V-SOFT DIGITAL®

Refreshing CMDB and Discovery Reporting for Data Accuracy

Company

A consumer packaging manufacturer.

Challenge

The company needed to work with a ServiceNow vendor to configure and standup Management, Instrumentation, and Discovery (MID) servers in all 3 of its ServiceNow instances. The goal was to create and run daily discovery reports based on IP addresses, while also validating Configuration Items (CIs) and eliminating duplicated CIs. The company requested a CMDB knowledge transfer and complete CMDB documentation.

Solution

V-Soft Digital configured MID servers in production, test, and development. The team configured ServiceNow Discovery across all CI classes, where reporting was updated daily. The team configured a 60-day staleness rule to retire undiscovered CIs. At the end of the project, the V-Soft team conducted a CMDB knowledge transfer and provided a CMDB Admin Guide.

Result

The completed CMDB project ensured all CIs were in one place so a central CMDB could be accessible by ITSM, SPM, ITOM, ITAM, and CSM services and apps. Out-of-the-box functionality with no customizations made it easy to maintain new releases. Providing multiple sources of data ensured all devices are updated daily for 98% data accuracy. The partnership between V-Soft Digital and the company ensured 100% collaboration, knowledge transfer, and proactive response to all concerns.

Improved data accuracy — **98%**

Collaboration — **100%**

TECHNOLOGY APPLIED

ServiceNow
- IT Operations Management
- Configuration Management Database
- Discovery/MID Servers

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