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servicenow

# Achieving Operational Excellence through **Advanced CMDB Strategies for an Oil & Gas client**



## Client **Overview**

One of our valued clients since 2017, a prominent energy company, has partnered with us to enhance their operations and technological infrastructure. This client boasts a diverse portfolio that spans several key sectors within the energy industry, including refining, logistics, retail, and renewables. Operating across multiple locations, the client is dedicated to delivering reliable energy solutions while maintaining high standards of operational efficiency and regulatory compliance. Their commitment to excellence drives them to continuously seek innovative solutions that enhance their capabilities, streamline processes, and ensure the highest levels of service to their customers.

## **Problem** Statement

Client was having significant challenges in managing their IT infrastructure and assets due to a fragmented and inaccurate asset management system. Key issues included:

- **Inaccurate and Missing CIs and Assets:** The customized ServiceNow Discovery and Asset Management module contained numerous inaccuracies and missing configuration items (CIs) and assets.
- **Lack of Baseline and Categorization:** There was no established baseline, and CIs and assets were not properly categorized, leading to inefficiencies in management.
- **Inaccurate Infrastructure CI Data:** Data received via ServiceNow Discovery and other third-party integrations was often inaccurate, resulting in unreliable infrastructure CI information.
- **Mismatching Assets:** Assets were set up in different data sources, causing discrepancies and mismatches.
- **Broken Processes and Missing Details:** Asset details were located in multiple locations, with broken processes hindering effective management.
- **Integration Issues:** Integration with third-party APIs was problematic, and there was a lack of automation for IT operations, further complicating asset management.



## Solution

To streamline and enhance client's Configuration Management Database (CMDB), MOURI Tech developed a comprehensive strategy aimed at baselining Configuration Items (CIs) and establishing key relationships within the system. This strategy ensured that the CMDB was not only accurate but also reflective of the organization's complex IT landscape.

1. **CI Data Cleansing and Configuration:**
   - Performed extensive CI data cleansing activities to eliminate inaccuracies and redundancies.
   - Configured essential CMDB and asset attributes, tailoring them to meet the specific needs.
   - Captured additional CIs, attributes, and relationships based on client requirements, ensuring a comprehensive and detailed CMDB.
2. **Seamless Onboarding and Offboarding Integration:**
   - Integrated processes to facilitate the seamless onboarding and offboarding of assets and CIs, supporting the dynamic nature of the organization.
   - Implemented sourcing, procurement, and IMACD (Install, Move, Add, Change, Dispose) service catalog requests to streamline asset management operations and ensure efficient handling of asset lifecycle events.
3. **Continuous Monitoring and Performance Management:**
   - Developed dashboards and reports to provide real-time insights into the CMDB and asset data. These tools enabled proactive monitoring and management of the CMDB.
   - Set up data certification and audit processes to maintain the integrity and accuracy of the CMDB over time, ensuring ongoing compliance and reliability.
4. **Enhanced Asset Management Operations:**
   - Established a robust framework for managing assets throughout their lifecycle, from procurement to retirement.
   - Ensured that all asset-related data was accurately captured and maintained, providing a reliable source of truth for decision-making and operational efficiency.

## Business Outcomes:

- Reduced customization in the IT Asset Management process by utilizing out-of-the-box functionality in ServiceNow, streamlining the lifecycle management of CIs and their relationships.
- Developed and implemented repeatable processes, significantly reducing administrative overhead.
- Captured all critical CI and asset attributes and relationships, enabling impact analysis before making infrastructure changes.
- Provided the client with various reports to maintain the accuracy, integrity, and reliability of data within the CMDB and Hardware Asset Management.



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