

# Chad McCormack

## ServiceNow CMDB & CSDM Lead

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### SUMMARY

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Twenty-two years in enterprise infrastructure and IT governance, most recently leading the ServiceNow Discovery rollout that gave Dun & Bradstreet its first reliable automated global infrastructure inventory. I design CMDB and CSDM foundations — discovery coverage, identification and reconciliation, service models, ownership and certification — so that operations teams, and now AI agents, can trust the configuration data they act on. On my own infrastructure I build and govern AI agents, including a published protocol for AI coding agents.

### EXPERIENCE

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#### ServiceNow CMDB & CSDM Engineer — contract

2026 – Present

- CMDB and CSDM subject matter expert on contract: configuration governance, discovery and service-model work in enterprise environments.
- Building the data model and framework that let AI solutions be trusted inside an enterprise: a published protocol for governed agent action, and a control plane holding the contracts, policies and evidence behind it.

#### ServiceNow CMDB & Discovery Manager — Dun & Bradstreet

04/2023 – 02/2026

- Led the ServiceNow Discovery rollout that established the organization's first reliable automated global infrastructure inventory.
- Enhanced CMDB accuracy and completeness by 98% through automated discovery processes.
- Designed the credential architecture and distributed MID Server topology; tuned discovery patterns and identification rules to cut duplicate CIs and raise reconciliation confidence.
- Established CI ownership expectations, a certification cadence and reporting guardrails for compliance and operational health; chaired a monthly CMDB advisory board with product stakeholders.
- Member of the ServiceNow Product Advisory for Discovery and CMDB; led educational sessions for product owners.

#### Information Technology Manager — PwC

01/2020 – 08/2022

*Technology & Security Operations*

- CMDB and AMDB subject matter expert; corrected support process deficiencies through better configuration data.
- Supervised global ServiceNow platform upgrades and drove adoption aligned to CSDM principles.
- Oversaw vulnerability management for end-user devices, meeting 98% policy compliance.

#### Specialist IS Architect — Amgen

08/2012 – 12/2019

*Service Ownership Lead, Digital Workspace Experience*

- Streamlined enterprise service agreements yielding \$3M success through improved workflow management strategies.
- Owned global service platforms and IT service roadmaps; delivered O365 and SharePoint Online service expansions.
- Built application health dashboards on Azure analytics; modernized backup strategy for significant recurring savings.

**Earlier:** SharePoint Administrator / Systems Support Specialist, Conversant (2007–2012) · IT Administrator, Change & Release Manager, Andromeda Software (2004–2007)

### INDEPENDENT WORK — AI AGENTS

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Agent-operated infrastructure

- Run a four-server estate where AI agents claim tasks, work under a versioned rulebook, and cannot act until they have acknowledged the current revision. When a task closes, a second agent updates the configuration record, at about twelve cents of model spend.
- Separation of duty enforced structurally: one agent scopes and contracts the work, a different agent implements it in an isolated copy, and a write guard blocks anything outside the contract.
- Rules-first automation: deterministic workflows for routine work, a model only on the exceptions; untrusted outside text fenced before any unattended agent reads it.

Zero Trust Intelligence — governance gate for AI coding agents

- Designed and built a gate that re-runs an agent's required checks itself rather than accepting its claim of completion, binding each result to the exact file tree being committed; enforcement at three points, failing closed.
- Authored the protocol with schemas and conformance requirements; filed as an individual IETF Internet-Draft (draft-mccormack-ztip-00, not adopted by a working group); client released as open source.

Demo: a commit held red in public CI · Code: [github.com/bitscon/zti-cli](https://github.com/bitscon/zti-cli) · Spec: [datatracker.ietf.org/doc/draft-mccormack-ztip](https://datatracker.ietf.org/doc/draft-mccormack-ztip)

SKILLS

|                                      |                                         |                                  |
|--------------------------------------|-----------------------------------------|----------------------------------|
| ▪ ServiceNow Discovery & CMDB        | ▪ CSDM & service modeling               | ▪ Service Mapping                |
| ▪ CI identification & reconciliation | ▪ MID Server & credential architecture  | ▪ Data governance & data quality |
| ▪ CI ownership & certification       | ▪ Compliance & audit reporting          | ▪ Change & release management    |
| ▪ Service ownership & ITOM           | ▪ Cloud infrastructure (Azure, AWS)     | ▪ AI agent governance            |
| ▪ Multi-agent system design          | ▪ Agent-assisted delivery (Python, CLI) | ▪ Technical communication        |

EDUCATION & CERTIFICATES

B.S., Information Systems Security  
ITT Technical Institute

A.S., PC Networking and Support  
Champlain College

Implementing Microsoft Azure Infrastructure Solutions  
— Microsoft

AI for Work and Life — University of North Florida

Microsoft Certified Professional — Microsoft

MTA, Cloud Fundamentals — Microsoft