5 Steps to a Clean CMDB

An accurate and up-to-date configuration management database (CMDB) is vital for successful IT service management. However, many organizations struggle to establish and maintain an effective CMDB.
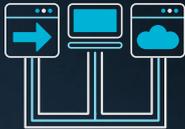
The benefits of a clean CMDB include:

- Increased customer satisfaction
- Reduced incident resolution time
- More efficient resource management
- More secure asset management
- Improved collaboration and decision making

With a new approach and the right tools, you can mitigate many of the common data challenges that impact the service desk. **Here are the five steps to building a better CMDB.**

1 DISCOVERY

Locate assets throughout your entire technology eco-system, both on-premises and in the cloud, with an IT asset management solution. Agent-based discovery also provides detailed information on where and how software is being used, regardless of whether or not the device is on the network.

2 INVENTORY

Augment agent-based discovery with third-party connectors to create a complete view of software, hardware and cloud services. By bringing together data from multiple sources, you have the foundation for a comprehensive inventory of all IT assets.

3 NORMALIZATION

Create a clean source of data by applying standard naming and asset identification to your inventory. Normalization ensures your data is structured, consistent and accurate across IT workflows.

4 AUTOMATION

Keep the CMDB continuously updated to ensure your service desk is working with the most current information. Beyond IT, dynamically populating the service catalog also helps departments like HR, Facilities and Finance save time and money.

5 OPTIMIZATION

Enable the rest of your organization with more seamless IT services. A clean CMDB increases reliability and improves results, leading to greater efficiency for both IT and employees.

Learn More

Ready to enhance your service desk efficiency and delivery? **Learn how Snow can power your CMDB today.**

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