

# How do I model and manage my services with the Common Services Data Model?

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What is the Common Services Data Model (CSDM)?

The [Common Service Data Model](#) (CSDM) is the ServiceNow® framework and prescriptive guidance for building out your [CMDB](#). CSDM identifies where to place service and application-related data within the CMDB.

CSDM is:	CSDM is NOT:
<ul style="list-style-type: none"><li>A shared set of service-related definitions across products</li><li>A best practice for CMDB data modeling and data management</li><li>Guidance for using out-of-the-box CMDB core tables</li><li>Guidance on service modeling and mapping</li></ul>	<ul style="list-style-type: none"><li>A process or implementation guide for ITSM, SPM, APM, EM, or other products</li><li>A code to install</li><li>A SKU or product that you can purchase</li><li>An automatic fix for data models in past implementations</li></ul>

Why should I follow CSDM?

**Current and future products from ServiceNow that use the CMDB may require data prescribed by CSDM. Adopting CSDM will ensure:**

- The ability to take advantage of new ServiceNow products
- Easier upgrades
- That ServiceNow products work better together with common service definitions across the product portfolio

**Adherence to CSDM will also provide:**

- Transparent service costing and more accurate reporting
- Less overhead when maintaining services

Do I need to purchase a new module or product to use CSDM?

No. ServiceNow will provide all CSDM-related objectives and CMDB core tables as part of the out-of-the-box CMDB, regardless of licensing.

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# How do I model and manage my services with the CSDM? (Cont.)

## How do I get started with CSDM?

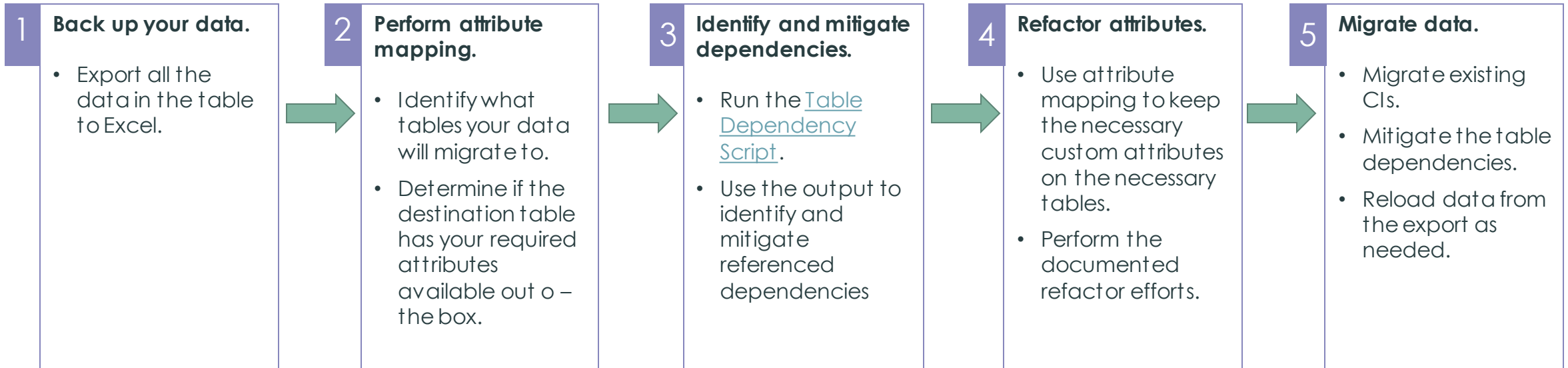
ServiceNow does not recommend trying to implement all elements of the CSDM at once. Instead, implement CSDM in a staged manner:

Crawl	Walk	Run	Fly
Focus on <i>application tables</i> to build out the minimum information required for incident, problem, and change management.	Address <i>technology services</i> to manage and support deployed applications and infrastructure.	Incorporate <i>business services</i> to understand the impact technology can have on the business.	Build out the remaining elements of CSDM to tie the technology and business services to your <i>business capabilities</i> .
Related tables			
<ul style="list-style-type: none"><li>• Business Application</li><li>• Application Service</li><li>• Application</li></ul>	<ul style="list-style-type: none"><li>• Technical Services</li><li>• Technical Service Offering</li></ul>	<ul style="list-style-type: none"><li>• Business Service Portfolio</li><li>• Business Service</li><li>• Business Service Offering</li></ul>	<ul style="list-style-type: none"><li>• Business Capability</li><li>• Information Object</li><li>• Request Catalog</li></ul>
Outcomes			
<ul style="list-style-type: none"><li>• Back-end data is cleaned up and moved to the correct tables.</li><li>• The minimum CMDB requirements for ITSM are met.</li><li>• You have the foundation for <a href="#">Application Portfolio Management</a> (APM).</li><li>• You can use <a href="#">Technology Portfolio Management</a> (TPM).</li></ul>	<ul style="list-style-type: none"><li>• You have a complete operational view of technical services.</li><li>• You gain back-end service reporting.</li><li>• You can manage the infrastructure using service offerings rather than metadata.</li><li>• You can request service offerings within the catalog.</li></ul>	<ul style="list-style-type: none"><li>• The key CSDM sections are complete.</li><li>• Cost reporting is available for business applications.</li><li>• Cross-product dependency requirements are satisfied.</li></ul>	<ul style="list-style-type: none"><li>• You have consistent service cost reporting for business capabilities.</li><li>• You have APM rationalization of business applications and business services.</li><li>• You can identify and manage sensitive or critical information with information objects.</li></ul>

# How do I model and manage my services with the CSDM? (Cont.)

## How do I migrate CSDM-related data to the recommended tables?

Follow these steps to migrate data from custom and nonconforming tables:



### Related resources

- [Community – CSDM 2.0 White Paper](#)
- [Success Checklist – Discover and map your service assets](#)
- [Success Playbook – Populate and maintain your CMDB with Discovery](#)
- [Success Quick Answer – How can I assess the health of my CMDB?](#)
- [Common Service Data Model Community Forum](#)

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us at [best.practices@servicenow.com](mailto:best.practices@servicenow.com).