

FOR SERVICENOW CUSTOMERS WITH AI OR ITOM LICENSED BUT NOT IN PRODUCTION

The AI is ready. Your data isn't.

Now Assist, AI Agents, ITOM, change risk and incident routing all read the CMDB and assume it is accurate, owned and complete. In most instances it isn't — and the health dashboard doesn't show it. Datum CMDB measures what is actually there in about thirty minutes, read-only, and shows you what to fix first.

WHAT WE KEEP FINDING

The dashboard is grading its own homework.

87%WHAT THE HEALTH
DASHBOARD SAID**34/100**ACTUAL OPERATIONAL
HEALTH

Nobody lied. Someone relaxed the staleness threshold to 360 days, and nobody ever wrote a compliance rule.

In the same representative instance: **577,000** configuration items, **462,000** with no owner, and about **28,000** duplicates created by **11 integrations** writing around the Identification and Reconciliation Engine. Every AI agent you switch on reasons over that — so does every change approval, incident route and license count.

MODULE READINESS • SAME INSTANCE

ITSM Incident	<div><div></div></div>	38%
Change	<div><div></div></div>	32%
ITOM	<div><div></div></div>	22%
SAM	<div><div></div></div>	18%
Now Assist	<div><div></div></div>	12%
Agentic IT	<div><div></div></div>	5%

How much of each module the data can support today.

The model isn't the problem. The data is.

When most CIs have no owner and integrations bypass reconciliation, the AI summarizes the wrong server, routes to nobody, and scores change risk against a dependency map that isn't true.

WHERE BAD CMDB DATA COMES FROM

Almost never careless people. Almost always structure.

Side-door integrations

Feeds that skip the reconciliation engine create duplicates faster than anyone can merge them.

CIs with no owner

Records are created without an accountable owner, so nobody keeps them true.

Thresholds tuned to look good

Health settings relaxed until the dashboard turns green, instead of set to a real standard.

Unmapped customization

Years of scripts and tables nobody has mapped back to CSDM.

Clean the records without fixing those causes and you will be cleaning them again in a year.

A complete, evidence-based CMDB assessment in about 30 minutes.

~30 min FULL ASSESSMENT	Zero CMDB WRITES	6 DIMENSIONS	40+ SYSTEM TABLES READ	Every FINDING HAS EVIDENCE
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An agentic AI application on the ServiceNow Store. It connects read-only and assesses schema, scripts, health configuration, ownership and governance, integrations, and CSDM alignment. Because it reads the system tables behind the data, it shows **why** the data went bad as well as what is bad now. Every finding is labeled fact or inference, with an evidence chain and a confidence score your architects can check.

DATUM CMDB · FREE

How bad is it, and where

- ✓ A 0–100 health score with a breakdown across all six dimensions
- ✓ Findings with severity and confidence, plus an executive summary
- ✓ What your CMDB dashboards say versus what the data shows

BEST FIT

Now Assist, AI Agents or ITOM licensed but not in production · 1,000+ ServiceNow users · 3+ years of customization on the instance

DATUM CMDB · PRO

Now what

- ✓ Findings grouped into root causes with business impact — five things actually wrong, not forty findings
- ✓ Evidence trails down to the affected CIs, classes, scripts and integrations
- ✓ A phased remediation campaign with a business case and gate criteria
- ✓ Actions as native ServiceNow tasks you can assign, track and report on
- ✓ Scheduled polling and a dedicated analysis environment for your organization

SAFE BY DESIGN

- **Read-only.** Every operation is a query; the app cannot modify your instance.
- **Only aggregate structural metadata** leaves the instance — no CI contents, no personal data.
- **Light on the platform:** under 10,000 paginated API calls, kept well under semaphore capacity.
- **Runs on Amazon Bedrock.** Per AWS, prompts and responses are not used to train models.
- **Assessment data destroyed** on request.

RULES THE REMEDIATION LEAVES BEHIND

- 1 Every integration writes through the reconciliation engine.
- 2 Every CI gets an accountable owner when it is created.
- 3 Health thresholds locked to real standards, backed by compliance rules.
- 4 CSDM as the contract between the platform team and everyone who feeds it — then keep measuring, so drift shows up in weeks, not years.

Find your real number.

1. Watch the 2:45 video (or five short clips): datumai.io/fix-the-datum-first
2. Install **Datum CMDB Free** from the ServiceNow Store, or request a complimentary assessment at datumai.io — free for qualified organizations.
3. Walk through the findings with us on a screen share, in your instance: evan@datumai.io



WATCH THE VIDEO