

nowTM

DevOps and Agile Enablers with ServiceNow

Intro

The time is now. CIOs must emerge from technology trenches to enable smoothly-run operations that help make money faster with improved productivity. They must create environments that optimize returns by maximizing efficiency, breaking silos, and eliminating redundancies across the entire delivery pathway.

As an IT leader in your company, you need to create a streamlined process by optimizing your internal IT systems.

Business automation software has proven invaluable for business owners, helping them achieve everything they need to stay competitive. It's no wonder that today, many companies rely on enterprise software like ServiceNow for their complex performance and productivity goals.

ServiceNow helps businesses easily connect business platforms and processes to maximize efficiency, streamline their operations and bring them increasingly up-to-date with changing technology.

If you need to integrate your applications or automate workflows across the enterprise, ServiceNow can help your company stand out. You get actionable processes, fully supported capabilities, and follow-along tools.

You'll spend more time delivering solutions that drive profits and fortify your business against the tornado of issues that affect it instead of figuring out who does what and how they do it. When you start getting the rhythm down all over again tomorrow morning, ServiceNow will be there when your call to action sounds the alarm for new incidents, problems, and change requests.

DevOps and Agile Enablements
with ServiceNow

Delivery At The Pace Of Business

ServiceNow enables organizations to use intelligent automation for their business-critical processes, realize real-time readiness, and achieve rapid results. The cloud-delivered platform delivers as-a-service with rapid deployment, lightweight installation, and an on-demand consumption model.

ServiceNow efficiently implements risk and compliance policies, engineering procedures, and platforms. The cloud platform blends system deliverables and IT-management functions and aligns operational goals to strategic outcomes (delivery flows).

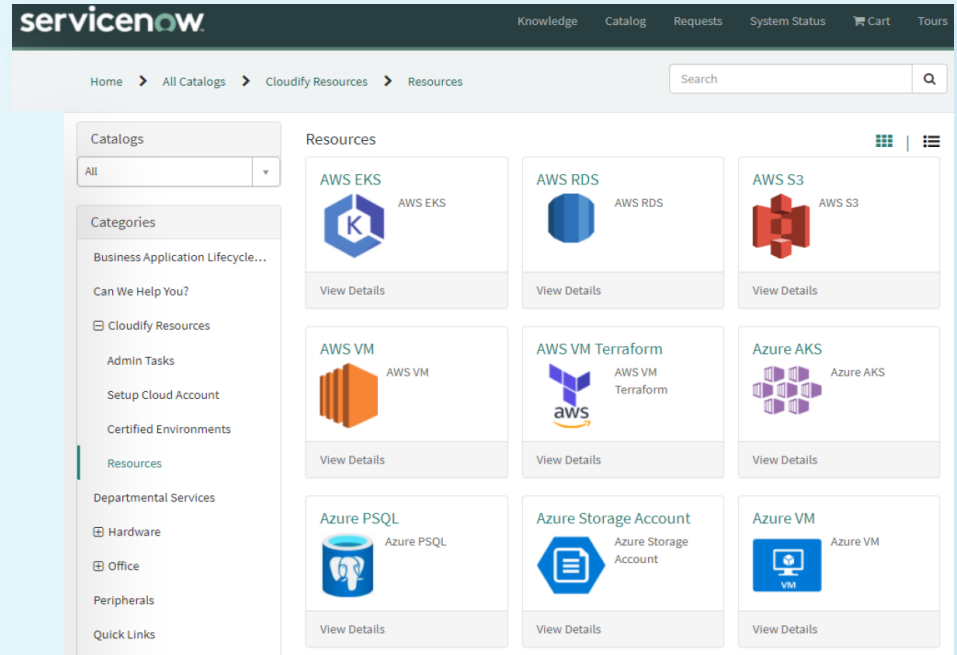
Unique features include alerts, cross reference work items, data visualization, dashboard reporting dashboard assessments of state

Delivery At The Pace Of Business

machine states improvements streamline approvals cycles and level workflow notifications levels based on particular risk levels).

An advantage of this cloud digital workflow management solution is its high business velocity, such as high-performance times = automated processing = high volume achievable at very low costs.

Another advantage is that one does not need expensive IT staff or hiring labor. It is ideal for small teams to focus mainly on efficiency and collaboration on fast turnaround projects.



DevOps and Agile Enablements with ServiceNow

Optimize Internal IT

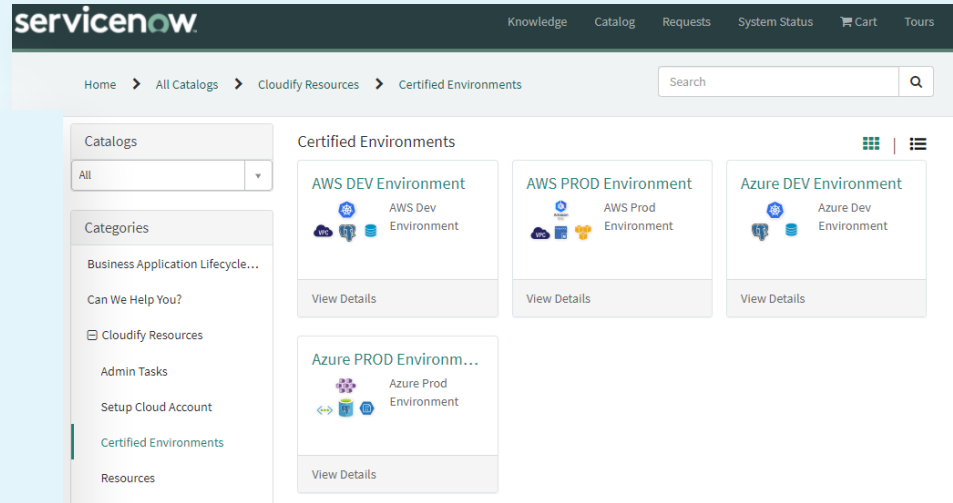
ServiceNow bridges the gap between business goals and IT priorities to aid managers and leadership through improved time management and resource governance. Servicing business goals improves IT speed and quality.

As a result, enhanced support and performance agreements can encourage users to suggest system improvements and eliminations. ServiceNow supports concepts in business process management using ITSM with common service management goals and service levels.

ServiceNow product teams use a closed-loop process to ensure that business and end-user needs are identified, modelled, implemented, and continuously optimized based on user-acceptance testing. Product teams become confident that their work delivers maximum value to their customers and directly contributes to their success.

Optimize Internal IT

ServiceNow forms a robust Business Process Management framework, content management system, and automated workflows solution. The collaborations between ServiceNow, Cloudify, and others deliver BPM capabilities needed to standardize processes and eliminate redundancies rapidly. The platform delivers an integrated transformation framework, which provides complete visibility into data and the application lifecycle from ideation to release.



DevOps and Agile Enablements with ServiceNow

Cloud Governance

With ServiceNow, you can quickly obtain advanced testing capabilities within the context of ITSM compliance to help enforce best practices across all IT standards simultaneously on multiple applications: forums ensure and guide adherence to best practices; reviews spot errors early while enabling validation feedback loops; verification is pluggable so you can utilize third-party testers; traceability allows auditing costs back to source code when problems occur; investment leads you to codify IT objectives efficiently.

Now that is good governance! This traceability also applies in terms of what platforms specific add-ons may be available on or if SLAs per platform are different for different organizations and departments within the organization itself.

DevOps and Agile Enablements with ServiceNow

Integration

ServiceNow Enterprise DevOps allows your teams to focus on continuity rather than iteration. With ServiceNow DevOps tools, Development, QA, and Ops teams can work collaboratively on low-risk projects and higher quality.

Using the ServiceNow Enterprise DevOps platform Application Now, all solutions are integrated seamlessly, transparently with the tools and processes you use to manage code development, building, testing, and deployment.

Integration

For teams who previously maintained separate environments for development, QA, staging, and production (and had no way to migrate between them easily), you can use the ServiceNow DevOps tools (Advance Org and Microflows) to facilitate smooth and painless migration from temporary environments to a comprehensive production system. Don't want a test environment? No problem, use the microcode flows to emulate that functionality.

If your DevOps tools don't integrate with your development tool flow, they're not true DevOps tools. Not only does ServiceNow have the largest footprint in the service desk development space, but it also natively integrates with no-code rapid development platforms.

The screenshot displays the ServiceNow 'Approval Form' for a requested item. The interface includes a top navigation bar with 'servicenow', 'Knowledge', 'Catalog', and 'Request' links. Below the navigation bar, there's a search bar and a breadcrumb trail showing 'Home > Approval Form'. The main content area is divided into several sections:

- Approval Status:** A box on the left indicates 'This Requested Item requires your approval'. It shows the 'State' as 'Requested', 'Created' '2m ago', and two buttons: 'Approve' (green) and 'Reject' (grey).
- Approval Request Details:** A section titled 'Approval request for Requested Item RITM0010031'. It contains the following information:
 - Upload a certified blueprint to Cloudify after being approved
 - Opened by Abel Tuter
 - Quantity: 1
 - Options: (dropdown arrow)
- Select the Project:** A section with the following details:
 - Blueprint Name: test-bp
 - Blueprint YAML file: test1.yaml
 - Blueprint Archive: test1.zip
 - Visibility: Tenant
- Activity Stream for Requested Item:** A section at the bottom with a text input field 'Type your message here...' and a 'Send' button. Below the input field is a vertical timeline of activity:
 - Abel Tuter (2m ago): Additional comments. Waiting for manager approval.
 - Abel Tuter (2m ago): test1.zip (383 B).
 - Abel Tuter (2m ago): RITM0010031 Created.
 - A green circle labeled 'Start' at the bottom of the timeline.

DevOps and Agile Enablements with ServiceNow

Transparency & Certainty

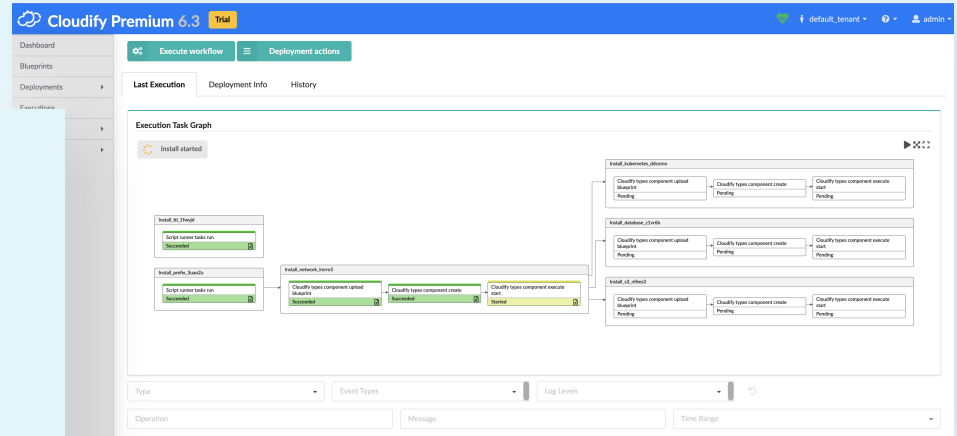
When organizations have goals that intersect with IT, they have a range of crucial business concerns—data governance, compliance, communications infrastructure, project upgrades, and responsiveness.

These objectives often harness specific customer-centric strategies to meet these respective goals. This ranges from flexibility and reliability from the service desk to the production environment, compliance from development through deployment, and DevOps processes that facilitate agile development while ensuring complete transparency and certainty in production deployments.

Transparency & Certainty

Whereas many vendors will insist customers change tactics in a one-size-fits-all approach to meet these goals, ServiceNow allows organizations to use a flexible IT operations management platform that collaborates across all systems of an organization.

Scheduled Jobs within ServiceNow ITSM lets customers automate routine tasks automatically from one day or week to the next week or month. Additionally, ServiceNow automatically creates new requisitions when human intervention is required in Incident Resolution or Incident topology, so customers' day-to-day processes are streamlined with Customer business objectives.



DevOps and Agile Enablements
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Improved Productivity & Consolidated Processes

You can have your technology specialists focus 100% on their tools every day when you use ServiceNow's enterprise DevOps capabilities. Your team will work with tools they know, such as Jira and Azure DevOps, from coding to releasing.

Instead of spending time on administrative tasks, they can spend it on value-added activities. It keeps them from having to do anything additional, allowing them to focus entirely on delivering the best possible product. Their updates and progress are visible to ServiceNow automatically, so they will not have to do anything else. You do not waste time waiting for approvals and responses to service requests with ServiceNow ITSM. In addition to understanding, notifying the appropriate personnel, and even fixing problems before they adversely affect your customers, ServiceNow can automate tasks.



DevOps and Agile Enablements with ServiceNow

ROI

Higher ROI

ServiceNow is focused on delivering better ROI. It covers needs such as increasing operational efficiency and increasing customer satisfaction. The enterprise ITSM software can easily accommodate your company's unique requirements and workflows. It doesn't burden your team's activities with redundant processes and interfere with your current investments or policies.

DevOps and Agile Enablements
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Decreased Process Re-engineering

Instead of having to reinvest in developing standard operating procedures SOPs for a service desk proficient in general IT services but NOT the company's industry, buyer firms can benefit from pre-configured best-practice processes delivered via the ITSM software configurable SLAs – resulting in significantly reduced implementation time and costs.

DevOps and Agile Enablements with ServiceNow

Less Maintenance & Support

Buyer firms can expect more space for growth if resources can be freed up for new projects due to consistent industry practices provided by ServiceNow ITSM, as opposed to training teams on new functionalities as systems get updated.

The buyer firm's requirements are typically better identified via customization of data fields, views, and process flows. This enables the development team to automate these processes instead of having to re-configure these elements every time updates are made available by the enterprise ITSM & ITOM platform provider via updates/patches/service packs.

DevOps and Agile Enablements
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Increase Operational Efficiency

As organizations realize value increases through greater operational efficiency with the cloud enterprise IT management tool, they will gradually scale their resources accordingly. Thus, incremental enterprise SaaS metrics can vary significantly from company to company due to these unique considerations between buyer companies within an industry segment.

With ServiceNow, you're able to monitor your systems more closely and catch problems before they arise. Chaos will no longer reign! CIOs have seen extreme benefits in the form of 66% fewer incidents impacting P1 or P2 customers and hundreds of hours gained (time savings for our IT staff). Additionally, it has been amazingly accurate about reporting roadblocks that could have otherwise gone unnoticed in time.

DevOps and Agile Enablements
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Decrease Risk & Justification Time

Buyer organizations leveraging the industry-deployable software for service operations management find justification workload and risk mitigation easier. Results are achieved immediately upon deployment. Both cost reductions associated with increased operational efficiency and increased customer satisfaction provide better ROI.

Improved Productivity & Consolidated Processes

By automating workflows, ServiceNow eliminates interruptions and wait times.

You get improved capabilities for centralizing knowledge, innovating, and sharing knowledge. The organization's IT department can use this tool to share best practices from project management, network management, and security professionals across the company.

These practices include collaboration modules that allow multiple people to work on documents together, service blueprints that illustrate the step-by-step process of a successful project.

You can consolidate and streamline vast processes.

Analytics also provide actionable insights into what's working, where bottlenecks are occurring, and how many hours are dedicated to different work categories, allowing you to weed out redundant processes.

DevOps and Agile Enablements with ServiceNow

Agile Configurations

ServiceNow delivers deployment options in all industries that provide agility without impacting service quality or adding extra expenses, despite being so complex on paper. An ITSM methodology trained organization is more likely to optimize value given how the platform delivers pre-configured dynamic service dashboard views instead of initial static configurations during implementation phases.

DevOps and Agile Enablements with ServiceNow

Better Quality Service

The ServiceNow Enterprise DevOps platform delivers better quality service. The solution is designed to make it easier for organizations to build, deploy, and manage their applications while improving providing better quality service.

ServiceNow's Enterprise DevOps platform is built on its core operational IT service management platform. It has a comprehensive set of capabilities that enable organizations to deliver better quality service faster.



DevOps and Agile Enablements
with ServiceNow



Configuration Automation

Buyer organizations are guaranteed application performance management (APM) and monitoring capabilities designed to enable application support teams to collaborate with development teams to rapidly remediate problems in production code at the exact moment they occur.

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In a nutshell

The best ITSM and enterprise DevOps platform and a Microsoft Gold Partner, ServiceNow, is a globally leading provider of Cloud IT management solutions provider.

The solution can be used to automate operations and events within IT infrastructure and systems, allowing you and your clients to be more innovative, cost-effective, and productive.

About Cloudify

Founded in 2016, Cloudify is an open-source DevOps automation platform delivering an 'Environment as a Service' technology that packages infrastructure, technologies, and existing automation tools into certified blueprints.

Cloudify is designed to manage heterogeneous cloud environments at scale, and to bridge the gap between DevOps and IT Service Management processes. Visit cloudify.co to learn more.

