BLAZENT Top Ten Tips for CMDB Success

After working with many large, service-oriented IT organizations to help them improve their initial CMDB implementation, their migration between CMDB vendors or their remediation of a struggling CMDB, Blazent has uncovered that all successful CMDB projects exhibit similar characteristics. Below is our Top Ten Tips for CMDB Success.

10

Know What You Want to Implement & Why
Successful CMDB initiatives link every data source, configuration item (CI) and CI attribute to a meaningful business objective. If it's not critical for managing and supporting ongoing services or operations, it shouldn't be in your CMDB.

9

Don't Travel the CMDB Road Alone
Organizations that achieve CMDB success choose great partners that can bring specific expertise and industry best practices. From platform and integration partners to specialized CMDB data accuracy partners like Blazent, organizations are only as strong as the members of their extended CMDB team.

8

Take Baby Steps & Communicate Your Progress
Prioritize the basics first. Then build your CMDB out in small, incremental steps to ensure quality and demonstrate early wins to your executive stakeholders. Additionally, it's important to communicate your progress & success across the entire enterprise to increase enthusiasm and maintain momentum.

7

Leverage Your Work
Build out the CI relationships in your CMDB to achieve broader, more robust views on services, their performance and the real cost of outages.

6

Drive Data Accountability
Assign data owners for every source feeding the CMDB and every data element in the CMDB as well as robust processes for delivering accurate data on a consistent basis, regardless if the data is from manual or electronic sources.

5

Maintain Your CMDB Health with Continual Service Improvement
Perform yearly health checks and audits on your CMDB data and processes. Then implement improvements in all areas (people, process & technology) that influence CMDB success.

4

Set the Standard
Establish your CMDB as the "Source of Truth" within your organization and ensure it's accurate enough to earn the trust of internal stakeholders.

3

Build a Strong Foundation with Corporate Alignment & Executive Sponsorship
Develop a strategic roadmap for maturing your CMDB over time and align it with corporate priorities as well as your IT service management platform's release schedule (ServiceNow, BMC Remedy, etc.).

2

Keep It Real
With the increased volume, speed of change and diversity of data sources, achieving CMDB accuracy is an enterprise problem that's getting harder to solve every day. Make CMDB Accuracy a priority so that your CMDB is the best representation of your "real" environment at any point in time.

1

Control Your Data & You'll Control Your Destiny
An accurate CMDB is a powerful tool that enables service-oriented IT organizations to control their destiny. Take advantage of it.