

CMDB (Asset & Licencing) Analyst

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| Function: | | | |  | | | | | | | | |
| Job: | | | | Configuration Management Database (CMDB) Analyst | | | | | | | | |
| Position: | | | | **Configuration Management Database (CMDB) Analyst** | | | | | | | | |
| Job holder: | | | | Vacant | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | - | | | | | | | | |
| Additional reporting line to: | | | | Vimal Mistry | | | | | | | | |
| Position location: | | | | Hybrid | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Administer and execute the Configuration Management process, ensuring data integrity within the CMDB and contributing databases (CMS). * Serve as the subject matter expert in Configuration Management, supporting the process owner and wider IT Service Management team. * Strategically manage physical and logical IT assets, ensuring compliance with audit, security, and operational standards. * Plan and monitor hardware assets across the organisation, aligning with internal governance and regulatory requirements. * Manage and maintain Configuration Items (CIs) for all hardware assets, ensuring accurate documentation and continuous health of the CMDB. * Understand application functionality, maintenance needs, infrastructure dependencies, and related business areas to maintain CMDB accuracy. * Design and define software lifecycle policies, processes, and procedures that support efficient, compliant software asset usage. * Implement compliance frameworks across onboarding, usage, renewals, and software decommissioning activities. * Oversee the full lifecycle of software assets—from procurement and deployment to tracking, renewal, and retirement. * Maintain a centralised and accurate software inventory using tools like ServiceNow, and integrate data with finance/procurement systems (Coupa, SAP). * Monitor software installations and usage to ensure alignment with licensing entitlements and vendor contracts. * Build and manage a comprehensive entitlement repository to ensure visibility and compliance across all key vendors. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

Draft. Version: 27-03-2014

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Add org chart |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Provide support as a member of the Management team. * Resolve requests for information regarding records. * Accountable for the accuracy and currency of the non-automated elements of the CMDB * Support and execute Service Mapping processes within the Configuration Management team |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Own the administration and maintenance of CMDBs and the Configuration Management System (CMS), ensuring accuracy, integrity, and availability of configuration data. * Support the design, implementation, and automation of CMDB configurations across IT infrastructure and technologies. * Serve as the technical liaison between IT and security support teams, providing management information and assisting with CMDB usage. * Coordinate with ITAM and operational teams to manage automated discovery processes using third-party tools across technology towers. * Define and maintain asset field definitions, data attributes, and class types to support a consistent CMDB taxonomy. * Monitor physical inventory across service providers in collaboration with core IT teams. * Develop and deliver inventory analysis, metrics, and dashboards to drive strategic insights and decision-making. * Enhance reporting and technology management information in partnership with the ITAM team, supporting audits, certifications, and governance activities. * Ensure software asset management practices align with internal governance frameworks and external regulatory requirements (e.g., SOX, GDPR, PRA/FCA). * Lead internal and external software audits, maintaining complete and accurate records of licensing and usage. * Monitor compliance obligations across vendors (e.g., Microsoft, Oracle, Adobe), ensuring ongoing alignment with contractual entitlements. * Establish controls to prevent unauthorised software usage and ensure appropriate license allocations. * Maintain a centralised software inventory using SAM tools (e.g., ServiceNow), integrated with financial and procurement systems (e.g., Coupa, SAP). * Prepare compliance documentation, license records, and usage reports to support audit readiness. * Build and manage vendor entitlement repositories and oversee renewals, true-ups, and negotiations across EMEA regions. * Collaborate with business owners and procurement teams to maintain healthy vendor relationships and optimise software investments. |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * This role will be responsible for maintain the CMDB to include discovery, configuration item maintenance and service/application modelling. * Responsible for implementing and maintaining integrations between CMDB and other platforms and tools * Responsible for reviewing and maintaining Software and licensing agreements across Sodexo TDDI responsible estate |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Bachelor's degree in Information Technology, Business Administration or equivalent; or equivalent work experience required * 5+ years' experience in IT Service Management, Business Process Management, or IT experience required * Experience of analysing, reconciling, and transforming large data sets using different analytical methods. * 5+ years of business analysis experience, ideally working on CMDB projects. * Prior working knowledge of ITSM tooling – preferably Ivanti * Excellent written and verbal communication skills * Ability to understand business processes and translate into technical specifications * Working knowledge of system development life cycle concepts * Highly skilled with using Microsoft products |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Understanding of multiple IT technology domains (hardware, virtualisation, networks, applications) to a conceptual level required to model their interactions. * Ability to communicate the application and usage of the CMDB data model with stakeholder groups of mixed technical abilities. Ability to use logic and reasoning to identify complex problems; review related information and develop options and implement solutions. * Experience deploying and managing assets in a CMDB or other asset data repository system * Strong analytical and technical skills. * Knowledge of hardware and software components utilized in an enterprise-wide organization * Knowledge of IT Audit techniques and industry standards. * Understanding of a broad range of IT disciplines * Proficiency in relating complex technical situations to non-technical customers. * Ability to prioritize workload and consistently meet deadlines * Ability to delegate project plans to other associates |

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| 9. Management Approval – To be completed by document owner |
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