Certify and normalize CMDB records

Investigate stale or duplicate items and verify normalization and certification outcomes.

https://docs.qintoravacloud.com/guides/cmdb-assurance/

Establish evidence

Open **CMDB health & dependency map** and select the affected class or service. Identify completeness, stale data, duplicate identity, normalization, or relationship issues. Confirm the observation against the current CI, class policy and ingest provenance.

Review and apply

1. In **Data certification & normalization**, scope the run or campaign to the relevant class and ownership. Review affected rows and assignments.
2. For normalization, compare the proposed field and identifiers with the authoritative source. Review changes and exceptions before applying an approved action.
3. For certification, give the assigned verifier enough evidence to confirm or flag the item. Inspect incomplete or rejected tasks and resolve the specific source or ownership issue.
4. Reopen the CI and verify values, provenance, service relationships and the resulting health finding. If a new discovery run reverses the fix, inspect reconciliation precedence and source mapping.