Model and reconcile configuration items

Select a CI class, populate class identifiers, and confirm relationships and service impact.

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

Create or update a CI

1. Open CMDB. Choose the most specific class appropriate to the object. Review its identifiers, allowed parents, statuses and supported fields in the CI class reference.
2. Search for an existing record using the class's identifiers and source identity. Set the owning organization, operational status and lifecycle as applicable. Supply the required parent if the class policy requires one.
3. Add typed relationships with the correct direction. Confirm that the relationship expresses the actual dependency or containment. For service impact, review service/offering assignments and dependency views.
4. Verify the saved class, identifiers, provenance and edges. Compare the related incident, change, cloud resource or asset record when applicable.

Investigate duplicate or stale data

Use **CMDB health & dependency map**, **Data certification & normalization**, or **CMDB data intelligence** as appropriate. Check class key, identity match, source precedence, last discovery timestamp, normalization outcome and relationship direction. Investigate the original import row before merging or retiring records. Confirm that dependent work and history still point to the intended CI.

Troubleshoot service mapping

Check that both CIs are visible in the same scope. Validate the service/offering hierarchy and explicit CI assignment. Inspect missing or inverse edges before changing the service model. See CMDB form fields and Discovery.