

# Maintaining Accurate and Synchronized CMDBs

Configuration Management Databases (CMDBs) are essential for effective IT service management to manage configuration items (CIs), their relationships and supporting business services. However, keeping CMDBs accurate and synchronized is an ongoing challenge due to IT environments' dynamic and complex nature. As configurations frequently change, CMDB data becomes quickly outdated. This leads to inaccurate views of the IT environment that could lead to notification breakdowns during change management windows, or potential compliance issues during security audits impacting operations and decision-making. Manual processes to update CMDBs cannot keep pace resulting in discovery gaps, configuration drift, and data silos.

ScienceLogic understands these challenges and designs the award-winning SL1 platform to eliminate gaps in IT visibility. The power platform ensures service users have 100% CMDB accuracy for better operational insight and ability to control costs.

## The ScienceLogic Solution: Automated CMDB Management

ScienceLogic delivers the next generation of CMDB management through advanced automation. Overcoming the challenge of inaccuracy that often plagues manual processes. ScienceLogic's solution revolutionizes CMDB administration by eliminating the need for manual processes to discover assets, map dependencies, and keep configuration data up to date, helping to ensure 100% CMDB accuracy while driving down IT operation expenses associated with manual maintenance. ScienceLogic provides comprehensive capabilities powered by patented technology:

- Automated discovery of hybrid cloud assets
- Continuous synchronization of device discovery with CMDB tools
- In-depth dependency mapping, even to unique devices
- Maintenance window synchronization and notification



### Slash CMDB Management Time

Save on average 30% of your CMDB management time with continuous syncing between SL1 and your CMDB solution.



### Ensure CMDB Accuracy

Bi-directional checks ensure 100% accuracy. New assets added to or discovered by SL1 are automatically synced to your CMDB for seamless tracking and management.



### Boost IT Efficiency

Synchronized maintenance windows suppress alerts, allowing teams to focus on necessary changes and updates without distraction from alerts.



### Enterprise-Class Performance

With over 5 million daily automation and synchronizations, SL1 scales to even the largest environments.

## Automated Asset Discovery

ScienceLogic's multi-protocol automated asset discovery provides visibility of your hybrid infrastructure by mapping physical, virtual, and cloud-based assets across data centers and cloud environments. No/low-code toolkits provide monitoring ability to unique devices ensuring complete visibility of your entire IT estate. By integrating with your existing CMDB and tools like ServiceNow, ScienceLogic creates a single consolidated view of all IT components to enable confident decision making based on comprehensive and accurate asset knowledge. No more blind spots saving you 100s of hours manually aligning and syncing devices and assets.

## Continuous Synchronization

ScienceLogic's continuous configuration monitoring synchronizes your CMDB in real-time to provide an accurate reflection of dependencies at all times. Instead of periodic scanning or manual updates, ScienceLogic uses constant tracking of changes to instantly update CIs and relationships whenever alterations occur. This prevents dangerous configuration drift and assures service reliability by eliminating mismatches between the CMDB and reality. Cloud architects can be assured of correct resource allocation and that unused services are turned off to reduce billing surprises.

## Simplified End-to-End Dependency Mapping

ScienceLogic automatically correlates performance and event data to provide an accurate visualization of end-to-end topology and component relationships. With clear insight into how your hybrid infrastructure is interconnected, you can enable faster root cause analysis to quickly pinpoint and resolve issues before they impact users. From Azure and AWS to your own datacenter or Colo, ScienceLogic can help map and group your applications and infrastructure into business services. These business services can then be associated to business owners and notified when changes or outages occur.

## Improved Maintenance Window Adherence

ScienceLogic can help you maximize your IT staffs value by being able to plan and execute successful maintenance windows. Using change request windows will put your scheduled devices into maintenance mode during the scheduled period suppressing alerts and notifications allowing your team to focus on the task at hand and not be distracted by alert noise. This operational efficiency also results in smoother maintenance operations as NOC administrators are in communication with the SME or IT administrators doing the change and upgrades.

## Ensure 100% Accurate Compliance Reporting

Security professionals and departments can have peace of mind that IT assets are aligned with compliance standards by continuously monitoring and updating CMDB records as devices and services change. This real-time monitoring helps minimize risk and ensures that any deviations are quickly identified and corrected. These up-to-date records can facilitate informed IT departments budgeting decisions as they provide clear insights into the IT environmental state and align that to performance KPIs. Identify areas for improvement, optimize resource allocation and drive operational efficiencies.

## Better Budget Planning with Performance Correlation

When change request are created, both scheduled and emergency, ScienceLogic can capture those requests and allow you to visualize it on performance and availability timelines. This visualization allows for quicker correlation between changes and performance, and if there is a problem helps to answer the question of "What's changed?" within SL1 or change management tool helping you to quickly resolve the issue.