

CMDB Confidence

A CMDB your teams actually trust — and can prove.

A CMDB nobody trusts is worse than no CMDB — it drives confident, wrong decisions.

CMDBs decay. Sources disagree, records go stale, duplicates creep in and ownership lapses — until teams quietly stop trusting the data and fall back on spreadsheets.

uControl makes the CMDB trustworthy.

uControl **Insights** provides independent, multi-source discovery, and uControl **Core** reconciles it into one model, scores its quality and surfaces the blind spots — so confidence becomes measurable.

Executive summary

CMDB Confidence is about trust you can evidence. Insights discovers the estate independently; Core reconciles every source into one model, ranks data quality, and exposes exactly where the CMDB disagrees with reality.

Instead of assuming the CMDB is right, teams get an objective, continuous measure of how complete and accurate it is.

The business challenge

CMDB trust erodes quietly:

- Sources disagree and nobody reconciles them
- Assets in discovery never make it into the CMDB
- Records go stale with no recent evidence
- Duplicates and missing ownership accumulate
- No one can measure how accurate it actually is

The result is decisions, automation and audits built on shaky ground.

The uControl approach

uControl reconciles and validates. Insights supplies independent discovery evidence; Core imports and reconciles every source, applies identification rules to prevent duplicates, scores data quality by source, and

surfaces blind spots for action.

How it works

Multi-source reconciliation Core

Core consolidates ITSM, monitoring, discovery, cloud and custom sources into one model, merging or flagging conflicts.

Blind-spot detection Core

Surfaces assets in discovery but missing from the CMDB, stale records, duplicates and missing ownership.

Data-quality scoring Core

Ranks quality by source and tracks alignment to gold-standard sources over time.

Independent evidence Insights

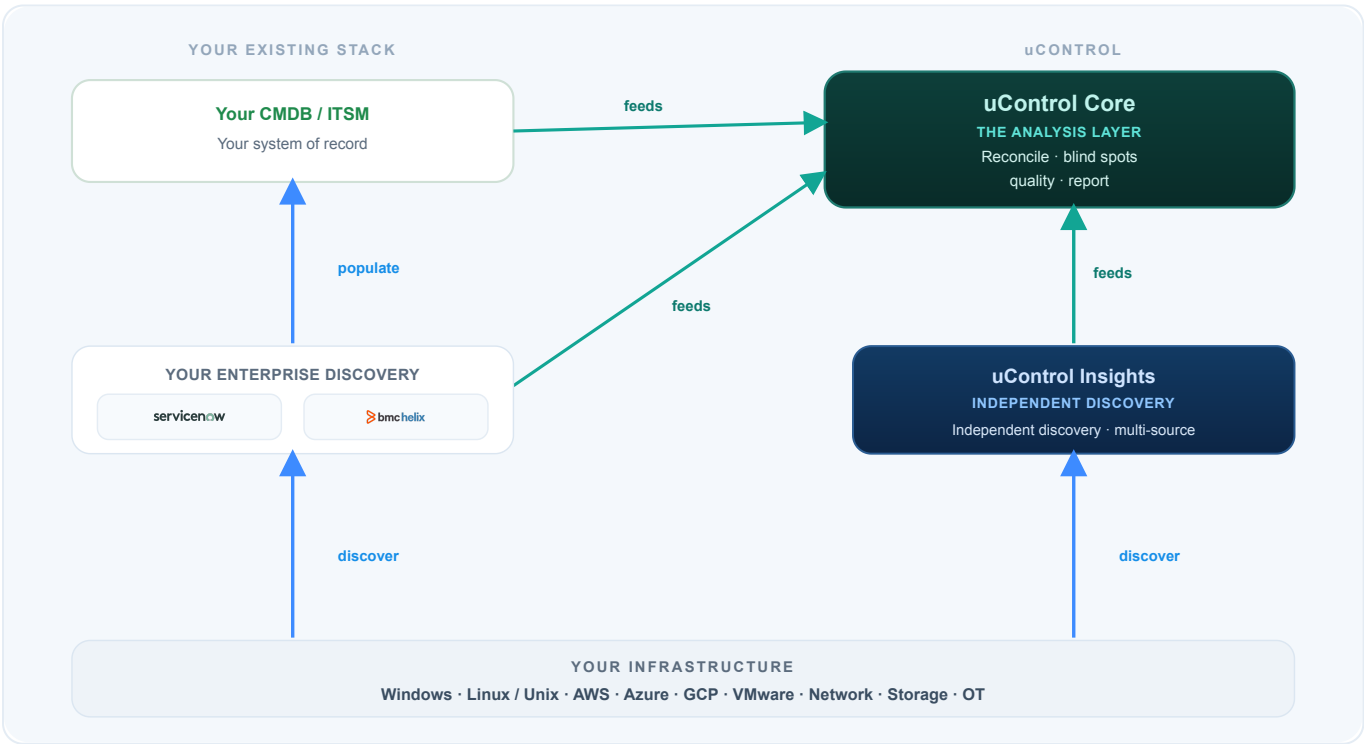
Insights discovers the estate on its own terms, giving Core an objective source to reconcile against.

Controlled write-back Core

Reconciled, enriched CIs sync back to the CMDB with owner sign-off and full lineage.

Reference architecture

Your enterprise Discovery populates your CMDB, while uControl Insights discovers independently. uControl Core takes feeds from your Discovery, your CMDB and Insights to do the analysis.



Customer journey

1 Connect

Import ITSM, discovery, cloud and custom sources into Core.

2 Reconcile

Core merges sources into one model and resolves conflicts.

3 Expose

Review blind spots, stale records and quality scores.

4 Remediate

Fix gaps and write reconciled CIs back with sign-off.

5 Measure

Track CMDB completeness and quality over time.

Key capabilities

✓ Multi-source import & reconciliation (Core)

✓ Identification rules to prevent duplicates (Core)

✓ Blind-spot detection (Core)

✓ Data-quality scoring by source (Core)

✓ Independent discovery evidence (Insights)

✓ Source-to-asset lineage (Core)

✓ Owner sign-off before write-back (Core)

✓ Completeness & quality trends

✓ Bidirectional CMDB sync (Core)

Business benefits

✓ A CMDB teams actually trust

✓ Measurable completeness and quality

✓ Blind spots surfaced before they bite

✓ Fewer duplicates and stale records

✓ Confident, defensible decisions

✓ A trustworthy base for automation

Illustrative scenario

Enterprise with a mature CMDB — illustrative

Teams had quietly lost faith in a long-standing CMDB and kept private spreadsheets.

uControl reconciled discovery and other sources against the CMDB, scored its quality and surfaced blind spots and stale records — giving the team a measurable completeness figure and a prioritised list to fix, restoring trust in the system of record.

Frequently asked questions

What is a 'blind spot'?

A gap where sources disagree — assets in discovery but not the CMDB, stale records, duplicates, or missing ownership, lifecycle or criticality.

How do you avoid duplicate CIs?

Core normalises incoming data and applies prioritised identification rules per source to merge or flag conflicting records into one trusted asset.

Does it change our CMDB automatically?

Only with control — reconciled CIs write back with owner sign-off and blackout windows that respect your change policy.