



WHITEPAPER

5 Reasons You Can't Trust Your **CMDB**

And how to fix it — without replacing ServiceNow.

Systems of Record
+ XOPS Truth Layer
= **A CMDB You Can Finally Trust**

EXECUTIVE SUMMARY

“CMDB has the reputation of being the bad boy of IT, disappointing true believers with anemic returns on expectations.”

Valerie O’Connell — Research Director, EMA Research

Your CMDB is not the problem. The problem is that your CMDB was never designed to determine operational truth across dozens of systems, thousands of moving assets, and constantly changing business conditions.

The result is predictable: stale records, conflicting data, broken relationships, and declining trust. Most organizations respond by investing more heavily in CMDB governance — but governance can’t solve an architectural problem.

The missing component is a **truth layer**: a system that continuously reconciles reality across your systems of record and keeps the CMDB synchronized with that reality.

XOPS doesn’t replace your CMDB. XOPS makes it trustworthy.

THE STATE OF ENTERPRISE CMDB

25%

of organizations get meaningful value from their CMDB investments¹

81%

of enterprise IT leaders say data silos hinder digital transformation²

73%

of cybersecurity leaders faced incidents from unknown or unmanaged assets³

1 Gartner 2020 · 2 MuleSoft with Deloitte Digital 2024 · 3 Trend Micro 2025

THE FIVE REASONS A CMDB CAN’T EARN YOUR TRUST ALONE

01

Can’t See Context

02

Can’t Stay Current

03

Can’t Reconcile Systems

04

Can’t End Shadow Truth

05

Can’t Confirm Reality

ONE EMPLOYEE. FOUR SYSTEMS. FOUR ANSWERS.

WORKDAY
Boston

BADGE
Berlin

LAPTOP
Germany

CMDB SAYS
Boston

Who’s right?

**No system knows.
That’s the problem.**

XOPS determines the answer.

“After 25 years in IT leadership, I’m convinced the most expensive fiction in enterprise IT is believing you can manage dynamic operations with static data alone. A CMDB can store the picture — it was never built to prove the picture is true.”

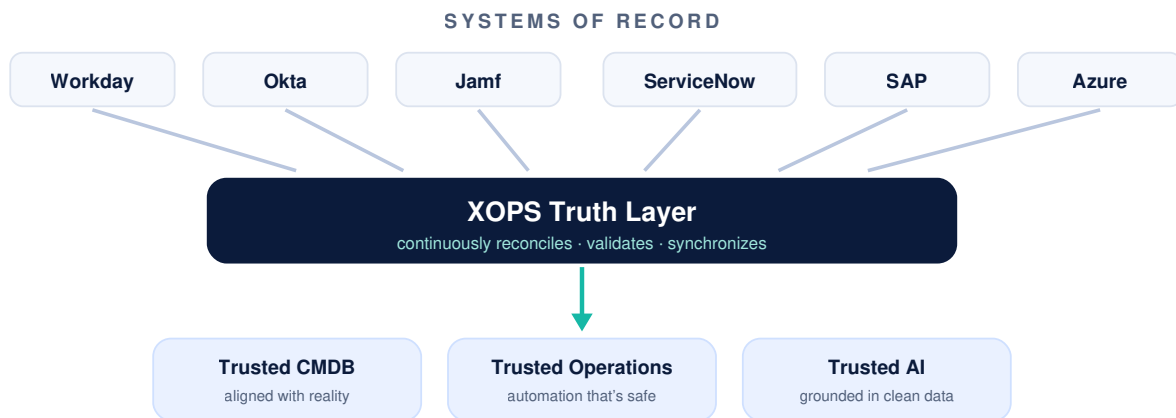
Mayan Mathen — Co-Founder & CEO, XOPS

Your CMDB Isn’t Wrong. It’s Missing a Truth Layer.

If your CMDB lies to you, it’s not your fault — and it isn’t a sign you bought the wrong CMDB. A CMDB faithfully reports what it has been told. The challenge is that no CMDB can *infer operational truth* across disconnected systems, in a world where workers take devices anywhere and regulations shift constantly.

The fix isn’t to rip out ServiceNow and start over. It’s to add the layer your systems of record were never designed to provide.

ServiceNow manages configuration items. **XOPS determines whether those configuration items are actually true.**



The differentiation isn’t storage, graph databases, or CMDB modernization. It’s **truth determination.**

1 Why Your CMDB Can't See Context

A CMDB doesn't have the intelligence to understand real-world context. It doesn't know that an employee's role change impacts their entitlements. And since more than half of CMDBs only update weekly or monthly,⁴ the data lags behind the fast-paced nature of the business.

THE TRUTH LAYER · CONTEXT THROUGH CONTINUOUS CORRELATION

XOPS maps your IT world and understands each item and the relationships between them, keeping up with operational dynamics and knowing which events trigger which dependencies — then writing the validated result back to your CMDB.

What it looks like: A manager is promoted into leadership. XOPS recognizes the downstream dependencies — device reallocation, license transfers, changes to data-sovereignty requirements — and keeps every system aligned.

The CMDB isn't wrong. It's simply reporting what it knows. No CMDB can infer context across systems on its own.

2 Why Your CMDB Can't Keep Itself Current

Most organizations rely on manual updates to reconcile CMDB data — a process that averages 9 hours per week of IT time.⁵ These manual updates reduce skilled IT professionals to human middleware.

THE TRUTH LAYER · SELF-HEALING THROUGH INTELLIGENT CORRELATION

XOPS establishes a self-healing source of truth. Deterministic software with policy-as-code maintains data health around the clock, so the CMDB reflects current reality instead of last quarter's.

What it looks like: Teams reorganize. XOPS understands the new reality, can tell which records are current and which aren't, and updates the relevant fields across systems autonomously.

A CMDB has no way to keep itself current. It needs a layer that reconciles reality on its behalf.

⁴ EMA 2023 · ⁵ EMA 2019

3 Why Your CMDB Can't Reconcile Conflicting Systems

HR in Workday, devices in Jamf, identity in Okta — your CMDB takes in data from dozens of systems of record through brittle integrations and never seems to get the full picture. IT teams spend an estimated 37% of their time designing, building, and testing new custom integrations.⁶

THE TRUTH LAYER · CONTINUOUS RECONCILIATION ACROSS SYSTEMS

XOPS connects to common platforms with standard integrations and continuously reconciles them — resolving conflicts, then hydrating every connected system, including your CMDB, with healthy validated data.

What it looks like: An executive is based in Boston, but their device pings the office they've badged into in Berlin. XOPS knows physical presence outweighs the HR record — they're in Germany — and corrects the record everywhere.

A CMDB can store inputs from many systems. It can't decide which one is right when they disagree.

4 Why Your CMDB Can't Eliminate Shadow Truth

Every organization claims the CMDB is the source of truth. Yet the real decisions still happen in shadow systems — spreadsheets, audit trackers, exception lists, shared documents, and team-maintained inventories. These shadow systems exist for one reason: people trust their own reconciled view more than the official record. And any reconciled view is only as accurate as the last person who touched it; the moment reality changes, it begins to drift.

THE TRUTH LAYER · ELIMINATING SHADOW TRUTH

XOPS continuously reconciles your systems of record into a single operational truth, removing the need for teams to maintain parallel versions of reality — and writing that one answer back to the CMDB.

What it looks like: An asset manager stops maintaining the all-too-familiar stack before every audit...

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Laptop Inventory FINAL_v7.xlsx  
Laptop Inventory FINAL_v7_REVIEW.xlsx  
Laptop Inventory FINAL_v7_REVIEW2.xlsx
```

...because the trusted answer already exists in the CMDB, and it's current.

The spreadsheet isn't the problem. It's the symptom — visible proof the organization already knows the CMDB can't be trusted on its own.

6 MuleSoft with Deloitte Digital 2024

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Why Your CMDB Can't Confirm What's Physically Real

Your CMDB says 1,000 laptops. Finance paid for 1,200. Shipping finds 1,100. You have ghost assets, untracked equipment, or both. 73% of cybersecurity leaders have dealt with incidents due to unknown or unmanaged assets.⁷

THE TRUTH LAYER · CLOSING THE GAP WITH PHYSICAL VALIDATION

XOPS validates records against the physical world — via a scan or a photo — and treats physical evidence as the most trustworthy signal. It maintains a full chain of custody for every device, from warehouse shelf to first employee login, and keeps the CMDB reconciled to match.

What it looks like: When technicians use a connected app to scan devices, XOPS updates systems globally in real time and creates timestamped photographic evidence.

A CMDB can't see the loading dock. Only a truth layer can reconcile the record with reality.

“Understanding why CMDBs fall short is what makes the XOPS truth layer so valuable. These aren't bugs you can patch — they're the natural limits of a system of record. You don't fix them by replacing the CMDB. You fix them by giving it a layer that proves what's true.”

Mayan Mathen — Co-Founder & CEO, XOPS

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The Trust Gap

Systems contain facts.

Facts are not truth.

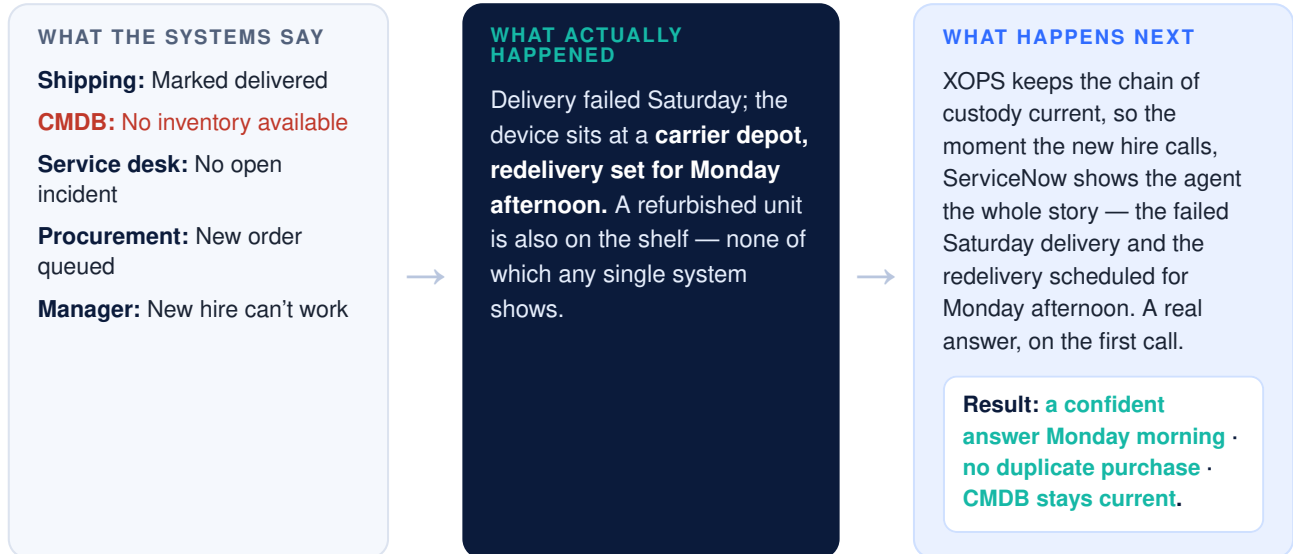
Truth requires reconciliation.

A BAD MONDAY MORNING

A new hire starts Monday. Their laptop was assigned and shipped the week before, so on paper everything looks fine.

Then the employee calls the service desk: *“I don’t have my laptop.”* The carrier tried to deliver Saturday, no one was home, and the package is sitting at a depot. The service desk is blind, the manager is escalating, and the new hire can’t work.

Meanwhile, procurement is about to order another laptop — because the CMDB shows none available. Nobody realizes there are already two: one at the carrier depot, one refurbished on the shelf.



A Truth Layer Over the CMDB You Already Have

XOPS deploys as an active system of intelligence on top of your existing stack — reconciling operational reality across your systems of record in just a few weeks, without the disruption of replacing ServiceNow. It doesn't just store your data; it understands what that data means, judges its health, and keeps your CMDB aligned with the truth.

1

Keeps data **AI-ready** with continuous hydration of healthy, compliant records.

2

Processes technology requests **instantly** based on pre-approved policies.

3

Supports **continuous productivity** as employees move and teams reorganize.

Ready to Trust Your CMDB Again?

Keep your CMDB. Keep ServiceNow. Keep your systems of record.

Add the truth layer they were never designed to provide.

XOPS continuously reconciles operational reality across your enterprise, validates what is true, and keeps your CMDB aligned with that reality. Apply for the XOPS Early Adopter Program and put it to work for 45 days, risk-free.

Because the goal isn't a new CMDB. The goal is a CMDB you can finally trust.

XOPS



Make IT True | xops.io

ServiceNow manages configuration items.
XOPS determines whether those configuration items are actually true.