ILLUSTRATIVE SAMPLE

CMDB Value Assessment

Northwind Group (a fictional organisation) · 5-day engagement

> “Of the eleven processes that should use Northwind’s CMDB, two actually rely on it.”
>
> Headline finding, page 2

EXECUTIVE SUMMARY

The CMDB isn’t broken. It’s just not being used.

Northwind’s CMDB is well populated at the infrastructure layer. But most of the processes that should depend on it have found other sources, and every workaround is a second inventory someone has to maintain.

2 of 11

processes that should use the CMDB actually rely on it

SOURCE: PROCESS OWNER INTERVIEWS

3

parallel inventories maintained by security, licensing and finance

SOURCE: INTERVIEWS, TOOL REVIEW

24%

of CIs not confirmed by any source in the last 90 days

SOURCE: CMDB TIMESTAMPS

31%

of application CIs with no owner, or an owner who has left

SOURCE: CMDB VS TEAM DIRECTORY

What to do first

1. Pick three use cases and earn their trust — incident, change and vulnerability response.
2. Build the application service layer for the 40 most critical services, not the whole estate.
3. Name an owner for every CI class and retire records unseen for 90 days.

FINDING 1 · VALUE MAP

Two processes rely on it. Six have moved on.

Eleven processes that should consume CMDB data, placed by whether they actually do — and whether they trust what they find.

2 Relied on

Incident assignment
Support groups trusted

Hardware lifecycle
Refresh planning

3 Used with workarounds

Change impact
Checked by hand

Event correlation
Rules patched locally

Audit evidence
Rebuilt each cycle

3 Bypassed

Vulnerability response
Scanner inventory used

Software licensing
Spreadsheets

Cost allocation
Finance extract

3 Not used

Problem management
No service context

DR & continuity
Separate register

Automation & AIOps
Blocked by trust

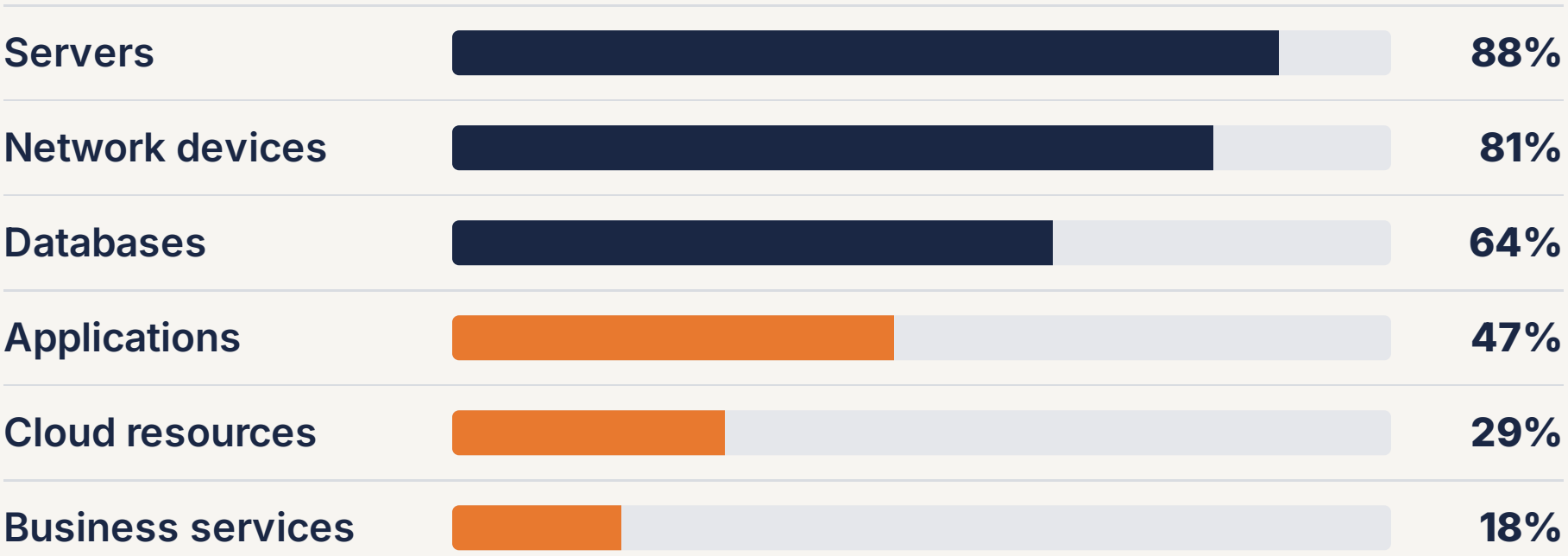
Bypassed is the costly state: the team needed the data, didn't trust it, and built or bought its own. Each placement is backed by a walkthrough of a real incident, change or ticket.

SOURCE: 14 PROCESS OWNER INTERVIEWS AND WALKTHROUGHS

FINDING 2 · DATA HEALTH BY LAYER

Strong at the bottom. Thin where the decisions are made.

Completeness of the attributes the use cases need, across all CIs in scope, by class.



SOURCE: CMDB EXTRACT

24%

of CIs not confirmed by any source in 90+ days

SOURCE: TIMESTAMPS

7%

probable duplicates from overlapping discovery sources

SOURCE: CMDB EXTRACT

41/60

sampled CIs confirmed correct by their owners

SOURCE: VERIFIED SAMPLE

FINDING 3 · THE PARALLEL INVENTORIES

Three teams built their own. Here’s what they hold.

Where a process bypasses the CMDB, we compared its alternative source with the CMDB directly.

Security · vulnerability scanner

Used to route vulnerability tickets instead of CMDB ownership. It sees more servers than the CMDB lists as operational.

SOURCE: SCANNER EXPORT VS CMDB

+750
servers
4,870 vs 4,120

Licensing · spreadsheet

Maintained by three people, updated monthly. Many entries can’t be matched to an application CI.

SOURCE: SPREADSHEET VS CMDB

38%
of entries with no matching CI

Finance · monthly extract

Rebuilt by hand each month to allocate IT cost to business units.

SOURCE: FINANCE INTERVIEW

~3 days
a month,
as reported

We haven’t put a pound figure on these workarounds. That needs measuring over time, not estimating after the fact — see the baseline on page 7.

RECOMMENDATION · TARGET SERVICE MODEL

Build from the use case down, not the discovery scan up.

The missing value sits in the middle layers of the service model. That’s where effort should go next.

LAYER 1 **Business services**	What the business buys and cares about. Needed by change, DR, audit and cost allocation.	PRIORITY GAP
LAYER 2 **Application services**	Deployed instances of an application. The link incident, change and vulnerability response all lack.	PRIORITY GAP
LAYER 3 **Applications**	Owned, versioned software. Owner coverage needs finishing, not rebuilding.	PARTIAL
LAYER 4 **Infrastructure**	Servers, network, databases, cloud. Well discovered.	IN PLACE

OPTIONAL MODULE · SERVICE MODEL ALIGNMENT

Services live in production that the CMDB can’t see

Found in the developer portal but missing from the CMDB, in a sample of 50 services.

8 / 50

BASELINE · WHERE NORTHWIND STARTS

The starting line, measured.

Every figure comes from Northwind's own systems or from interviews during the engagement. Measured again each quarter, they show whether the roadmap is working.

MEASURE	TODAY	SOURCE
Processes that rely on the CMDB	**2 of 11**	Process owner interviews
CIs confirmed by a source in the last 90 days	**76%**	CMDB timestamps
Application CIs with a current owner	**69%**	CMDB vs team directory
Business services mapped to applications	**18%**	CMDB relationships
P1/P2 incidents reassigned at least once (6 months)	**22%**	Incident extract
Servers the scanner sees that the CMDB doesn't	**750**	Scanner vs CMDB
Parallel inventories in use	**3**	Interviews, tool review

WHAT THIS REPORT DOESN'T CLAIM

We haven't estimated what the workarounds cost or the time they lose. That can't be reliably reconstructed after the fact. Instead we agree now how to capture it — reassignment time, changes that failed on impact, hours spent on parallel inventories — so the first quarterly review can show the value in pounds.

RECOMMENDATION · ROADMAP

Earn trust one use case at a time.

WAVE 1
Days 0–30

Win back three use cases

- Agree data requirements for incident, change and vulnerability response
- Name an owner for every CI class in scope
- Agree how time and cost will be captured from now on

Outcome: a baseline each process owner signs up to

WAVE 2
Days 30–90

Build the service layer that matters

- Map the 40 most critical business and application services
- Connect the security scanner as a source, not a rival
- Retire or reconcile records unseen for 90+ days

Outcome: vulnerability response moves back onto the CMDB

WAVE 3
Days 90–180

Extend, retire duplicates, measure

- Bring licensing and cost allocation onto the CMDB
- Align with the developer portal for engineering-owned services
- Quarterly value review against the baseline

Outcome: first measured value, in pounds

Is your CMDB an asset or a cost?

Northwind is fictional. The question isn't: which of your processes actually rely on your CMDB, and what have the rest built instead?

DAY 1	DAYS 2–3	DAY 4	DAY 5
Use cases	Data & flows	Baseline & model	Readout

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This sample report is illustrative. Northwind Group is not a real organisation and all figures are invented to show the format and depth of the deliverable.