

CMDB Population Solution for System Center Orchestrator

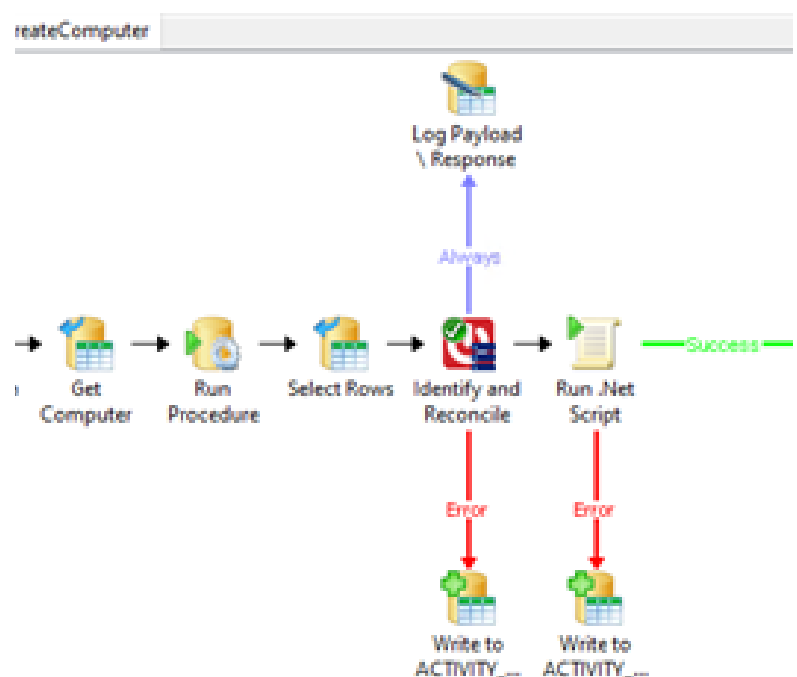
Automated population of third-party CMDBs using trusted System Center asset data from SCCM and SCOM.

The CMDB Population Solution enables System Center Orchestrator customers to use the asset and configuration data already discovered by Microsoft System Center Configuration Manager and System Center Operations Manager to populate and maintain third-party CMDB platforms. Instead of relying on manual data entry or separate discovery tools, Orchestrator automates the movement, normalisation and update of trusted System Center data into the CMDB.

The solution is configured out of the box for ServiceNow CMDB population using the ServiceNow Identification and Reconciliation Engine import approach, with support for additional CMDB and service desk targets available through Kelverion engagement.

The Challenge: CMDB Data Is Hard to Populate and Keep Current

- CMDB programmes often fail to deliver value because the initial population effort is slow, manual and resource-intensive
- Manual entry introduces errors, omissions and stale records because accuracy depends on when data was last keyed in by a person
- Standalone discovery tools may report different asset information from the tools operations teams already use, creating confusion and disagreement about the source of truth
- Discovery engines can collect more data than the CMDB needs, making reconciliation and governance harder than necessary
- Repeated discovery polling can add unnecessary management traffic to the network
- Without automation, new assets, changed assets and asset relationships are difficult to keep synchronised across System Center and the CMDB

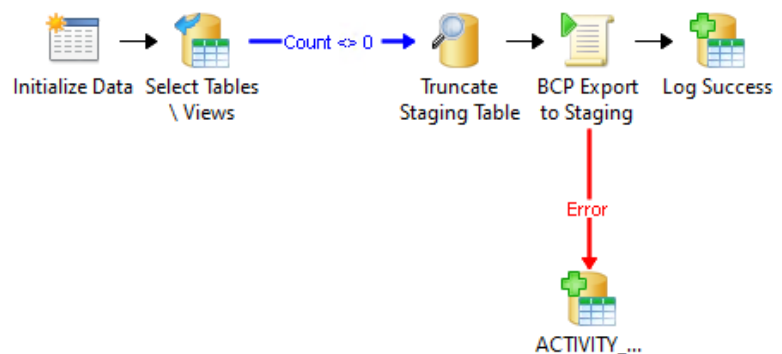


The CMDB Population Solution is positioned for organisations that already rely on Microsoft System Center for infrastructure discovery, monitoring and management, and want that same trusted operational data reflected in their CMDB. It helps customers improve CMDB quality while retaining System Center Orchestrator as the automation engine for integration, scheduling, transformation and operational control.



Benefits for System Center and Orchestrator Customers

- **Improve CMDB Accuracy**
Populate the CMDB using the same asset data seen by System Center and operations teams
- **Reduce Manual Effort**
Automate new asset creation, asset updates and relationship building
- **Maintain a Consistent Source of Truth**
Align CMDB records with SCCM and SCOM discovery data
- **Lower Discovery Overhead**
Reuse data already collected by enterprise management tools rather than deploying an additional discovery process
- **Control The Data Model**
Select the data points required for the CMDB and avoid unnecessary asset noise
- **Extend Orchestrator Value**
Use existing Orchestrator skills, runbooks and scheduling to automate CMDB lifecycle processes
- **Support ServiceNow CMDB Processes**
Produce ServiceNow IRE import payloads for controlled CI creation and update



Typical Automation Scenarios

- Populate the CMDB with newly discovered assets from SCCM or SCOM
- Update existing CMDB records when asset attributes change in System Center
- Build relationships between assets based on information discovered and defined in SCCM and SCOM
- Delete or retire CMDB assets when they are removed from System Center data sources
- Normalise System Center data into Configuration Item type data before import
- Create ServiceNow IRE JSON import payloads for CI creation and update
- Extend the solution to additional CI record types or target CMDB platforms through a custom engagement

	Name	FQDN	TopUser	OS	Manufacturer	Model	MemoryMB	NoMemorySlots	DiskSizeGB	LastRebootDateTime	NoOfCpus	NoOfCoresPerCpu	LogicalCpuCount
1	SVR-SVCS-CONFIG	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	81920	5	418	2025-10-15 04:56:00.000	1	4	4
2	SVR-INFRA-AUX01	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	4096	1	89	2025-10-15 01:31:00.000	1	4	4
3	SVR-SVCS-SCO22D	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	16384	2	109	2025-10-17 12:05:00.000	1	2	2
4	SVR-SVCS-SQL01	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	32768	4	278	2025-10-15 04:55:00.000	1	4	4
5	SVR-SVCS-PORTD1	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	8192	1	89	2025-10-15 06:57:00.000	1	1	1
6	SVR-SVCS-SCO19D	-	ad\simon	Microsoft Windows Server 2019 Standard	VMware, Inc.	VMware Virtual Platform	4096	1	79	2025-10-25 00:01:00.000	2	1	1
7	SVR-SVCS-SCOM22	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	16384	1	89	2025-10-15 05:35:00.000	1	4	4
8	DEVS2	-	N/A	Microsoft Windows Server 2019 Datacenter	Dell Inc.	PowerEdge T430	262144	8	28068	2025-10-15 05:15:00.000	1	6	12
9	SVR-SVCS-SCO22P	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	8192	1	89	2025-10-15 10:12:00.000	1	2	2
10	SVR-INFRA-AUX02	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	12288	4	838	2025-10-15 04:41:00.000	1	4	4
11	SVR-SVCS-SCO25D	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	8192	1	89	2025-10-15 05:34:00.000	1	2	2
12	ST-TEST-SVR001	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	5120	2	178	2025-10-25 00:03:00.000	1	4	4
13	DF-TEST-SVR002	-	N/A	Microsoft Windows Server 2022 Standard	VMware, Inc.	VMware20.1	5120	2	178	2025-10-25 00:03:00.000	1	4	4
14	SVR-SVCS-PORT40	-	NULL	NULL	-	-	0	0	0	1900-01-01 00:00:00.000	1	2	2
15	SVR-SVCS-SCCM	-	NULL	NULL	-	-	0	0	0	1900-01-01 00:00:00.000	1	4	4
16	WKS-TEST-WN1101	-	desktop-jvslvdp\defaultuser0	Microsoft Windows 11 Enterprise	VMware, Inc.	VMware20.1	8192	1	63	2025-10-27 15:28:00.000	1	2	2



Key Capabilities

- Automated New Asset Population**
 Create CMDB entries for assets discovered by SCCM or SCOM
- Automated Update Handling**
 Identify and process changed asset information on a scheduled basis
- Relationship Creation**
 Build asset relationships recognised by System Center discovery
- Data Normalisation**
 Convert SCCM and SCOM asset information into CMDB-ready Configuration Item data
- ServiceNow IRE Support**
 Produce JSON import files that can be processed by ServiceNow IRE rules
- Configurable Data Capture**
 Include required data points and exclude data that is not needed
- Expandable to Other Data Sources**
 The solution is flexible to add other enterprise tools such as VMware Aria Ops and SolarWinds as CMDB data sources
- Extensible CMDB Support**
 Built for ServiceNow out of the box, with scope to support other CMDB platforms through Keverion services

Automation Use Cases Included

Automation Area	Included Use Cases	Customer Value
New Asset Population	Create CMDB entries for newly discovered assets from SCCM or SCOM	Accelerates initial and ongoing CMDB population while reducing manual effort
Asset Update Processing	Identify changes in System Center asset data and update corresponding CMDB records	Keeps CMDB records current and aligned with operational management data
Relationship Building	Build relationships between assets based on System Center discovery data	Improves service visibility and supports better impact analysis
ServiceNow IRE Export	Create ServiceNow IRE JSON import payloads for CI creation or update	Supports controlled reconciliation using ServiceNow CMDB processes
Data Normalisation	Transform SCCM and SCOM data into Configuration Item type data	Improves consistency before data reaches the CMDB
Configurable Data Selection	Select required asset attributes and exclude unnecessary data	Reduces noise and helps maintain a focused, useful CMDB



Standard Data Points Captured

Class Processor

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Processor Name	✓	✓
Address Width	✓	✓
Caption	✓	
Description	✓	✓
Device ID	✓	✓
Family	✓	✓
Is 64 Bit	✓	
Install Date	✓	
Instance Key	✓	
Is Hyper Thread Capable	✓	
Is Hyper Thread Enabled	✓	
Is Virtualization Capable	✓	
Manufacturer	✓	✓
Max Clock Speed	✓	✓
Name	✓	
Number of Cores	✓	
Number of Logical Processors	✓	
Processor ID	✓	
Role	✓	
Processor Status	✓	
Revision ID	✓	
Speed	✓	✓
System Name	✓	
Version	✓	✓

Class Logical Disk

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Disk Name	✓	✓
Caption	✓	
Description	✓	✓
Device	✓	✓
File System	✓	✓
Free Space	✓	
Install Date	✓	
Name	✓	✓
Purpose	✓	
Size	✓	✓
Device Status	✓	
System Name	✓	
Time Key	✓	
Volume Name	✓	✓
Volume Serial Number	✓	

Class Disk

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Disk Name	✓	✓
Caption	✓	
Disk Size	✓	✓
Description	✓	✓
Device Id	✓	✓
Index	✓	✓
Install Date	✓	
Interface Type	✓	✓
Manufacturer	✓	✓

Class Computer

Property	Source SCCM	Source SCOM
Computer Name	✓	
Computer Type	✓	
Computer Status	✓	
Is Virtual		✓
Host Server Name		
Manufacturer	✓	
Operating System	✓	
Memory	✓	
Description	✓	
Number of Disks		✓
Number of Interfaces		✓
Organizational Unit		✓
Number of Physical Processors		✓
Number Of Logical Processors		✓
Network Name		✓
IP Address		✓
Netbios Name		✓
Chd Name		✓
Display Name		✓
Offset to GMT		✓

Class Network Interface

Property	Source SCCM	Source SCOM
Computer Name	✓	✓
Interface Name	✓	✓
Caption	✓	
Description	✓	✓
DNS Host Name	✓	
DNS Domain	✓	✓
Instance Key	✓	
Index	✓	✓
IP Address	✓	✓
IP Subnet	✓	✓
IPX Address	✓	
IPX Enabled	✓	
Mac Address	✓	✓
MTU	✓	
Service Name	✓	
Revision ID	✓	



Jump Start Service

The CMDB Population Solution is available on its own or as a Kolverion-led installation and configuration engagement. With the Jump Start option, the customer provides remote access and subject matter expertise around the CMDB configuration, while a Kolverion consultant leads the installation and configuration of the solution into the customer environment. The solution implementation service is valid for three months from solution purchase..

The scope of the Kolverion-led implementation is defined as:

- Integration of the solution with ServiceNow only
- Deployment into a single environment only, such as Non-Production or Production, not both
- Configuration of the integration to SCCM, SCOM or both
- Configuration of the integration to the ServiceNow Identification and Reconciliation Engine only
- Asset data is discovered by SCCM and SCOM and recorded into their respective databases
- Orchestrator takes a temporary copy of SCCM and SCOM data weekly and identifies new and updated items
- Orchestrator processes and normalises the SCCM and SCOM data into Configuration Item type data
- For each item, Orchestrator creates an entry in a ServiceNow IRE Import JSON payload, which ServiceNow reads and applies using IRE rules to create a new CI record or update an existing one

Customer responsibilities are:

- Provide Kolverion with remote access to the environment
- Install the System Center tools, including Orchestrator and the other target systems
- Agree the format of the ServiceNow IRE JSON import files
- Load and transform the IRE JSON import files; this activity is conducted by the customer's ServiceNow team

The exact data reported for each client device in SCOM depends on the version of Windows, the Management Packs deployed in the SCOM instance and whether discovery has been enabled in those Management Packs. This may require a custom override to be enabled in SCOM.



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Why Kolverion?

Kolverion is an established independent software vendor specialising in IT automation solutions for Microsoft Azure and the Microsoft System Center suite. Kolverion has provided Integration Packs, automation solutions and specialist consultancy for System Center Orchestrator and Azure Automation since 2010, helping customers connect enterprise IT systems, service desks, CMDBs and management platforms through supported automation

- Deep expertise in System Center Orchestrator, SCCM, SCOM and Microsoft automation
- Ready-to-deploy automation solutions that reduce implementation time and risk
- Supported Integration Packs for connecting Orchestrator to enterprise ITSM and CMDB platforms
- Consultancy services to tailor the solution to customer environments and data models
- Practical experience helping customers trigger, track and report on automation across operational tools

Ready to Strengthen CMDB Accuracy With Trusted System Center Data?

Speak to Kolverion about the CMDB Population Solution for System Center Orchestrator. Arrange a demonstration, request a datasheet or discuss the Jump Start service to understand how quickly your organisation can automate CMDB population, update and reconciliation using the data your operations teams already trust.



For more information contact our helpful team today

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