



Higher Education's Operations teams are flying blind – why we need a Common Services Data Model

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Enterprise IT is complicated in Higher Education – especially with the contexts of legacy application sprawl and new requirements for rapid operational shifts.

But interestingly enough; many of the most startling challenges are not a result of the inherent complexity of the technology.

Out of sync management approaches can interrupt the best intended optimisation efforts and put universities technology health at real risk.

Some examples of these “spanners in the works” include:

- No common data definition department to department
- No master framework for all products
- Configuration management database (CMDB) efforts failing to realise value
- Too much unchecked “organic” growth
- Weak governance and platform sponsorship
- Not knowing where different departments data is going in the CMDB and ending up with data in the wrong place and duplicate data

Whether a single challenge or a pile up of multiple issues, the end results can be extremely detrimental across the entire university technology ecosystem.

The CSDM represents a standard and shared set of service-related definitions across ServiceNow products and platform that enable and support true service level reporting while providing prescriptive guidance on service modelling within the CMDB.

These service-related definitions span the ServiceNow product portfolio and the Now Platform. The latest CSDM 3.0 white paper includes best practices related to the proper modelling of data using out-of-box (OOB) tables and relationships.

The CSDM is a CMDB framework focused on identifying where to place data that our products depend upon.