

G-Cloud 15 Service Description

ServiceNow CMDB Health and Maturity Assessment

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Our CMDB Health and Maturity Assessment provides organisations with a structured, fact-based CMDB evaluation against the Common Service Data Model (CSDM). Including a 3D visualisation, the service delivers a clear baseline of CMDB quality, relationship integrity, governance and maturity, identifying areas that are delaying value realisation across operational processes.

What is the Service

Our CSDM aligned assessment framework, delivers a clear and structured health-check, to enable organisations to plan for structural compliance, operational value and trustworthy data.

As an accelerator, we leverage our relationship with EMMa3D, a ServiceNow Technology Parter and include their interactive 3D CMDB visualisation tool, transforming complex configuration data into clear, executive level insights.

The 3D visualisation, paired with our consulting expertise and thought-leadership, enables organisations to easily see their CMDB health, alignment and risks, creating immediate stakeholder engagement and a shared understanding of priorities.

- Key deliverables of the service include:
- CMDB health baseline (completeness, accuracy, freshness, relationships)
 - Discovery, integration, and governance effectiveness review
 - CSDM alignment scorecard
 - CMDB maturity benchmarking and roadmap
 - Interactive 3D CMDB visualisation outputs for both executive and technical stakeholders

Service Features

1. 3D visualisation of your CMDB, highlighting accuracy, completeness and freshness
2. Compliance assessment of the CMDB aligned to the CSDM
3. Assessment of CI relationship integrity and service mapping
4. Evaluation of governance processes, role assignments and CI ownership
5. Discovery tools integration and coverage assessment, e.g. ITOM Discovery, SCCM
6. Data normalisation check, including naming conventions and categorisation consistency
7. Service context CMDB assessment including business views, risk and impact
8. Maturity benchmarking, identifying a roadmap for improvement and growth
9. Validation of CMDB data consumption by operational uses cases
10. Executive-facing visualisation and CMDB health summary to enhance decision-making

Service Benefits

1. Baseline understanding of current state and remediation requirements
2. 3D cluster visualisation of problem areas reducing analysis time
3. Accelerated understanding of CSDM alignment, highlighting gaps in structure mapping
4. Prioritised remediation recommendations, focussing on critical data, processes and integrations
5. Shared view of maturity across the business, improving stakeholder alignment
6. Realistic roadmap of maturity benchmarks, with measurable phased remediation goals
7. Root cause identification eliminating rework and reducing remediation costs
8. Achievable plan to enhance efficiency aligned to a maturity roadmap
9. Optimisation plan to assess and refine tooling and integrations
10. KPI and metric definition to measure improvement progress over time

Contact details

What can it do for you

Organisations will gain clarity, transparency and executive-ready insights into CMDB state and its alignment with the CSDM, to enable prioritised planning for improvements.

EMMa3D brings the assessment to life, providing a visual, shared understanding of issues, making it easier to justify investment and build support for the improvements needed to drive business transformation.

- At the conclusion of the assessment, you will have:
- A clear baseline of CMDB health and quality
 - CSDM alignment status, highlighting both compliance and gaps
 - Visibility of relationship gaps, that affect service mapping and impact analysis
 - Identified gaps in governance processes, ownership and accountability
 - Stakeholder alignment and awareness of CMDB issues
 - A commitment-free diagnostic roadmap of issues and priorities
 - Awareness of the extent of how the CMDB supports business service context
 - A clear CMDB maturity rating against CSDM aligned benchmarks
 - Understanding of coverage levels of discovery tools and integrations versus reliance on manual entry
 - A view of normalisation and data consistency gaps, such as inconsistent naming conventions, duplicate and unstandardised attributes

ServiceNow CMDB Health and Maturity Assessment: Our Approach

Your ServiceNow CMDB should be more than a record of IT assets, it should be a living, reliable source of truth that drives smarter decisions, minimises risk, and keeps services running seamlessly. When managed well, it becomes a strategic asset that strengthens your entire organisation.

Success starts with strong governance. By defining ownership, roles, and clear processes for managing configuration items, we protect data quality and ensure lasting trust in the CMDB. With this foundation in place, automation takes over much of the manual effort. Tools such as ServiceNow Discovery keep your CMDB accurate and current, automatically detecting changes and running tailored schedules to match each environment.

We assess your current state CMDB, including a 3D visualisation, helping identify your most critical services and associated sources of data, highlighting and recommending areas for immediate results whilst supporting a foundation for growth. New and potential data sources are identified, ratified and schedules of implementation recommended in carefully validated phases, helping protect the integrity of your information every step of your journey.

Data quality management should be continuous with dashboards tracking completeness, accuracy, and compliance, while regular audits and validation sessions compare system discovery with trusted business records to identify and resolve discrepancies quickly. We share insights and enhanced tooling options to help map relationships and dependencies across your assets, enabling you with faster incident resolution, informed change planning, and robust risk assessment.

People remain central to success. We highlight best-practice approaches to help embed your CMDB into daily operations through methods including targeted training and increased collaboration between IT teams and business stakeholders, increasing the speed, quality and effectiveness of decision-making to support service delivery.

Contact details

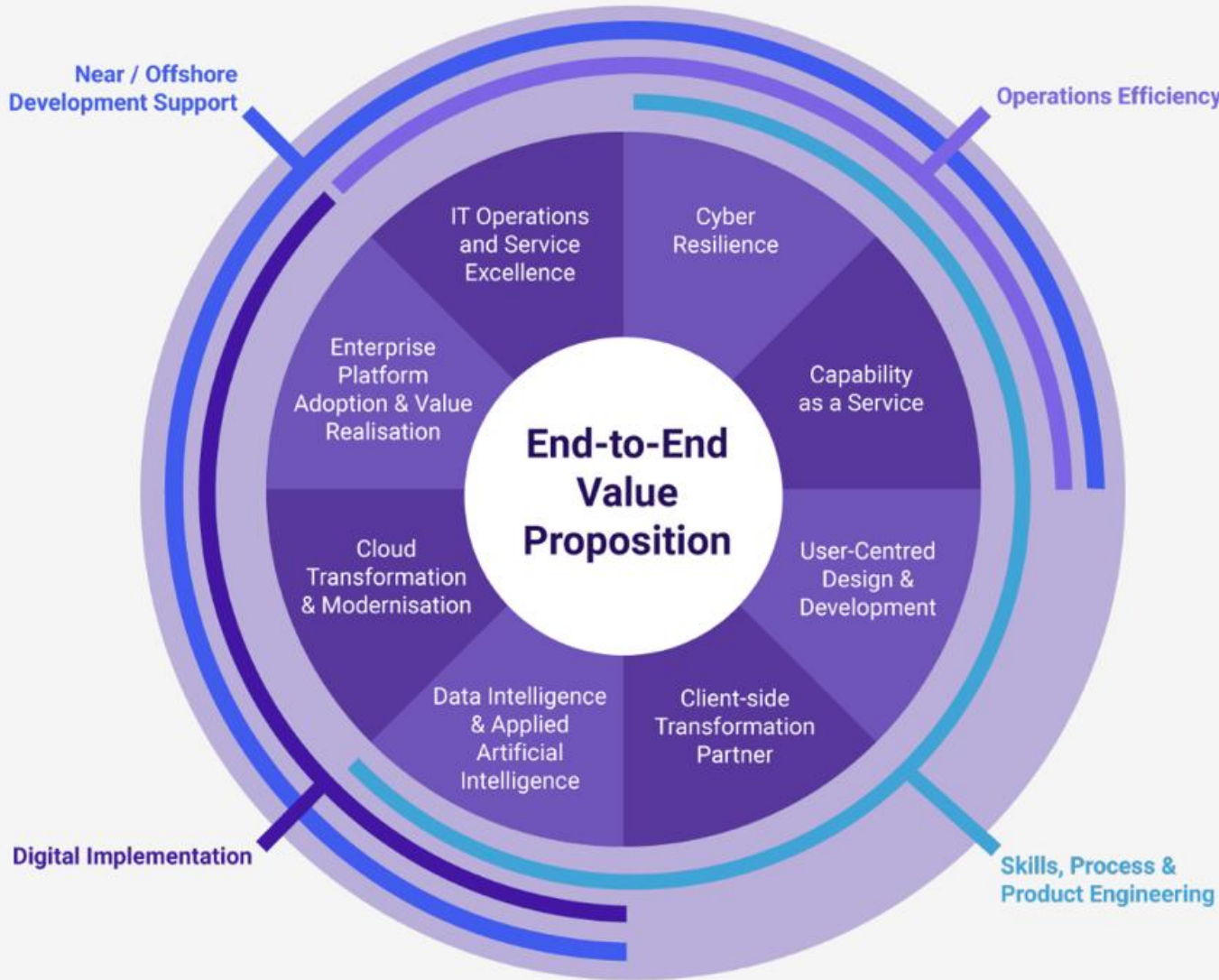
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

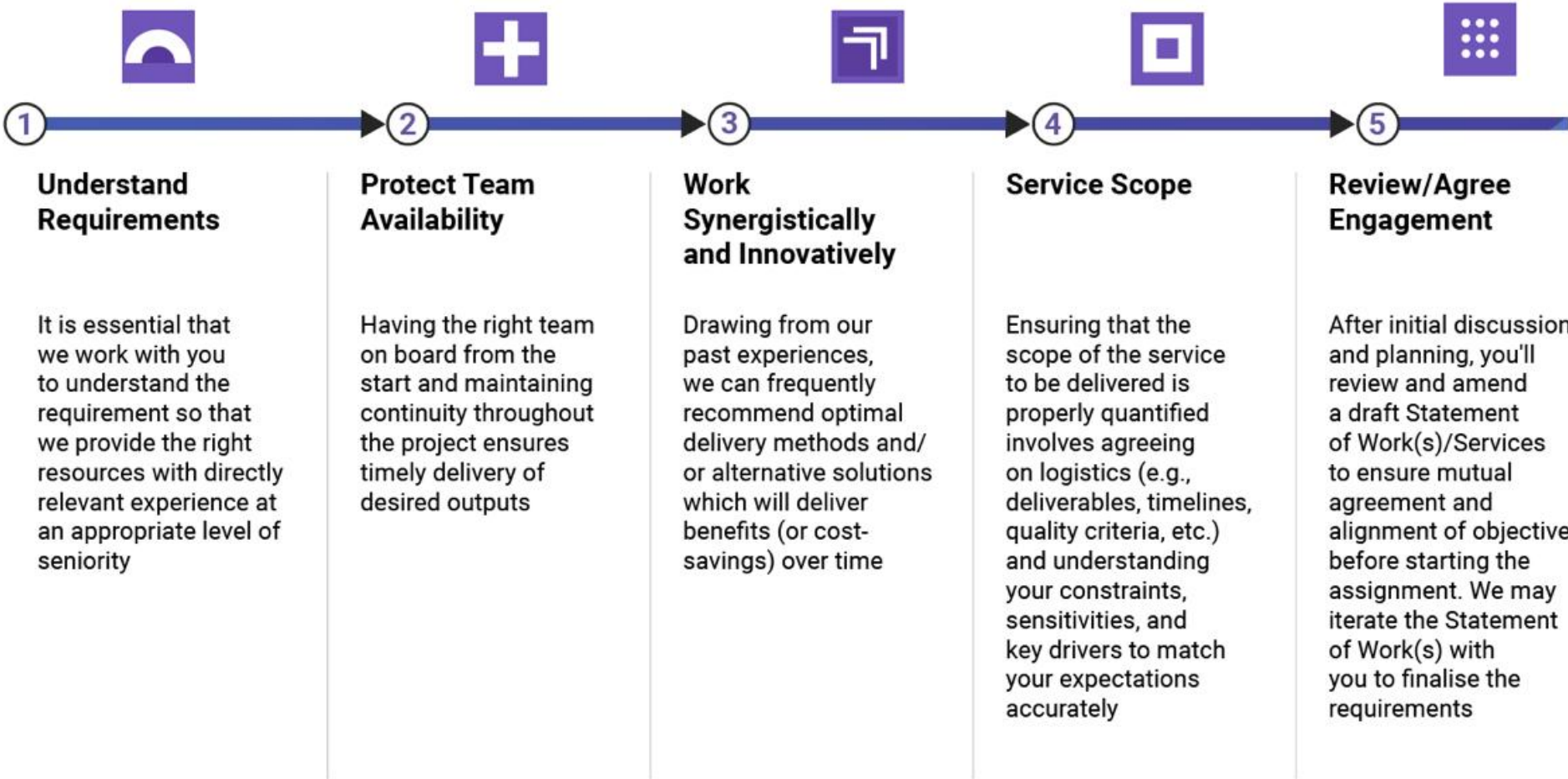
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

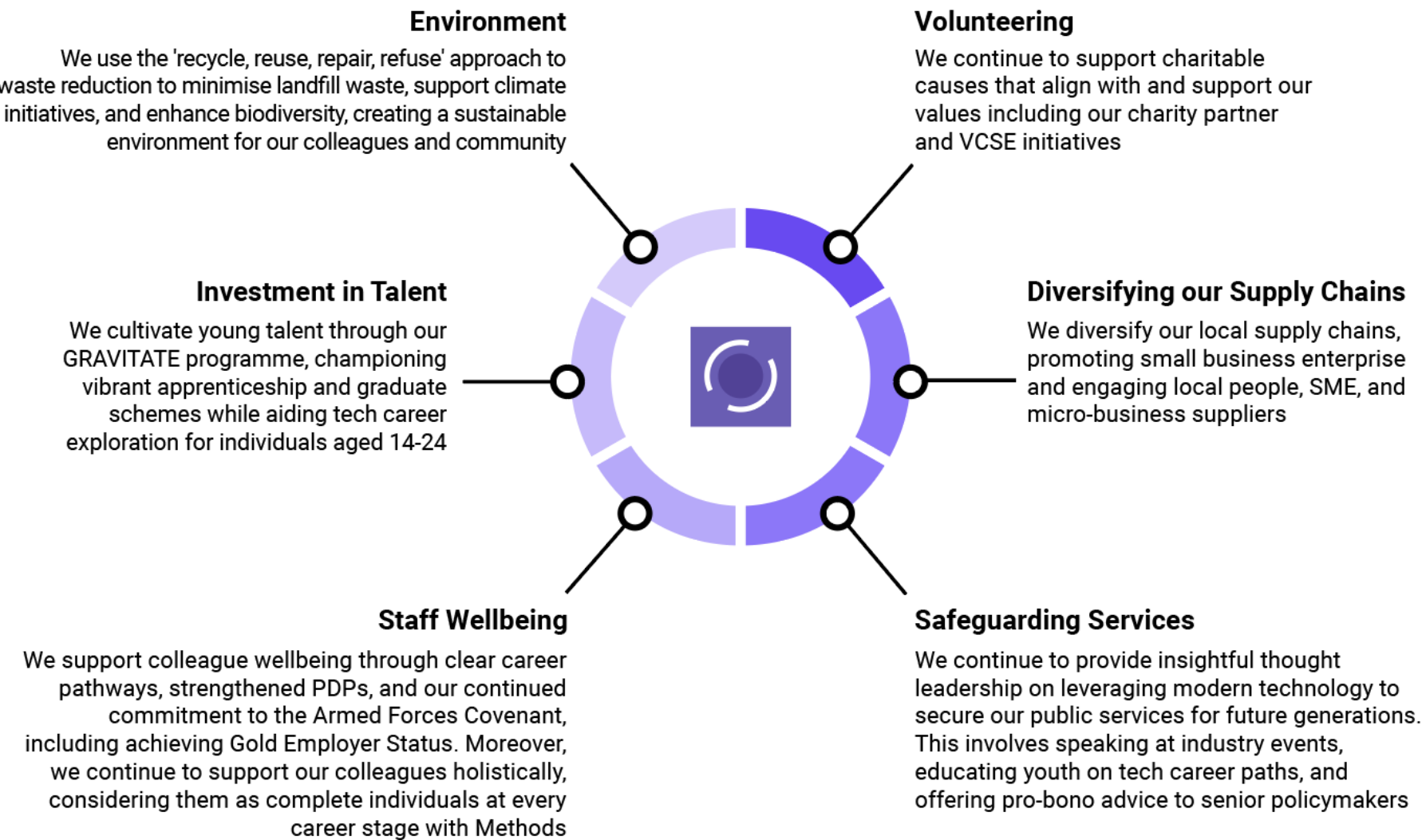


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.