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CMDB MasterClass Part 10

Ask the CMDB Experts Anything

Chris Padmore & Christine Morris

September 24, 2025

Agenda 〉

1. Welcome & Introduction

2. Submitted Questions

3. Live Audience Questions

4. Closing

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At Ondaro, we help organizations turn complexity into clarity — and make ServiceNow a catalyst for what's next.

You're not just implementing software.
You're simplifying systems, empowering teams, and delivering meaningful impact.

Whether you're starting small or scaling enterprise-wide, Ondaro is here to help you navigate the wave of what's next — and make transformation real.

Where Deep Expertise ⊕ Meets Consistent Results.

Driving real change takes both platform knowledge and a partner who is with you every step of the way.

8,500+
Certifications & Accreditations

13 | 7
Product Line Achievements and Validated Practices

3 years
Average length of client partnership

4.69 / 5
Customer Satisfaction score

servicenow.
ELITE
Partner

Consulting & Implementation

Ondaro is the only pure play ServiceNow partner with fully certified resources across the platform

ITSM

ITOM

ITAM

HRSD

CRM

SPM

SECOPS

IRM

APP ENGINE

ENVISION

Business Transformation

Organizational Change Management

AI-Readiness

Platform Strategy & Governance

IMPLEMENT & DEVELOP

Platform Architecture & Engineering

Product Implementation

UX & UI Design

App Development

Data Management & Integrations

MANAGE & OPTIMIZE

Platform Operations

Enhancement Services

Product Management

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Introductions

Chris Padmore

Solutions Architect,
ITOM Practice Lead

Ondaro

Christine Morris

Sr. Director, Consulting Services
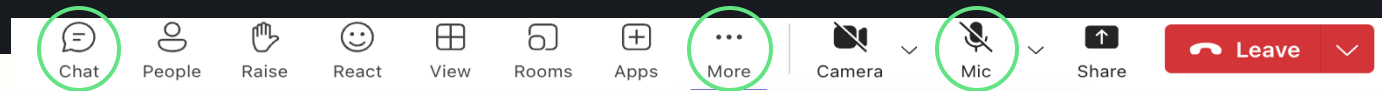
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Join the Conversation: Using Teams

Turn on Video

Let's get interactive and enjoy ourselves!

Unmute – Click the microphone icon to unmute and participate

Chat – Message or g**et help**

Show Captions - Click More, Language & speech, Show live captions

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Catch up with our
CMDB MasterClass Series

Find recordings, resources & more here!

Catch up with our
ITAM MasterClass Series

ITAM MASTERCLASS
Starting and Maturing Your ITAM Program

ITAM MASTERCLASS
Getting Started with IT Asset Management

ITAM MASTERCLASS
Scaling Up – Your Path to HAM Pro Maturity

ITAM MASTERCLASS
Taking Your SAM Strategy to the Next Level

Find recordings, resources & more <u>here</u>!

ITAM MASTERCLASS PART 5:

What Is Enterprise Asset Management and Why Does it Matter?

ITAM MASTERCLASS
What Is Enterprise Asset Management and Why Does it Matter?

**Join us on
November 12 | 9AM PT**

We've reached our 10th CMDB MasterClass — how would you describe your experience so far with the series?

A Packed with value — I never miss an episode.

B So good, I might start a CMDB fan club!

C Helpful, but I mainly come for the witty banter.

D Still figuring out if it's knowledge or therapy.

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What strategies and configuration changes would you recommend to efficiently identify and remediate duplicate CIs in our ServiceNow CMDB?

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How do you show that less data in CMDB is more valuable than too much data?

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Can you go over what exadata is, how to find it and how to bring it into the system?

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How do I get started with Service Mapping?

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CMDB & SERVICE MAPPING

From Chaos to Clarity: Mastering Service Mapping for CMDB Excellence

CMDB MASTERCLASS

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How do you keep the CMDB accurate and healthy overtime?

CMDB CARE AND FEEDING

Ongoing CMDB Maintenance: Feed It, Fix It, Love It

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CMDB MASTERCLASS

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How do you show that less data in CMDB is more valuable than too much data?

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What is CI Data quality and RASCI?

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Any questions from the
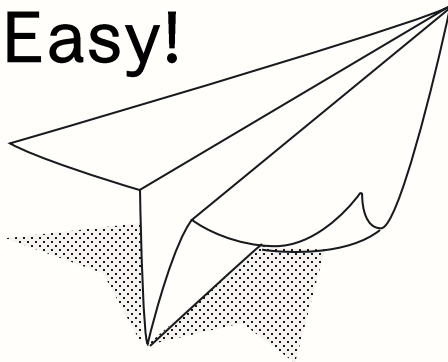audience?

Where do you want the CMDB MasterClass series to go next?

(A) AI and how it's reshaping CMDB

(B) Deep dive into the new ServiceNow Zurich release

(C) Encore: re-do the first 9 episodes with fresh insights.

(D) Your idea — drop it in the chat!

Getting Started Is Easy!

We can meet you where you're at in your CMDB journey.

Need to implement CMDB and see value fast?

CMDB ESSENTIALS

Need a dedicated team for maintaining your ServiceNow Platform?

ONDARO RESERVE

Tell us what CMDB topics you want to learn more about!

Look for a survey following this session!

ITAM MasterClass Part 5:
What Is Enterprise Asset Management and Why Does it Matter?

ITAM MASTERCLASS

What Is Enterprise Asset Management and Why Does it Matter?

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Join us on November 12 | 9AM PT

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Questions?

Email: inbound@ondarowave.com

Thank you!