

# WE GET A HEALTHY CMDB IS THE FOUNDATION TO HIGH-VALUE SERVICENOW CAPABILITIES.

CDW Amplified™ OS  
CMDB Evaluation and Strategy Service



Many organizations struggle with developing and managing their Configuration Management Database (CMDB) across diverse types of data and data sources. CMDB information is on the critical path for many ServiceNow capabilities and consequently is a foundational competency to increase ServiceNow investment value. This service will help you gain better insight into the current health of your CMDB, highlight areas for improvement and define strategies for maturing the CMDB, including opportunities to support digital transformation and data center automation.

CDW's CMDB Evaluation and Strategy Service can help you achieve:

- Operational Efficiencies
- Faster Innovation
- Increased Performance

## Orchestrating the Right Solution

Our advisors and architects will work with your team to infuse a best-practice view of the future that will incorporate a strategic, business-aligned approach that gets you on the road to value. Our expert-led, interactive sessions will pave the way to get organizational buy-in and a strategic imperative that will provide the momentum you need to establish a healthy CMDB and configuration management practice.

CDW's CMDB Evaluation and Strategy Service benefits include:

- Expert analysis of your CMDB and configuration management practices.
- Practical remediation strategies including a "get well" plan of action.
- Interactive strategic approach that engages key stakeholders to build consensus on the CMDB value proposition and the path forward.
- Opportunity exploration of high-value use cases including: ITSM efficiencies, ITOM (data center automation), ITAM (hardware and software), SecOps/Vulnerability Response, Integrated Risk Management, DevOps, Application Portfolio Management and IT Financial Optimization.
- Creation of a multiphase strategic roadmap aligned to organizational priorities.
- Recommendations that will elevate ServiceNow value, modernize IT services and build a more proactive delivery model.

CDW's full lifecycle of Services can support your business no matter where you are on your journey



## CDW GETS SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

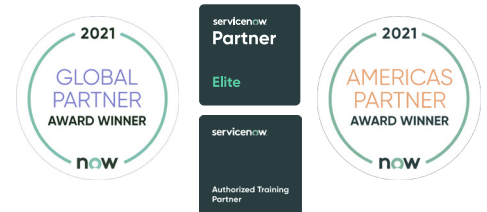
### Important Stats

- 4.5+ (out of 5) CSAT Score  
Visit [servicenow.com/partners](https://servicenow.com/partners) and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

### What Our Customers Say

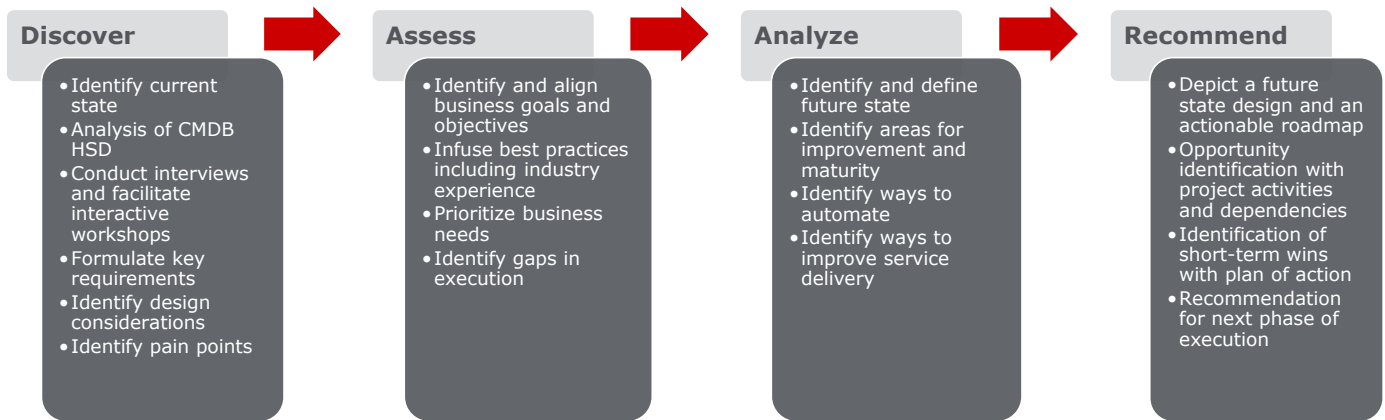
"Your team has been a great pleasure to work with during our transition to ServiceNow."  
– Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."  
– Paula (Investment Company, Boston, MA)



**CDW AMPLIFIED™ SERVICES**

## Methodology and Approach



## Deliverables Checklist

The following deliverables are included in CDW's CMDB Evaluation and Strategy Service:

Deliverables	CMDB Evaluation and Strategy Service
<b>Executive Report</b> <ul style="list-style-type: none"> <li>• Recommendations tied to business goals and objectives</li> <li>• A compilation of key observations, identified gaps and pain points organized in themes across process, governance, technology and data management elements</li> </ul>	✓
<b>Strategic Roadmap</b> <ul style="list-style-type: none"> <li>• Multiyear view of targeted initiatives aligned to business priorities</li> </ul>	✓
<b>Recommended Project Summary and Timeline</b> <ul style="list-style-type: none"> <li>• Key variables, considerations and timeline</li> <li>• Identification of quick-to-value opportunities and a get well plan of action</li> </ul>	✓

## Proofpoints

# #1

ServiceNow's  
Global Elite Segment and  
Americas Elite Segment  
Partner of the Year 2021

# 640+

ServiceNow Certifications

# 2,000+

ServiceNow Application  
Deployments

# 4.5+

CDW's CSAT Score (out of 5)  
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and search "CDW" for details