

ServiceNow DevOps

Create Enterprise Value through Digital Transformation

Today, nearly every company is striving to become digital, focusing on software, agility, and experience. Digital transformation is a significant investment, with an increasing amount of spend allocated to the Cloud. Digital transformation is also driving DevOps adoption. However, many organizations are struggling to scale DevOps to realize enterprise value. Small teams are making progress, but overall delivery lifecycles are not speeding up and reliability problems remain. This is often the result of a misalignment between the needs of the enterprise and the historical operating models of individual teams.

The Developer Experience

Large and regulated organizations rely on the assurance delivered by a change management process. However, the traditional approach to change management can impact the productivity of development teams. As DevOps increases the rate of change, individual teams may struggle to comply with broader enterprise requirements. As a result, developers get frustrated and are less productive.

ServiceNow DevOps

Companies rely on ServiceNow to connect workstreams across the platforms used to run their business. ServiceNow DevOps works with the Now Platform and other information already in ServiceNow to deliver major value outcomes including improving the developer experience, returning time to the development team, accelerating innovation, improving production stability in the face of rapid change, and reducing costs for the chief compliance officer.

These outcomes are the result of enabling organizations to realize the benefits of DevOps at scale. Implementing DevOps at scale means resolving the dichotomy of engineering teams wanting to move fast and operations teams needing to ensure safety. We help companies to connect development organizations to operations teams as they transition to the DevOps way of working.

Use case: Change Automation

Change management is an essential control for large or regulated organizations. However, change processes are not keeping pace with shortening product lifecycles. While there have been some industry-wide improvements, overall change processes remain too unwieldy and a burden for those asked to submit change records.

Surveys show that typically 15-30 minutes of a developer's day are taken up by some aspect of a change management process; including creating a change request, working with a Change Manager on details of the request, taking part in a Change Advisory Board meeting, or taking part in an audit.

Change managers need a way to ensure the right data is captured, while limiting the impact on those subject to the change process. ServiceNow DevOps provides out-of-the-box integrations, data modeling and workflows which:

- Automate change request creation from many different orchestration tools
- Automate request approvals using sophisticated policies
- Improve production stability by providing change managers with reliable data automatically populated and connected to other work in a familiar interface

Bringing Dev and Ops Together



Simplify Enterprise DevOps

Leverage the power of the Now Platform to speed up software development and deployment by reducing time spent on administrative tasks.

Scale DevOps Initiatives

Add connectivity and insight to scale DevOps value and meet your transformation goals. Drive productivity and collaboration with out-of-the-box integrations and normalized views across multiple toolchains.

Work at the Speed of DevOps

Don't let change management processes hold up your product releases. Automated change creation, tracking, and approval help you deliver innovation at the pace your enterprise needs without compromising quality.

Minimize Risk

Develop and deploy at speed while reducing risk. Automatically gather and connect the right information from the DevOps toolchain to maintain an end-to-end audit trail – all in one place with the Now Platform.

Use case: Agile Team Planning

Delivery management starts with Agile planning. Agile planning can occur in external tools like Jira or Azure DevOps Boards, or it may be within ServiceNow Agile products.

Because we can automatically synchronize planning information from systems like Jira and Azure DevOps, you can add ServiceNow IT Business Management to manage tasks, defects, user stories etc. in a unified backlog. Then use Scaled Agile Framework techniques like big-room planning, before sending work back out to the developer tools. With the seamless ties to ServiceNow DevOps, we leverage all the necessary decision data in one location for reporting, automated change policies, etc.

Use case: Continuous Compliance

The Chief Compliance Officer (CCO) role has never been more important, yet audits represent a significant cost to technology organizations involving a lot of manual data gathering and reporting. By implementing continuous compliance practices with integrated risk management, companies can reduce the impact of providing a high level of assurance.

ServiceNow Governance, Risk, and Compliance (GRC) can work with ServiceNow DevOps to reduce costs for the CCO. The DevOps Data Model means we are gathering consistent and relevant data throughout the product lifecycle. This helps to avoid missing data or people gaming the system, leading to fewer anomalies and less additional scrutiny.

Use case: Service Health

A basic tenet of DevOps is to fail fast with small changes and then recover quickly. If a significant incident occurs, a key aid to a speedy recovery is easy access to insights about the root cause. By sharing the data model with IT Service Management and IT Operations Management, ServiceNow DevOps enables more efficient troubleshooting.



This is made possible by the ServiceNow Common Services Data Model (CSDM) which incorporates the Configuration Management Database (CMDB) and the DevOps product data model. If an incident is generated for an in-house product deployed in production, users have full visibility down the chain. They can view the change record, the code that was changed, and the test results, all the way down to the reason the code was changed in the first place.

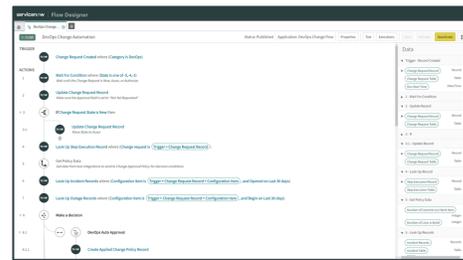
Use case: Insights and Analytics

The use of information from the data model for Continuous Compliance and for Service Health are two of the valuable outcomes from the connected data held in the Now Platform. The Insights extend to many other uses including tailored dashboards that make it easy to understand developer performance and the link to business value.

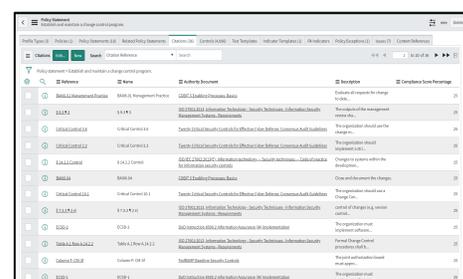
Developers like the experience of understanding what is happening to their code in production and operations teams gain full visibility into the delivery lifecycle to understand where a production change originated and why. Managers can use recognized key metrics, like mean time to repair, lead times, etc. to review the performance of teams, whichever toolset each team is using

Use case: Release Readiness

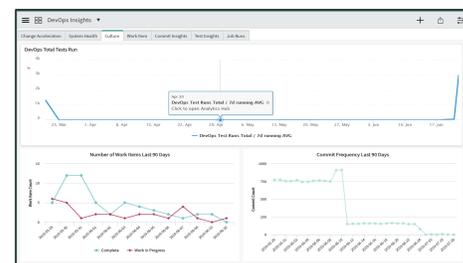
While the goal for most organizations is to transform development into single-product teams with short simple builds in a single pipeline, the reality is that, for most, a release into production is still a relatively complex activity. Often, multiple teams are involved, and different teams are still using different toolsets. When you connect your DevOps cycles to ServiceNow we normalize all the information we are bringing in from the different toolchains and we can apply some intelligence to what constitutes a release structure and look back down the chain to understand



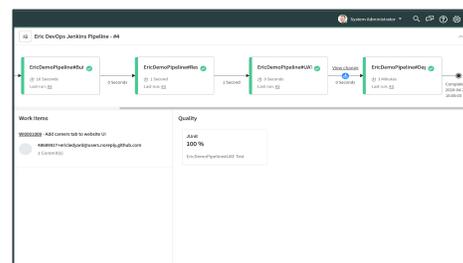
Sophisticated Change Automation Flow



Connect with GRC citations for continuous compliance



Detailed information for performance and troubleshooting



Insights across different pipeline toolsets