![BigPanda]

ServiceNow CMDB Enrichment

Bring your CMDB data from ServiceNow into BigPanda to reduce MTTR and power cross-correlated alerts. Leverage system and operational details from your source of truth and then combine this rich data with Data Normalization and powerful AI to improve correlation, time to assign and triage, reporting accuracy, and automated resolutions.

Alert Quality Benchmarks

Low-Quality
<50%

Medium-Quality
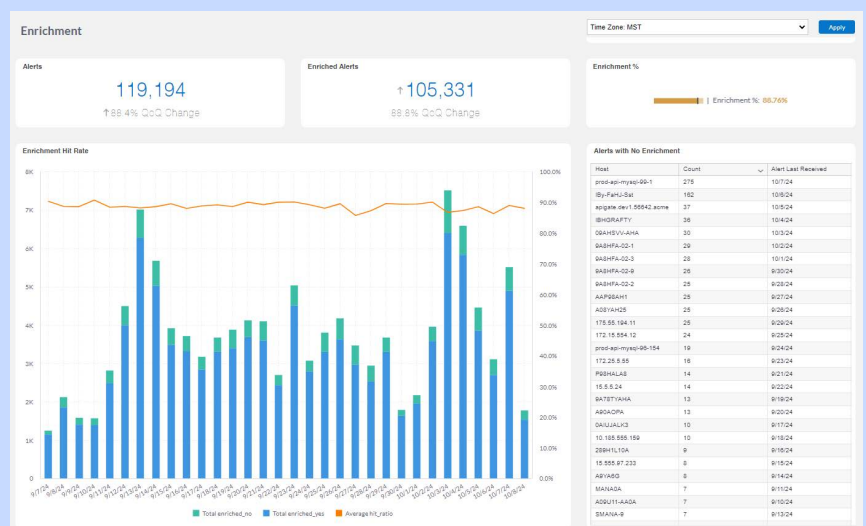# >35%

High-Quality
>15%

Power Cross-System Correlation

- Drive rapid assignment, triage, and resolution with rich incident context straight from your CMDB.

- Automatically synchronize common CI Class tables and create dynamic enrichment schemas with a default update set.

- Easily customize the exported data to prevent noisy or bad-quality data from affecting downstream workflows.

- Quickly map ServiceNow fields to a standard tag structure to build consistency and readability without affecting the original data format.

- Keep cross-system AI analysis and automated routing and resolution processes up to date with scheduled synchronizations.

Measuring CMDB Enrichment in BigPanda

Track enrichment coverage and topology gaps in the Enrichment dashboard.

Identify missing or misconfigured CMDB objects and maps that can be configured to add the context operational teams need.

At-a-glance: ServiceNow CMDB Enrichment

Importing ServiceNow CMDB Tables

Stakeholders

Service Management Team

Develops service management processes

Observability Leader

Owns the CI objects and assignment groups

Operations Leader

Configures alerting tools to include necessary alert data

- Map table columns to the standard tags set in the Data Normalization processes or differentiate CMDB tags with a source or object prefix.

- Configure a Query filter field to exclude retired or misconfigured rows from enrichment.

- Troubleshoot enrichment questions by reviewing export columns and update dates in the Enrichment Maps setting screen.

- Use CI alert telemetry data to configure dynamic routing with Automatic Incident Enrichment.

Best Practices

First, make and test configuration changes in a lower environment to familiarize yourself with the process and identify potential challenges.

Resolve as many discrepancies and incomplete records as possible in your CMDB before integrating with BigPanda to prevent downstream impacts caused by bad data..

Review other enrichment sources affecting BigPanda incidents before connecting your CMDB. Then, start by exporting the columns and additional CI tables that are useful for improving alert correlation or give context for manual triage processes.

See ServiceNow CMDB Enrichment Best Practices for more tips.

Additional Resources

BigPanda University   BigPanda Docs
BigPanda Community   Contact Support
Contact your account team with any questions