.
   - Run the Table Dependency Script.
   - Use the output to identify and mitigate referenced dependencies.

4. Refactor attributes.
   - Use attribute mapping to keep the necessary custom attributes on the necessary tables.
   - Perform the documented refactor efforts.

5. Migrate data.
   - 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.