

ROYAL CYBER

| servicenow®

A COMPREHENSIVE CMDB ASSESSMENT
REPORT BY ROYAL CYBER



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BUSINESS CHALLENGE

The primary challenge faced by the client was managing and optimizing their Configuration Management Database (CMDB) in ServiceNow. The existing setup had multiple issues, including data quality problems, inconsistent data intake processes, lack of data governance, and a high level of customizations that complicated the environment. These issues led to inefficiencies in incident management, asset management, and overall IT service management.

OUR APPROACH

Royal Cyber's approach was methodical and comprehensive, aimed at addressing each identified problem systematically:

CURRENT ENVIRONMENT ANALYSIS:

- Reviewed the existing ServiceNow setup to understand data population processes and existing customizations.
- Identified pain points, data quality issues, and process inefficiencies.

SOLUTION ROADMAP:

- Proposed leveraging ServiceNow Discovery and Service Mapping capabilities to streamline data population.
- Recommended reducing customizations and embracing out-of-the-box (OOB) features to lower technical debt.
- Created an implementation roadmap to rectify identified issues.

PROCESS AUTOMATION AND GOVERNANCE:

- Suggested automating data intake processes and setting up validation rules for data completeness.
- Developed governance processes for regular data updates and audits.

OUR SOLUTION

FOUNDATION DATA CLEANUP

- **Issues Identified:** Incorrect and incomplete data, highly customized data, undefined sources and intake processes, lack of data governance and validation, performance issues.
- **Recommendations:** Standardize and normalize existing data, automate data intake processes, set up validation rules for data completeness, reduce customizations, implement regular audits, and create dashboards for data gap identification.
- **Impact:** Improved data compliance, quality, performance, efficient processes, and reliable data.

CMDB MAINTENANCE

- **Issues Identified:** Undefined roles and responsibilities, process gaps, duplicate CIs, stale CIs, no services defined, lack of CMDB health visibility.
- **Recommendations:** Define roles and responsibilities, enforce required attributes, use unique attributes for CI identification, set up service relationships, enable CMDB dashboards and reporting.
- **Impact:** Prevention of service outages, efficient asset tracking, better expenditure tracking, faster service outage diagnosis and resolution.

ASSET MANAGEMENT

- **Issues Identified:** Empty asset tags, duplicate serial numbers, assets without CI mapping, deviations from best practices.
- **Recommendations:** Allocate asset tags, ensure CI-asset association, enable IRE engine, enforce data validations.
- **Impact:** Better asset visibility, reduced costs, risk mitigation.

INCIDENT MANAGEMENT

- **Issues Identified:** Customized incident management process, request tickets created as incidents, incorrect CI associations, incomplete data in incidents.
- **Recommendations:** Proper classification of incidents, educate users on the ticket-logging process, optimize email actions, build categories and subcategories, ensure correct CI association.
- **Impact:** Efficient incident tracking and management, improved employee productivity, rapid service restoration through automation.

SOLARWINDS INTEGRATION

- **Issues Identified:** Incidents created without configuration items, incorrect CI mappings.
- **Recommendations:** Include monitored systems as CIs, map network-related CIs correctly, review integration channels.
- **Impact:** Faster turnaround time reduced orphan tickets, improved resolution times.

REQUEST MANAGEMENT

- **Issues Identified:** Limited-service catalog offerings, inefficient incident management, unnecessary CIs creation, hampered support team productivity.
- **Recommendations:** Proper classification of tickets, broaden service catalog offerings, enable self-service portal, educate users.
- **Impact:** Improved employee experience and satisfaction, better productivity, optimized processes through request management.

END USER ENABLEMENT

- **Issues Identified:** Majority of tickets created via email, ineffective use of ServiceNow channels, lack of virtual agent and mobile interfaces.
- **Recommendations:** Leverage self-service, improve service catalog offerings, reduce customizations, provide mobile interface, enable virtual agent experience.
- **Impact:** Significant cost savings, improved user satisfaction, enhanced productivity and resolution times.

RESULTS

- **Improved Data Quality:** Enhanced data compliance and accuracy.
- **Operational Efficiency:** Reduced incident resolution times, better asset tracking, and efficient process automation.
- **User Experience:** Increased user satisfaction and engagement through optimized service management processes.
- **Cost Savings:** Reduced operational costs by leveraging self-service and automation.

KEY TAKEAWAYS

- **Data Quality Improvement:** Achieved a 30% reduction in data inconsistencies.
- **Incident Resolution Time:** Reduced by 25% due to streamlined processes.
- **Cost Savings:** 20% cost reduction through self-service and automation.
- **User Satisfaction:** Increased by 15% due to improved service management and user engagement.
- **Process Efficiency:** Achieved a 40% improvement in process efficiency through automation and optimization.



Royal Cyber

Simplifying IT for Customers & Partners

Royal Cyber Inc., Headquartered in Naperville, IL, is a leading software organization that provides services ranging from application development and deployment to training and consultancy.

We commenced the operations in the year 2002 as a specialized technology provider striding in as a software deployment service provider, assisting clients in meeting the standards and demands of doing business in the rapidly changing marketplace.

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