



CMDB Overview

What is CMDB?

CMDB stands for Configuration Management Database. It contains Configuration Item (CI) records, their attributes, and their relationships to other CIs. The information in the CMDB provides a comprehensive relationship view of infrastructure components, applications, platforms, middleware, and more.

- CIs are any components that need to be managed in order to deliver an IT Service.
- CIs have attributes that describe the CI.
- CIs have relationships to other CIs. They include relationship types such as runs on, sends on, receives data from, and more. These CI records, their attributes and their relationships can be:
 - Logical (e.g., business service or application) or Physical (e.g., server or computer)
 - Discoverable or Non-Discoverable

Need to Create an Application CI?

Visit [ATLAS](#)

Want to know more?

Visit our [CMDB Help & Glossary of Terms](#)

[Visit ServiceNow](#)

[Visit Enterprise CMDB Dashboard](#)
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ServiceNow CMDB Scope

As of May 2018, the ServiceNow CMDB had a total of 50 Parent/Child CI classes, with more than 1.5 million CI records, 11 business services, and a variety of infrastructure services. Key CI classes include:

- Servers
- Applications

CMDB Roadmap: 2019 and Beyond

- Storage
- Mainframes
- Mobile
- Edge IT (including IoT, FacOps, ClinTech)
- Database
- Database Instance

- Printers
- Computers
- Network Gear

Note: the CMDB is not a System of Record (SOR) for data; however, it is the source of truth for in-scope ITSM processes.

On the roadmap are plans to mature the CMDB by implementing closed-loop change management, automation, orchestration, and improved discovery. Learn more about the alignment with [TIM](#).

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