

SOLUTION BRIEF

Power a Real-Time, AI-Ready CMDB with LogicMonitor and ServiceNow

Keep Your Configuration Data Accurate, Actionable, and Always Up to Date



Executive Summary

Your CMDB should be your IT team’s trusted system of record, but too often, it becomes a headache of stale, incomplete data.

LogicMonitor’s integration with ServiceNow solves this by automatically discovering and updating your Configuration Items (CIs), including ephemeral cloud resources, to keep your CMDB accurate and actionable in real time. With an always-current, AI-ready CMDB set, you’re set to confidently adopt AIOps, manage complex workloads, and move your IT forward faster.

Why Traditional CMDBs Fall Short

- **Over 60% of CMDBs contain outdated or inaccurate data**, creating uncertainty during critical incidents (source: Gartner)
- **Ephemeral cloud resources frequently evade traditional discovery tools**, resulting in blind spots and incomplete visibility.
- **Manual updates lead to drift, shadow IT, and compliance risk**, undermining trust and efficiency.

How LogicMonitor Helps

LogicMonitor Envision addresses these challenges by automatically keeping your CMDB accurate, comprehensive, and actionable. Our native integration with ServiceNow provides:

- **Real-time, agentless auto-discovery** across your entire hybrid environment— servers, VMs, containers, databases, network gear, cloud services, and more

- **Automatic lifecycle updates and intelligent reconciliation with bi-directional synchronization** to eliminate duplication and minimize manual intervention.
- **Dynamic, real-time topology mapping**, instantly updating CI relationships to empower faster, more precise incident analysis.

FEATURE	VALUE
CI Auto-Creation	Push newly discovered resources into ServiceNow CMDB automatically
Field Mapping	Configurable CI class and attribute mapping based on your schema
Relationship Management	Maintain accurate dependencies and upstream/downstream relationships
Reconciliation Rules	Prevent duplicate CIs with intelligent correlation (e.g., hostname, serial, tags)
Bi-Directional Updates	Enable CMDB changes to inform monitoring scopes or alert thresholds

*Supports Paris through Vancouver versions of ServiceNow CMDB
Works alongside ITOM Discovery or as a standalone enrichment engine*

OUTCOME

IMPACT

CMDB Completeness: Achieve full CMDB coverage without blind spots or gaps

Automatically discover and map all assets and dependencies across hybrid environments.

Operational Efficiency: Significantly reduce manual CMDB maintenance effort

Reduce manual CMDB updates by over 80% through automated synchronization and intelligent reconciliation.

Faster Incident Resolution: Accelerate incident response and improve accuracy

Provide trusted, real-time CMDB data for faster root-cause analysis and precise incident routing.

Governance & Compliance: Ensure CMDB compliance and audit readiness

Deliver continuous validation of CMDB accuracy, reducing compliance risks with always-current configuration data.

Cloud Cost Visibility: Improve transparency and control over cloud costs

Automatically tag and track resources by application, owner, and cost center.

Agentic AIOps Enablement: Enable advanced incident management and automated response through AIOps

Provide accurate CI and topology data to feed intelligent AIOps agents for proactive incident detection and automated remediation.

AI Infrastructure Visibility: Maintain visibility into complex AI-driven infrastructure

Monitor GPU clusters, ML pipelines, and dynamic AI workloads through real-time, context-aware CMDB integration.

With LogicMonitor automatically discovering and mapping every asset, we finally have a CMDB we trust—no blind spots, no gaps, and no more surprises during incidents. It’s changed how confidently our team responds.

Major Healthcare Provider



Future-Ready IT Starts with an Accurate CMDB

LogicMonitor enables the shift from traditional monitoring to agentic AIOps by delivering a real-time map of infrastructure dependencies—essential for AI-driven decisions, automated actions, and reliable observability of AI/ML workloads.

“By having the ServiceNow CMDB fully integrated with LogicMonitor, we make sure that we are not missing anything, or forgetting to monitor anything.” – **NTT Data**



Ready to take the next step toward agentic AIOps?

See how Edwin AI turns trusted data into automated action

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