

SmartSuite

IT Service Delivery > IT Operations Management (ITOM) · Datasheet

Configuration Management (CMDB)

Track systems, applications, and dependencies with a centralized CMDB that powers incident, change, and service workflows.

SKU	IT - ITOM - CMDB
Solution area	IT Service Delivery
Works with	Incident Management, Change Management, Problem Management, Enterprise Assets & Structure, Vulnerability Management, Service Desk & Request Portal
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

Configuration Management is the process of maintaining a centralized database of configuration items (CIs) and their relationships across systems and services. A CMDB enables organizations to understand dependencies, assess impact, and improve decision-making across IT operations.

SmartSuite's Configuration Management (CMDB) software provides a structured, scalable system to manage configuration items (CIs), systems, and their relationships across your IT environment. It enables organizations to move beyond static inventories to a dynamic model of how systems, applications, and infrastructure are connected.

With a centralized system of record, organizations gain a consistent and real-time view of their environment, ensuring that all service operations are based on accurate data.

Core capabilities

Configuration Item (CI) Management

Track and manage servers, applications, services, and infrastructure components.

Impact Analysis

Assess how incidents, changes, or vulnerabilities affect systems and services.

Real-Time Dashboards & Visualization

Visualize system relationships and dependencies.

Relationship & Dependency Mapping

Define and visualize how systems, applications, and services are connected.

Ownership & Accountability Tracking

Assign owners to systems, applications, and configuration items.

Automation & Updates

Keep configuration data current through automated workflows and integrations.

Centralized CMDB

Maintain a single source of truth for configuration data.

Integration with Service Workflows

Connect CMDB data to incidents, changes, and problems.

Role-Based Access Control

Ensure secure access to configuration data.

The Configuration Management Lifecycle

Step 1 Define Configuration Items Capture systems, applications, and infrastructure components.	Step 2 Map Relationships Link dependencies between systems and services.	Step 3 Assign Ownership Define responsibility for each configuration item.	Step 4 Integrate with Workflows Use CMDB data across incidents, changes, and problems.	Step 5 Maintain & Update Continuously update configuration data as environments evolve.
---	--	--	--	---

Who it is for

IT Operations Lead Oversees system visibility and operational stability.	Configuration Manager (CMDB Owner) Maintains CMDB data and system relationships.	Service Desk Manager Uses system context for ticket resolution.
Infrastructure / DevOps Engineer Manages systems and dependencies.	Security & Risk Teams Use configuration data for risk and vulnerability analysis.	Executive Leadership Monitors system relationships and operational impact.

Works with

Incident Management Provides impact analysis for incidents based on affected systems.	Change Management Enables risk assessment and planning based on dependencies.
Problem Management Supports root cause analysis using system relationships.	Enterprise Assets & Structure Supports root cause analysis using system relationships.
Vulnerability Management Links vulnerabilities to affected systems and infrastructure.	Service Desk & Request Portal Provides context for service requests and support tickets.

Built differently. Configuration Management (CMDB) runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Configuration Management (CMDB) configured for your organization, or read the full product entry at smartsuite.com/products/configuration-management-cmdb.

Schedule a demo