

# YOU'LL LOVE

## WORKING WITH AJUVO

The name AJUVO derives from the Latin "to foster" – a value which permeates our culture and vision for client engagement.

Our team brings decades of IT and Enterprise Service Management capabilities to the table, helping organizations evolve from siloed federations of IT disciplines through the era of monolithic enterprise frameworks to today's service-centric, user-centric, cloud-centric digital platforms.

As a full-service partner for ServiceNow, AJUVO's mission is to be the highest quality, highest touch option in the Service Management marketplace. All AJUVO projects are principal-led (and principle-led), which means that your projects will be managed by a senior professional with more than 15 years' experience in Service Management and delivered with the highest level of integrity.

"AJUVO has been a valued partner since the very beginning of our ServiceNow journey. They have proven to be trustworthy and committed. Their expertise in the platform coupled with a disposition for providing real business value rather than just implementing a generic playbook make them more than just an implementation partner; they are part of the team."

Colin McGuire,  
Vice President of Corporate Systems, Chipotle Mexican Grill

# AJUVO

Your guide to ServiceNow™

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# AJUVO

## YOUR GUIDE TO SERVICENOW™

# CI WATCH

It's not about *one* day,  
it's about the *other* 364

### Do you have incomplete, incorrect, or missing data in your CMDB?

Attribute sprawl and data quality drift are classic symptoms of a CMDB that has become unmanageable because of well-intentioned design decisions that were made in anticipation of possibly being needed 'one day'. We've all been there, saying 'Yes' on occasion because a flat-out 'No' didn't seem like an acceptable answer.

**ASK US HOW** We can get you back on track, and prevent future pain by learning the art of saying 'Not Yet'.

### Have good intentions led you down the proverbial path to a "warm place"? Do you have entire classes of CIs for which there is no clear business owner or apparent business value?

We have many examples of unnecessary classes adding clutter and noise.

**WE CAN HELP** you focus on what's important by rationalizing your class model down to relevant managed and unmanaged classes.

### Let's face it, investigating and resolving data quality issues is no fun.

Adding to the misery is the lack of specialized and dedicated resources (especially Discovery).

**LEVERAGE OUR** specialized experts, structured methodology, and proven processes to help free up your valuable resources to focus on the exciting, high-profile projects!

### How does end-to-end CMDB peace of mind appeal to you?

The CMDB is a foundational element supporting your business processes. You wouldn't build your house on sand, why build your business processes on a shaky CMDB?

**LET US GIVE** you that peace of mind with our Manage service where our proven processes, methodology, specialized application and tools, and dedicated expert CMDB resources will conspire to delight you

*We can do this cheaper and better because our resources do nothing but CMDB, and as a result are really, really good at it!*

Is 'CMDB'  
a four-letter  
word?

### Has institutional confidence in your CMDB hit an all-time low?

Do you hear grumblings to the effect of '... can't find what I want ...', '... data is missing ...', '... data is wrong ...'?

**LET US SHOW** you how your organization can regain trust in your CMDB by improving data quality and eliminating unnecessary complexity to ensure a superior user experience.

### Duplicates? Stale CIs? Orphans? Missing CIs? Bad data? Sounds super fun, right?

Let's take duplicates for example. Figuring out how they got there in the first place can be a tedious time-consuming process in and of itself, but remediating those duplicates without losing historical data, accidentally deleting assets, or orphaning related records poses its own unique set of challenges.

**LET US EXPLAIN** how our proven methodology and specialized application can turn the pain of CMDB maintenance into a walk on the beach.

It's nineteen minutes *past* midnight,  
what are your CIs up to?

### It seems like your manual processes, discovery and integrations are all working perfectly, but how can you be certain all of your CIs are in the CMDB?

What about CIs that haven't been seen by Discovery in a while, or at all?

**ASK US ABOUT** our governance controls and three-way match methodology to maximize confidence in CMDB completeness.

Is your  
CMDB  
too classy?

Relax, we got  
this watch!

"CMDB Maintenance is  
super fun!" - No one ever

START HERE



# ASSESS

## DISCOVER

Learn about your CMDB and organizational capabilities

- Provide pre-engagement questionnaires
- Conduct CMDB consumer surveys
- Interview key stakeholders
- Facilitate core team workshops
- Execute pre-defined reports and data acquisition scripts
- Identify and gather key artifacts

AS-IS

## EXAMINE

Leveraging artifacts and information obtained during the Discover phase, identify opportunities and make recommendations to:

- Improve CMDB consumer value based on aligning with industry best practices
- Optimize the CMDB architecture based on AJUVO's experience and reference architecture
- Reduce clutter and noise informed by analysis of patterns of usage and volumes
- Rationalize the CMDB model based on data completeness and correctness
- Improve UX especially in the domains of performance and complexity
- Establish comprehensive CMDB governance

TO BE

## VALUATE

Plan the path forward:

- Determine CMDB consumer value proposition
- Estimate expected investment
- Determine transformational risk
- Provide actionable recommendations
- Deliver roadmap

SEQUENCE

## CMDB MODEL

Define every detail of what's in the CMDB, how it's all related to each other, and how it's used

**Classes:** Managed/Unmanaged, Ownership, Governance Rules, Menu Options

**Attributes:** Attribute Definitions, Availability, Governance Rules (Required/Recommended/Data Certification), Type (Manual/Automated/Derived), Automation Source, Certification Owner

**Relationships:** Relationship Definitions, Usage (Recommended Relationships), Type (Manual/Automated), Automation Source

## GOVERNANCE MODEL

Develop the methods used to keep the CMDB in shipshape

- Controls
- Policies
- Procedures
- Guidelines
- Health Audits
- Standards

## CONSUMER VALUE

Ensure that consumers of the CMDB are fully leveraging capabilities to be more efficient and effective, for example:

**UX:** Simplified CMDB experience (Searching/Navigation/Relationships)

**Incident Management:** Change driven automated Incident suppression, relationship based automated impact assessment, prioritization

**Change Management:** Unauthorized change detection, relationship based automated impact assessment, enhanced conflict checker

**Hardware Asset Management:** Automated Tracking, Discovery and Recycling

**Contract Management:** Utilization, Trends, Forecasting

## VALUE INCREMENTS

### FOUNDATIONAL

- Reach class rationalization consensus
- Finalize governance design
- Implement UX Simplification
- Delete/retire CIs
- Enact governance policies & procedures
- Effect organizational change

#### VALUE INCREMENT 1

- Identify class specific requirements
- Define attribute & relationship rules and properties
- Validate health
- Correct any bad data
- Implement governance controls

SERVERS



APPLICATIONS



NETWORK GEAR



#### VALUE INCREMENT 2

- Identify class specific requirements
- Define attribute & relationship rules and properties
- Validate health
- Correct any bad data
- Implement governance controls

#### VALUE INCREMENT 3

- Identify class specific requirements
- Define attribute & relationship rules and properties
- Validate health
- Correct any bad data
- Implement governance controls

#### VALUE INCREMENT N

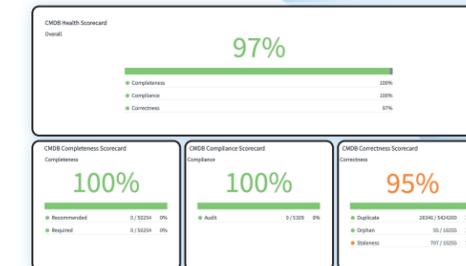
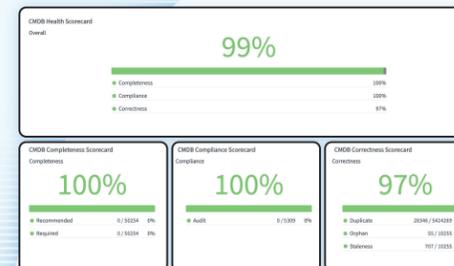
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## DETECT



- Continuous monitoring of the health dashboard
- Initiate CI Watch Case as soon as data quality exception occurs

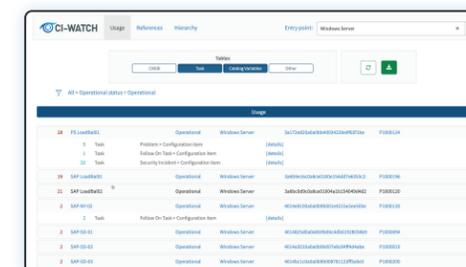


## REMEDIATE



- Assist with eliminating root cause
- Correct data quality exception

## MANAGE



## INVESTIGATE



- Dedicated analysts investigate issue using our methodology and specialized app
- Recommend remediation plan once root cause has been established



CMDB SUCCESS

