# Why use System Map (CMDB)?

The CMDB provides overview, better change control and proactivity. Activities in an IT department / service department affect many different areas: people, PCs, software / hardware, equipment, components, etc.
The CMDB gives you the overview in one place, at the level your department needs.
In CMDB you can have all the services provided by the department and / or all servers / software / pc etc. that support these services.
Whatever you choose to enter, it is very important that it is at a level that can be maintained. Hardware can be updated automatically via More Service Discovery.
This example shows how to easily see which systems, services, and customers are affected by a change to be made on server "APPX01".
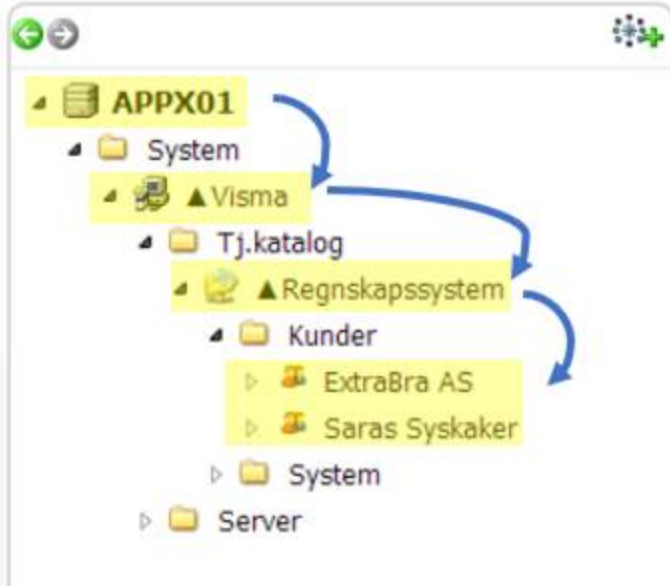
In the example above, there are both relationships and dependencies. Black arrow up / down shows that there is an above / below dependency between objects. In the example, we see that the accounting system service is dependent on the Visma application to work. Visma is again dependent on the server APPX01 to work. We also see that the customers ExtraBra AS and Saras Sysaker use the service. At the customers there is no black arrow and hence no dependency, only a relationship.
CMDB also has a graphical display of dependents, where you can easily see how the objects are connected: