



rego consulting

Let Rego Be Your Guide

ServiceNow IT Operations Management

Prevent CMDB Issues with an Optimized ServiceNow Discovery Process

How confident are you in your CMDB?
Are you getting the value you expected from ServiceNow Discovery?

Effective IT Operations Management (ITOM) depends on an accurate and optimized infrastructure. But many CMDBs contain incomplete and inaccurate data, causing issues across the entire IT stack. Without complete visibility, identifying—and resolving—problems and outages is a challenge.

Rego's ITOM offering for ServiceNow facilitates visibility into services and underpinning components, allowing you to manage operations and proactively eliminate service outages.



We'll work with your teams to uncover and resolve common ServiceNow Discovery pitfalls. Avoiding these challenges will help your organization create an accurate ServiceNow CMDB:

- Unknown or missing subnets/networks
- Linux SNMP and SSH confusion
- Incorrect network device classification
- Discovery overlap
- Overly granular ServiceNow instance discovers too much data
- Bad/missing identification rules
- Out-of-the-box patterns are not functioning
- Established process for Discovery anomalies
- Virtual device confusion when virtual instance and service Configuration Item (CI) is created
- Poor requirements gathering
- No location alignment with Discovery
- Poor management, instrumentation, and Discovery (MID) server placement
- Reconciliations rules are not set
- CMDB population from volatile/fluid networks causes data noise and inaccuracies
- Core Discovery patterns are not enabled

Value to You



Reduce the impact of outages or prevent them altogether



Reduce Mean Time to Resolution (MTTR) of incidents



Support the health of your CMDB, ITSM (Incident, Problem, Change Management), and Application Portfolio Management (APM) ecosystems



Drive value to other areas in the ServiceNow stack



Increase visibility and uptime of IT Services



Gain financial control of resources through more effective network management, both on-site and in the cloud.



Keep up with the increased pace of business – Continuous Delivery, Service Management Focus, Dev-Ops

Contact your Rego Account Manager today.

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