

AI Integration with ServiceNow and CMDB: Revolutionizing Industries and Society

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Abstract:

The integration of Artificial Intelligence (AI) with Configuration Management Database (CMDB) and ServiceNow, a leading IT service management platform, represents a pivotal advancement in organizational efficiency, data-driven decision-making, and transformative innovation. This comprehensive exploration delves into the profound significance of AI integration with CMDB and ServiceNow, elucidating its multifaceted applications across diverse industries and addressing its far-reaching implications for the future. Through a detailed analysis spanning 20,000 words, this article endeavors to provide an exhaustive understanding of this transformative synergy and its potential to reshape the technological landscape, drive organizational excellence, and foster societal progress.

1. Introduction:

In recent years, the convergence of Artificial Intelligence (AI) with Configuration Management Database (CMDB) and ServiceNow has emerged as a game-changer in the realm of organizational efficiency, IT service management, and business innovation. This introduction sets the stage by tracing the evolution of AI integration with CMDB and ServiceNow, elucidating the scope and objectives of this comprehensive exploration, and providing an overview of the transformative potential inherent in this synergy.

Evolution of AI Integration with CMDB and ServiceNow:

The integration of AI with CMDB and ServiceNow represents the culmination of advancements in AI technologies, IT service management platforms, and data analytics capabilities. From the nascent stages of AI-driven automation to the sophisticated AI algorithms powering predictive analytics and cognitive automation, this evolution has paved the way for a new era of organizational excellence and technological innovation.

Scope and Objectives of the Article:

This article aims to provide a comprehensive understanding of the significance, applications, and implications of AI integration with CMDB and ServiceNow. By exploring real-world examples, case studies, and best practices, it seeks to elucidate the transformative potential of this synergy across diverse industries and organizational contexts. Furthermore, it aims to address the ethical, privacy, and workforce considerations inherent in the adoption of AI-driven technologies, offering insights into overcoming challenges and seizing opportunities for sustainable growth and technological advancement.

2. The Significance of AI Integration with CMDB and ServiceNow:

This section delves into the fundamental significance of AI integration with CMDB and ServiceNow, elucidating the role of CMDB and ServiceNow in organizational IT infrastructure management, the transformative potential of AI-driven analytics and automation, and the synergies between AI, CMDB, and ServiceNow in enhancing organizational capabilities.

Understanding CMDB and ServiceNow: Foundations and Functionality:

Configuration Management Database (CMDB) serves as a centralized repository for storing information about an organization's IT assets, configuration items (CIs), relationships, and dependencies. It provides a comprehensive view of the IT infrastructure, facilitating effective change management, incident resolution, and service delivery. ServiceNow, on the other hand, is a leading IT service management platform that enables organizations to streamline IT service delivery, automate workflows, and enhance collaboration across IT teams.

Unpacking the Role of AI in Driving Transformation:

AI technologies, including machine learning, natural language processing, and cognitive automation, have emerged as powerful tools for unlocking insights from data, automating repetitive tasks, and enhancing decision-making capabilities. By leveraging AI algorithms, organizations can analyze vast amounts of CMDB data, identify patterns, trends, and anomalies, and derive actionable insights to drive operational efficiency and strategic innovation.

Synergies between AI, CMDB, and ServiceNow: Enhancing Organizational Capabilities:

The integration of AI with CMDB and ServiceNow creates synergistic effects that amplify the capabilities of both platforms. AI-driven analytics enable organizations to extract valuable insights from CMDB data, identify optimization opportunities, and automate routine tasks, thereby

streamlining IT operations and enhancing service delivery. ServiceNow's workflow automation capabilities complement AI-driven analytics, facilitating seamless integration with existing IT processes and enabling organizations to achieve higher levels of efficiency and agility.

3. Applications Across Industries:

This section explores the diverse applications of AI integration with CMDB and ServiceNow across various industries, highlighting how organizations leverage this synergy to drive innovation, optimize operations, and deliver value to stakeholders.

Healthcare: Optimizing Patient Care and Operational Efficiency:

In the healthcare sector, AI integration with CMDB and ServiceNow revolutionizes patient care delivery, operational efficiency, and clinical decision-making. By analyzing patient data stored in CMDB and electronic health records (EHRs), AI algorithms can identify patterns indicative of potential health risks, personalize treatment plans, and optimize resource allocation within healthcare facilities. ServiceNow's IT service management capabilities facilitate seamless coordination among healthcare providers, enabling timely responses to patient needs and ensuring continuity of care.

Finance: Mitigating Risks and Enhancing Regulatory Compliance:

Financial institutions leverage AI integration with CMDB and ServiceNow to enhance risk management, fraud detection, and regulatory compliance. AI-driven analytics analyze CMDB data to identify vulnerabilities in IT infrastructure, assess potential risks, and recommend proactive measures to mitigate threats. ServiceNow's incident management and compliance monitoring capabilities enable financial organizations to respond swiftly to security incidents, ensure adherence to regulatory standards, and maintain the integrity of financial systems and data.

Manufacturing: Streamlining Operations and Enhancing Supply Chain Management:

In the manufacturing sector, AI integration with CMDB and ServiceNow optimizes production processes, enhances supply chain management, and improves asset utilization. AI-driven predictive analytics analyze CMDB data to forecast equipment maintenance needs, minimize downtime, and optimize production schedules. ServiceNow's workflow automation capabilities streamline communication and collaboration among manufacturing teams, enabling real-time response to production issues and facilitating continuous improvement initiatives.

Retail: Personalizing Customer Experiences and Optimizing Inventory Management:

Retailers leverage AI integration with CMDB and ServiceNow to personalize customer experiences, optimize inventory management, and drive sales growth. AI algorithms analyze CMDB data to identify customer preferences, purchasing patterns, and product trends, enabling retailers to deliver targeted marketing campaigns and personalized product recommendations. ServiceNow's service catalog and request management capabilities streamline inventory management processes, enabling retailers to maintain optimal stock levels, minimize stockouts, and improve overall supply chain efficiency.

Transportation: Improving Fleet Management and Predictive Maintenance:

In the transportation sector, AI integration with CMDB and ServiceNow enhances fleet management, predictive maintenance, and operational efficiency. AI-driven analytics analyze CMDB data to optimize route planning, minimize fuel consumption, and improve asset utilization. ServiceNow's incident management and asset management capabilities enable transportation companies to respond swiftly to maintenance issues, schedule proactive maintenance activities, and ensure the reliability and safety of transportation systems.

4. Case Studies and Best Practices:

This section presents real-world case studies and best practices highlighting successful implementations of AI integration with CMDB and ServiceNow across various industries. By examining these examples, organizations can gain valuable insights into effective strategies, challenges encountered, and lessons learned in harnessing the full potential of this transformative synergy.

Real-World Implementations of AI Integration with CMDB and ServiceNow:

1. **Healthcare Case Study:** A large hospital network implemented AI integration with CMDB and ServiceNow to optimize patient care delivery and streamline operational processes. By leveraging AI-driven analytics, the hospital was able to identify patterns indicative of patient deterioration, enabling early intervention and improved clinical outcomes. ServiceNow's IT service management capabilities facilitated seamless coordination among healthcare providers, ensuring timely responses to patient needs and efficient resource allocation.
2. **Finance Case Study:** A multinational bank adopted AI integration with CMDB and ServiceNow to enhance risk management and regulatory compliance. By analyzing CMDB data using AI-driven analytics, the bank was able to identify vulnerabilities in its IT

infrastructure, assess potential risks, and recommend proactive measures to mitigate threats. ServiceNow's incident management and compliance monitoring capabilities enabled the bank to respond swiftly to security incidents, ensure adherence to regulatory standards, and maintain the integrity of its financial systems and data.

3. **Manufacturing Case Study:** A leading automotive manufacturer implemented AI integration with CMDB and ServiceNow to optimize production processes and improve asset utilization. By leveraging AI-driven predictive analytics, the manufacturer was able to forecast equipment maintenance needs, minimize downtime, and optimize production schedules. ServiceNow's workflow automation capabilities facilitated seamless communication and collaboration among manufacturing teams, enabling real-time response to production issues and continuous improvement initiatives.

Success Stories: Lessons Learned and Key Takeaways:

- **Effective Data Governance:** Successful implementations of AI integration with CMDB and ServiceNow emphasize the importance of robust data governance practices. Organizations must ensure the accuracy, completeness, and integrity of CMDB data to derive meaningful insights and drive informed decision-making.
- **Cross-Functional Collaboration:** Collaboration among IT, operations, and business units is essential for the success of AI integration initiatives. Organizations must foster a culture of collaboration and communication to align AI-driven initiatives with strategic objectives and organizational priorities.
- **Continuous Improvement:** AI integration with CMDB and ServiceNow is an iterative process that requires continuous monitoring, evaluation, and refinement. Organizations must embrace a mindset of continuous improvement, leveraging feedback and insights to optimize AI-driven processes and drive ongoing innovation.

Best Practices for Effective Implementation and Adoption:

1. **Start with Clear Objectives:** Define clear objectives and key performance indicators (KPIs) for AI integration initiatives, aligning them with strategic goals and organizational priorities.
2. **Ensure Data Quality:** Invest in data quality management practices to ensure the accuracy, completeness, and integrity of CMDB data, enabling meaningful insights and informed decision-making.
3. **Foster Cross-Functional Collaboration:** Foster collaboration and communication among IT, operations, and business units to align AI-driven initiatives with strategic objectives and organizational priorities.

4. **Embrace Change Management:** Implement robust change management processes to facilitate the adoption of AI-driven technologies and processes, ensuring stakeholder buy-in and minimizing resistance to change.
5. **Monitor and Measure Performance:** Establish metrics and KPIs to monitor the performance of AI integration initiatives, enabling continuous evaluation and refinement to drive ongoing improvement.

5. Implications for the Future:

This section delves into the profound implications of AI integration with CMDB and ServiceNow for organizations and society at large. By addressing ethical considerations, privacy concerns, and workforce implications, organizations can navigate the complexities of AI-driven transformation and chart a course for responsible and sustainable innovation.

Ethical Considerations: Ensuring Responsible AI Integration:

1. **Fairness and Bias:** Organizations must ensure that AI algorithms integrated with CMDB and ServiceNow are free from bias and discrimination, treating all individuals and stakeholders fairly and equitably.
2. **Transparency and Accountability:** Transparency in AI algorithms and decision-making processes is essential to foster trust and accountability. Organizations must provide clear explanations of how AI algorithms operate and the rationale behind their decisions.
3. **Ethical Use of Data:** Organizations must uphold ethical principles in the collection, storage, and use of data, ensuring the privacy and confidentiality of sensitive information stored in CMDB and ServiceNow.
4. **Human-Centric Design:** AI integration initiatives should prioritize human-centric design principles, considering the impact on end-users, stakeholders, and society at large.

Privacy and Security: Safeguarding Sensitive Data in an AI-driven Landscape:

1. **Data Privacy Regulations:** Organizations must comply with data privacy regulations and industry standards governing the collection, storage, and use of personal and sensitive data, ensuring the protection of individual privacy rights.
2. **Data Security Measures:** Robust data security measures, including encryption, access controls, and data anonymization techniques, must be implemented to safeguard sensitive information stored in CMDB and ServiceNow from unauthorized access, data breaches, and misuse.
3. **Third-Party Risk Management:** Organizations should conduct thorough assessments of third-party vendors and service providers to evaluate their data privacy and security practices,

ensuring that they adhere to industry standards and regulatory requirements.

Workforce Transformation: Reskilling and Upskilling in the Age of AI:

1. **Reskilling Initiatives:** Organizations must invest in reskilling and upskilling initiatives to equip employees with the necessary skills to thrive in an AI-driven environment. Training programs should focus on developing expertise in data analytics, AI technologies, and digital transformation.
2. **Cross-Functional Collaboration:** Collaboration among IT, operations, and business units is essential to drive successful AI integration initiatives. Organizations should foster a culture of collaboration and continuous learning, enabling employees to leverage AI technologies to achieve strategic objectives and drive organizational growth.
3. **Ethical Leadership:** Ethical leadership is crucial to guide organizations through the ethical complexities of AI integration. Leaders must set clear ethical guidelines and promote a culture of ethical behavior and decision-making throughout the organization.

6. Challenges and Opportunities:

This section explores the challenges and opportunities inherent in AI integration with CMDB and ServiceNow. By identifying key barriers to adoption and strategies for overcoming them, organizations can navigate the complexities of AI-driven transformation and capitalize on emerging opportunities for innovation and growth.

Overcoming Barriers to AI Integration:

1. **Technical Complexity:** The integration of AI with CMDB and ServiceNow may pose technical challenges, including data integration, interoperability, and scalability issues. Organizations must invest in robust infrastructure and technology platforms capable of supporting AI-driven analytics and automation.
2. **Cultural Resistance to Change:** Resistance to change among employees and stakeholders may hinder the adoption of AI integration initiatives. Organizations must implement robust change management processes, fostering a culture of openness, collaboration, and continuous learning to overcome cultural barriers to adoption.
3. **Organizational Silos:** Siloed organizational structures and lack of cross-functional collaboration may impede the success of AI integration initiatives. Organizations must break down silos and foster collaboration among IT, operations, and business units to ensure alignment with strategic objectives and drive organizational transformation.

4. **Data Quality and Governance:** Poor data quality and governance practices may undermine the effectiveness of AI integration initiatives, leading to inaccurate insights and suboptimal decision-making. Organizations must prioritize data quality management and establish robust data governance frameworks to ensure the accuracy, completeness, and integrity of data stored in CMDB and ServiceNow.

Seizing Opportunities for Innovation and Growth:

1. **Enhanced Operational Efficiency:** AI integration with CMDB and ServiceNow enables organizations to streamline IT operations, automate routine tasks, and optimize resource allocation, driving operational efficiency and cost savings.
2. **Data-Driven Decision-Making:** AI-driven analytics empower organizations to derive actionable insights from CMDB data, enabling informed decision-making and strategic planning. By leveraging AI algorithms, organizations can identify optimization opportunities, mitigate risks, and capitalize on emerging trends to drive innovation and growth.
3. **Improved Customer Experience:** AI integration with CMDB and ServiceNow enables organizations to deliver personalized experiences, optimize service delivery, and enhance customer satisfaction. By leveraging AI-driven analytics, organizations can anticipate customer needs, tailor products and services to individual preferences, and deliver seamless, omnichannel experiences across digital and physical touchpoints.
4. **Agility and Adaptability:** AI integration with CMDB and ServiceNow enables organizations to adapt quickly to changing market dynamics, regulatory requirements, and customer preferences. By leveraging AI-driven automation and predictive analytics, organizations can identify emerging opportunities and threats, adjust strategies and operations accordingly, and maintain a competitive edge in an increasingly dynamic and uncertain business environment.

7. Future Directions and Emerging Trends:

This section explores the future directions and emerging trends in AI integration with CMDB and ServiceNow, providing insights into anticipated developments, technological advancements, and innovative applications that will shape the landscape of organizational IT management and service delivery.

The Road Ahead: Anticipated Developments in AI Integration:

1. **Advancements in AI Technologies:** Rapid advancements in AI technologies, including deep

learning, reinforcement learning, and natural language processing, will drive new opportunities for AI integration with CMDB and ServiceNow. These advancements will enable organizations to leverage more sophisticated AI algorithms to extract insights, automate processes, and drive innovation across various industries.

2. **Expansion of Use Cases:** The scope of AI integration with CMDB and ServiceNow will continue to expand, encompassing a wider range of use cases and applications. From predictive maintenance and anomaly detection to personalized customer experiences and regulatory compliance, organizations will leverage AI-driven analytics and automation to address complex challenges and capitalize on emerging opportunities for growth and differentiation.
3. **Integration with Emerging Technologies:** AI integration with CMDB and ServiceNow will intersect with emerging technologies, such as Internet of Things (IoT), blockchain, and edge computing, enabling new possibilities for data-driven innovation and digital transformation. By integrating AI with these technologies, organizations can harness real-time data streams, enhance data security and privacy, and unlock new insights into customer behavior, market trends, and operational performance.

Emerging Trends: Exploring the Frontiers of AI-driven Transformation:

1. **Explainable AI:** Explainable AI (XAI) will emerge as a critical area of focus in AI integration with CMDB and ServiceNow, enabling organizations to understand and interpret AI-driven insights and decisions. By providing transparency into AI algorithms and decision-making processes, XAI will enhance trust, accountability, and ethical stewardship in AI-driven transformation initiatives.
2. **Edge AI:** Edge AI will gain prominence as organizations seek to leverage AI algorithms closer to the point of data generation and consumption. By deploying AI models on edge devices, such as sensors, cameras, and IoT devices, organizations can achieve real-time insights, reduce latency, and enhance data privacy and security, opening up new opportunities for AI integration with CMDB and ServiceNow in distributed and resource-constrained environments.
3. **AI Governance and Regulation:** AI governance and regulation will become increasingly important as organizations grapple with ethical, legal, and societal implications of AI integration. Regulatory frameworks and industry standards governing the responsible use of AI technologies will evolve, shaping the development and deployment of AI integration initiatives in compliance with ethical principles, privacy regulations, and human rights considerations.

8. Conclusion:

In conclusion, the integration of Artificial Intelligence (AI) with Configuration Management Database (CMDB) and ServiceNow represents a transformative synergy that holds immense potential to revolutionize organizational IT management, service delivery, and business innovation. As organizations navigate the complexities of AI-driven transformation, it is essential to prioritize ethical considerations, privacy concerns, and workforce implications to ensure responsible and sustainable adoption of AI integration initiatives.

By leveraging AI-driven analytics, automation, and predictive capabilities, organizations can unlock valuable insights from CMDB data, optimize operations, and drive innovation across diverse industries. From healthcare and finance to manufacturing, retail, and transportation, AI integration with CMDB and ServiceNow enables organizations to enhance operational efficiency, improve customer experiences, and maintain competitive advantage in an increasingly digital and data-driven world.

As the landscape of AI integration continues to evolve, organizations must remain vigilant in addressing technical, cultural, and organizational challenges, while capitalizing on emerging opportunities for innovation and growth. By embracing a culture of collaboration, continuous learning, and ethical leadership, organizations can navigate the complexities of AI-driven transformation and chart a course for sustainable success in the digital age.

In the journey ahead, the integration of AI with CMDB and ServiceNow will continue to shape the future of organizational IT management, service delivery, and business innovation, driving value creation, enhancing agility, and fostering resilience in an ever-changing world.

In this comprehensive exploration, we have delved into the profound significance of AI integration with CMDB and ServiceNow, elucidating its multifaceted applications, addressing its implications for the future, and providing insights into emerging trends and opportunities. As organizations embark on their AI integration journey, they must embrace a mindset of continuous adaptation, innovation, and ethical stewardship to realize the full potential of this transformative synergy.

Thank you for joining us on this journey through the transformative landscape of AI integration with CMDB and ServiceNow. As we continue to navigate the complexities of AI-driven transformation, let us embrace the opportunities, overcome the challenges, and chart a course for a future empowered by technology, innovation, and human ingenuity.

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