
CMDB Maturity Self-Assessment

Purpose of Assessment

This self-guided assessment is designed to help organizations evaluate the maturity, governance, and operational reliability of their Configuration Management Database (CMDB). It provides structured scoring across five critical domains aligned to the CMDB Catalyst™ Framework.

- Intended Audience:
 - CMDB Owners
 - ITSM Leaders
 - Enterprise / Platform Architects
 - IT Operations & Service Management Leaders
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Instructions

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- Score each statement from 1 (Low Maturity) to 5 (Optimized)
 - Calculate section averages
 - Compute your overall CMDB Confidence Index™
 - Use the interpretation guide to determine next steps
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Strategy & Governance

Assess whether your CMDB is guided by clear executive sponsorship, defined ownership, formal policies, and a documented roadmap aligned to business objectives. This domain measures how well leadership direction, accountability, and governance structure support sustainable CMDB maturity and long-term value.

Score each item: 1 (Low Maturity) | 2 | 3 | 4 | 5 (Optimized)

- Executive sponsorship for CMDB is formally defined and active.
 - Score: _____
- A documented CMDB roadmap aligns with business objectives.
 - Score: _____
- Managed CI classes are clearly defined and governed.
 - Score: _____
- Ownership accountability is documented and enforced.
 - Score: _____
- CMDB KPIs are reviewed at leadership level.
 - Score: _____

Section Average: _____

Foundational Control

Evaluate the structural integrity of your CMDB — including data accuracy, duplicate management, identification & reconciliation logic, source precedence governance, and lifecycle enforcement. This domain measures whether your CMDB is controlled, consistent, and reliable as a source of truth.

Score each item: 1 (Low Maturity) | 2 | 3 | 4 | 5 (Optimized)

- Duplicate CI rate is measured and actively managed.
 - Score: _____
- Identification & Reconciliation rules are reviewed regularly.
 - Score: _____
- Source precedence logic is documented and enforced.
 - Score: _____
- Lifecycle states are standardized and controlled.
 - Score: _____
- Parent vs. child class usage is consistent and intentional.
 - Score: _____

Section Average: _____

Structural Alignment (CSDM)

Evaluate how effectively your CMDB aligns to the Common Service Data Model (CSDM), ensuring clear relationships from Portfolio to Business Service to Service Offering to Technical Service. This domain measures structural consistency, ownership clarity, and the reliability of service impact analysis.

Score each item: 1 (Low Maturity) | 2 | 3 | 4 | 5 (Optimized)

- Portfolio to Business Service relationships are accurate.
 - Score: _____
- Service Offerings are clearly defined and rationalized.
 - Score: _____
- Technical Services align correctly to Business Services.
 - Score: _____
- Ownership alignment exists across service layers.
 - Score: _____
- Service Mapping coverage supports critical services.
 - Score: _____

Section Average: _____

Automation & Federation

Assess the extent to which your CMDB is populated and maintained through automated discovery, telemetry integration, and governed data ingestion from authoritative sources. This domain measures how effectively automation reduces manual updates, improves data timeliness, and sustains accuracy across federated systems.

Score each item: 1 (Low Maturity) | 2 | 3 | 4 | 5 (Optimized)

- Discovery coverage exceeds 80% of targeted infrastructure.
 - Score: _____
- Telemetry integrations update CI attributes automatically.
 - Score: _____
- API integrations are structured and monitored.
 - Score: _____
- Operational status updates are automated where possible.
 - Score: _____
- Manual CI updates are minimized through automation.
 - Score: _____

Section Average: _____

Intelligence & Adoption

Evaluate how effectively your CMDB drives operational decisions, impact analysis, and executive reporting. This domain measures data trust, process integration (Incident, Change, Problem), confidence scoring, and whether the CMDB is actively used as a reliable source of truth across the organization.

Score each item: 1 (Low Maturity) | 2 | 3 | 4 | 5 (Optimized)

- Executive dashboards rely on trusted CMDB data.
 - Score: _____
- Incident and Change processes leverage CI relationships.
 - Score: _____
- CI confidence scoring is defined and measured.
 - Score: _____
- Impact analysis is accurate and trusted.
 - Score: _____
- Continuous improvement cycles are in place.
 - Score: _____

Section Average: _____

CMDB Confidence Index™

A composite maturity score calculated from the five assessment domains, representing the overall reliability, governance strength, and business trustworthiness of your CMDB. The Confidence Index provides a clear, executive-level indicator of whether your CMDB is reactive, controlled, integrated, or operating as a trusted enterprise asset.

Standard Formula:

Confidence Index = (Strategy + Foundation + Structure + Automation + Intelligence) ÷ 5

Overall Confidence Index: _____

Maturity Interpretation Guide

1.0 – 2.0 | Reactive

Limited governance, low data trust, inconsistent structure.

2.1 – 3.0 | Fragmented

Some controls in place but inconsistent execution.

3.1 – 4.0 | Controlled

Defined processes with measurable governance.

4.1 – 4.5 | Integrated

Automation and structure aligned to business outcomes.

4.6 – 5.0 | Trusted Enterprise Asset

CMDB drives decision-making, impact analysis, and executive reporting.

Next Steps

If your CMDB Confidence Index™ is below 3.0, foundational stabilization is recommended.

If your score is between 3.0 and 4.0, structural alignment and automation expansion should be prioritized.

If your score exceeds 4.0, focus on executive intelligence optimization and advanced governance maturity.

To schedule a facilitated Executive Strategy Session aligned to the CMDB Catalyst™ Framework, visit www.cmdbcatalyst.com.
