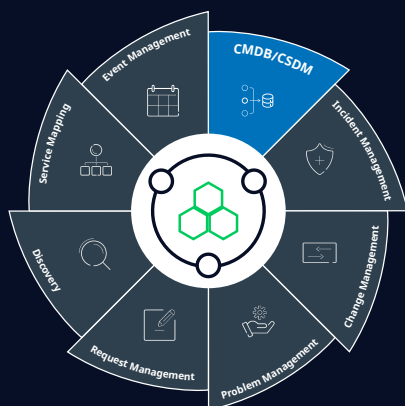


# Fit4Future: ServiceNow CMDB/CSDM Assessment

## Service Overview

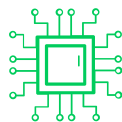
The NTT DATA Business Solutions Fit4Future ServiceNow CMDB/CSDM Assessment Service provides a comprehensive evaluation of your Configuration Management Database (CMDB) and its alignment with the Common Service Data Model (CSDM). Our ServiceNow specialists transform this evaluation into an immediate tactical action plan and a long-term strategic roadmap, ensuring your ServiceNow instance is fully prepared to support the demands of your digital strategy.

A Fit4Future CMDB is not just the foundation for Service Operations excellence, enabling advanced capabilities in areas such as IT Operations Management. It also underpins nearly every ServiceNow module, serving as the single source of truth across the platform. Moreover, a best-in-class CMDB is not only essential for meeting today's operational needs but also for preparing your ServiceNow platform to harness the transformative opportunities of AI and automation that will shape your operational future.



## Why a High-Quality CMDB Matters

Preparing your ServiceNow platform for the future starts with an optimised CMDB. By ensuring data accuracy, operational alignment, and operational scalability, CMDB health also lays the groundwork for advanced ITOM capabilities and emerging technologies like AI.



**1. Empowering IT Operations:** An optimised CMDB aligns ITSM and ITOM processes, enabling seamless service delivery, reduces downtime, improves MTTR (Mean Time to Repair) and improves the overall efficiency of IT operations. It also provides the foundation for ITOM excellence, event management, predictive AIOps, and automated remediation, and that improves IT and Digital Service availability, security, and operational efficiency.



**2. Supporting Business Goals:** A strong CMDB provides a reliable foundation for implementing new ServiceNow modules like ITAM and HRSD. It accelerates Value Realisation and ROI from ServiceNow investments and ensures that your business is ready to scale and innovate. Furthermore, an optimised CMDB prepares your business to embrace AI-driven workflows, enhancing decision-making and operational capabilities.



**3. Enhancing Compliance and Governance:** In regulated industries, compliance with frameworks like NIST and DORA is non-negotiable. A high-quality CMDB bridges gaps in governance, reduces risks, and ensures that your IT systems meet stringent regulatory standards.



**4. Preparing for the Future:** A Fit4Future CMDB ensures your ServiceNow platform is ready for the next generation of ITOM capabilities and AI-driven innovations. By addressing foundational gaps and aligning with best practices, your business can integrate advanced technologies like predictive analytics, automated workflows, and intelligent decision-making to stay competitive and agile in a rapidly evolving digital landscape.

## Customer Outcomes

The NTT DATA Business Solutions Fit4Future CMDB/CSDM Assessment Service is designed to deliver actionable and measurable benefits, including:

**Improved Data Accuracy:** Strengthen the integrity and reliability of your CMDB.

**Increased Efficiency:** Optimize IT operations, reduce manual overhead, and streamline processes.

**Enhanced Adoption:** Foster greater alignment between the CMDB and business objectives, increasing user confidence.

**Strategic Readiness:** Position your CMDB to support future expansions such as ITOM, AI, and automation initiatives. With a Fit4Future CMDB, your business can unlock the potential of predictive analytics, automated workflows, and intelligent decision-making.

## Assessment Summary

Our Fit4Future CMDB/CSDM Assessment Service is designed to uncover areas for improvement and provide a roadmap for success. This structured approach ensures that recommendations are practical, actionable, and aligned with your strategic objectives.

## Fit4Future Methodology

**1. Review:** A technical deep dive into your CMDB's configuration and alignment with best practices to identify gaps and opportunities for improvement.

**2. Interview:** Stakeholder surveys and one-on-one interviews provide insight into user sentiment, adoption challenges, and perceptions of the CMDB's value within your business.

**3. Observe:** Expert analysis of collected data reveals critical insights and areas that need immediate attention.

**4. Recommend:** Tactical and strategic action plans are crafted to prioritize both short-term fixes and long-term improvements.

## Fit4Future Deliverables

The deliverables from this assessment are comprehensive and designed to drive meaningful change:

- **Detailed Report:** A thorough analysis highlighting strengths, weaknesses, and recommendations.
- **Remediation Plan:** Prioritized, actionable recommendations for immediate and future improvements.
- **Executive Summary:** A presentation-ready document for C-level decision-makers and operational leaders.
- **Best Practices:** Access to whitepapers and guidance from industry experts.

## Get Started

Unlock the full potential of your ServiceNow platform with our Fit4Future CMDB/CSDM Assessment Service. Ensure your platform is future-ready, operate with excellence, embrace today's ITOM innovations, and prepare for AI-driven opportunities. Contact us today to schedule your assessment and take the first step towards a more efficient, reliable, and future-ready CMDB.

“ Selecting the right partner for your CMDB assessment is critical. Your CMDB is your ServiceNow platform.”



### About NTT DATA Business Solutions

Digital transformation helps companies reach their full potential by ensuring the underlying technologies work seamlessly for their people. We design, implement, manage, and continuously enhance solutions to make them work for companies and their employees.

### Learn more about NTT DATA Business Solutions

[nttdata-solutions.com](https://nttdata-solutions.com)

