



CASE STUDY

Solving Incident Management Burdens with a Central CMDB



Company

A top-ranked pediatric hospital.



Challenge

The hospital's IT Service Management (ITSM) team couldn't associate incidents, problems, and changes to hardware, software, and services because they didn't have a central database for item/asset configuration. This increased incidents, negatively impacted user satisfaction, and decreased control of the IT environment. The hospital couldn't develop appropriate security processes or assess software vulnerabilities and it took a significant amount of time to research, route, and resolve incidents.



Solution

V-Soft Digital implemented a central Configuration Management Database (CMDB) populated by a System Center Configuration Management (SCCM) integration. V-Soft Digital augmented the CMDB with asset data uploaded from spreadsheets for items not discovered by SCCM, such as telecom, servers, and business applications. The final solution was a single authoritative, trustworthy CMDB for major Configuration Item (CI) classes.



Result

The hospital's critical CI information was stored in a central CMDB and the ITSM team had complete visibility into ITSM processes. This improved operational efficiency, significantly reducing risk and decreasing costs by 22% and increasing user satisfaction by 99%.

Increase in user satisfaction

99%

Reduced ITSM costs

22%

TECHNOLOGY APPLIED

ServiceNow

- IT Operations Management
- IT Service Management
- Configuration Management Database

Microsoft

- System Center Configuration Manager

