



servicenow

Operationalizing the ITOM Roadmap

4/21/17

Expertise

ConfigureTek is a full-service technology provider empowering IT Operations organizations with the efficiency, stability, and top performance in the delivery of business services in **weeks** instead of years.



CMDB Population



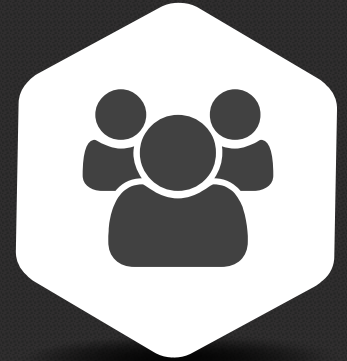
Service Mapping



Asset Management



Event Management



Service Management

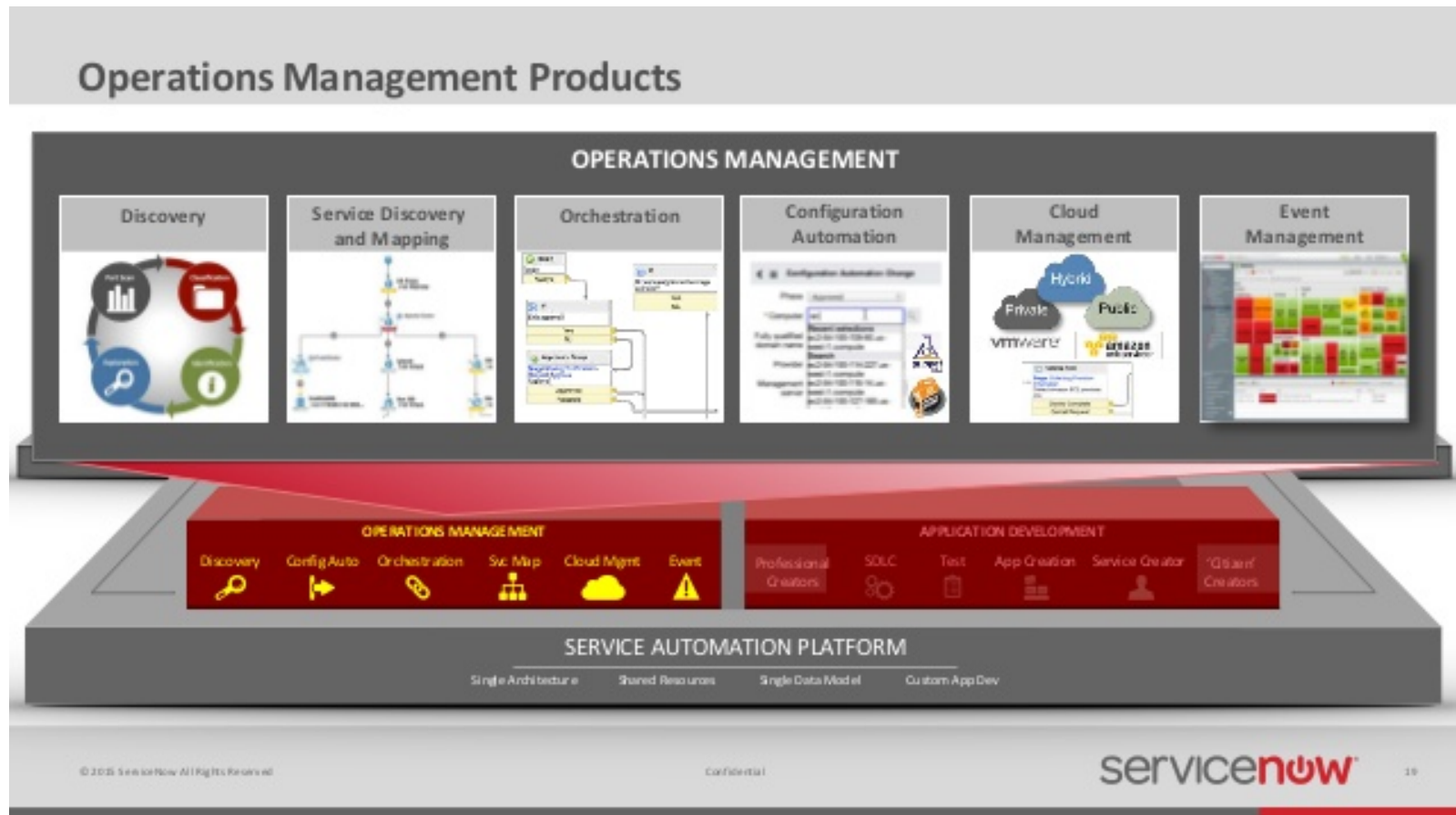
Implementations, QuickStarts, Assessments, Staffing

Agenda



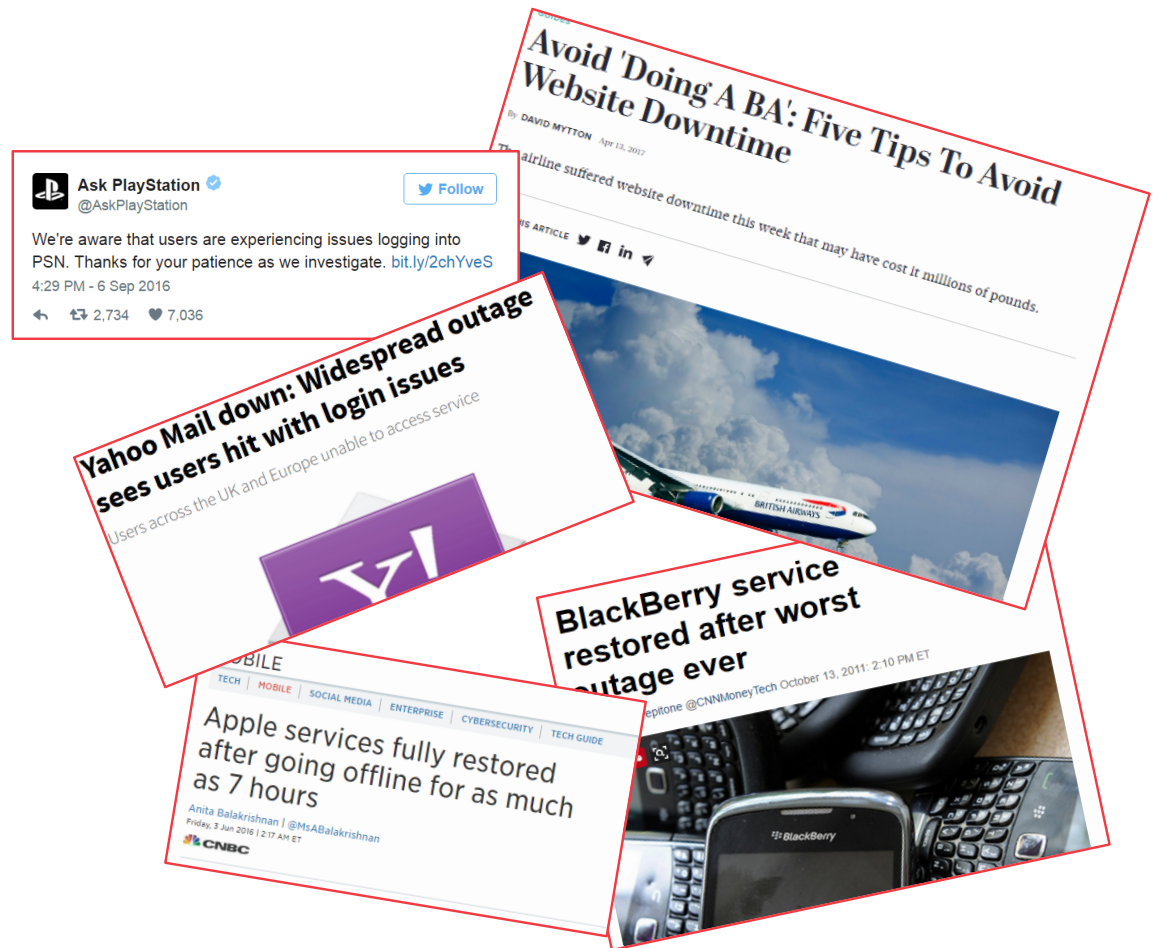
- Introductions
- Importance of ITOM Strategy
- Building a Service-Aware Foundation
- ITOM Implementation and Roadmap
- Live Demo
- Informed Event Management
- Proactive Processes to drive Results

IT Operations Management Suite



Who cares about ITOM?

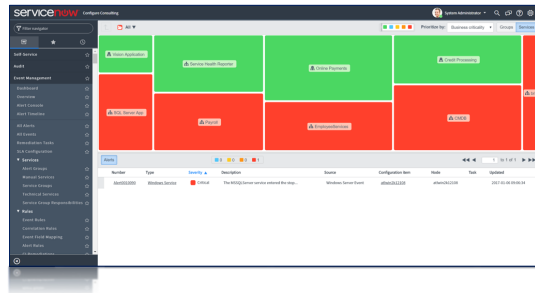
- Effective IT Operations Management is critical to business service delivery
- Inefficiencies and can be costly, disruptive and damaging
- Instability affects IT, business services, executives, customers and shareholders alike



The ITOM Framework

Capabilities for ensuring that enterprise infrastructure and applications are optimized and always available to the business.

➤ REACTIVE



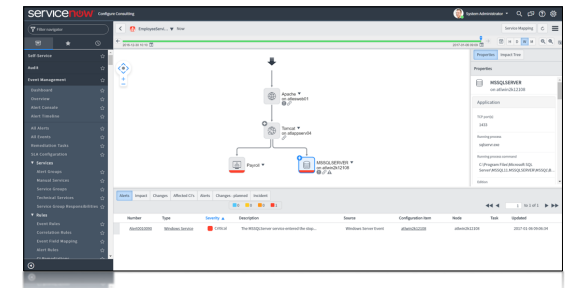
- ✓ Consolidated events dashboard
- ✓ Event sources integrated
- ✓ Automatic alert & incident creation
- ✓ Rapid triage
- ✓ Remediation

➤ FOUNDATION

Name	Address	Manufacturer	Operating System	OS Version	Description	Class	Created By	Last Modified
win-gp01d0g01	10.10.10.10	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g02	10.10.10.11	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g03	10.10.10.12	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g04	10.10.10.13	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g05	10.10.10.14	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g06	10.10.10.15	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g07	10.10.10.16	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g08	10.10.10.17	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g09	10.10.10.18	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10
win-gp01d0g10	10.10.10.19	Microsoft	Windows 2012	6.0.6002	Enterprise Server	Server	admin	2012-04-12 10:10:10

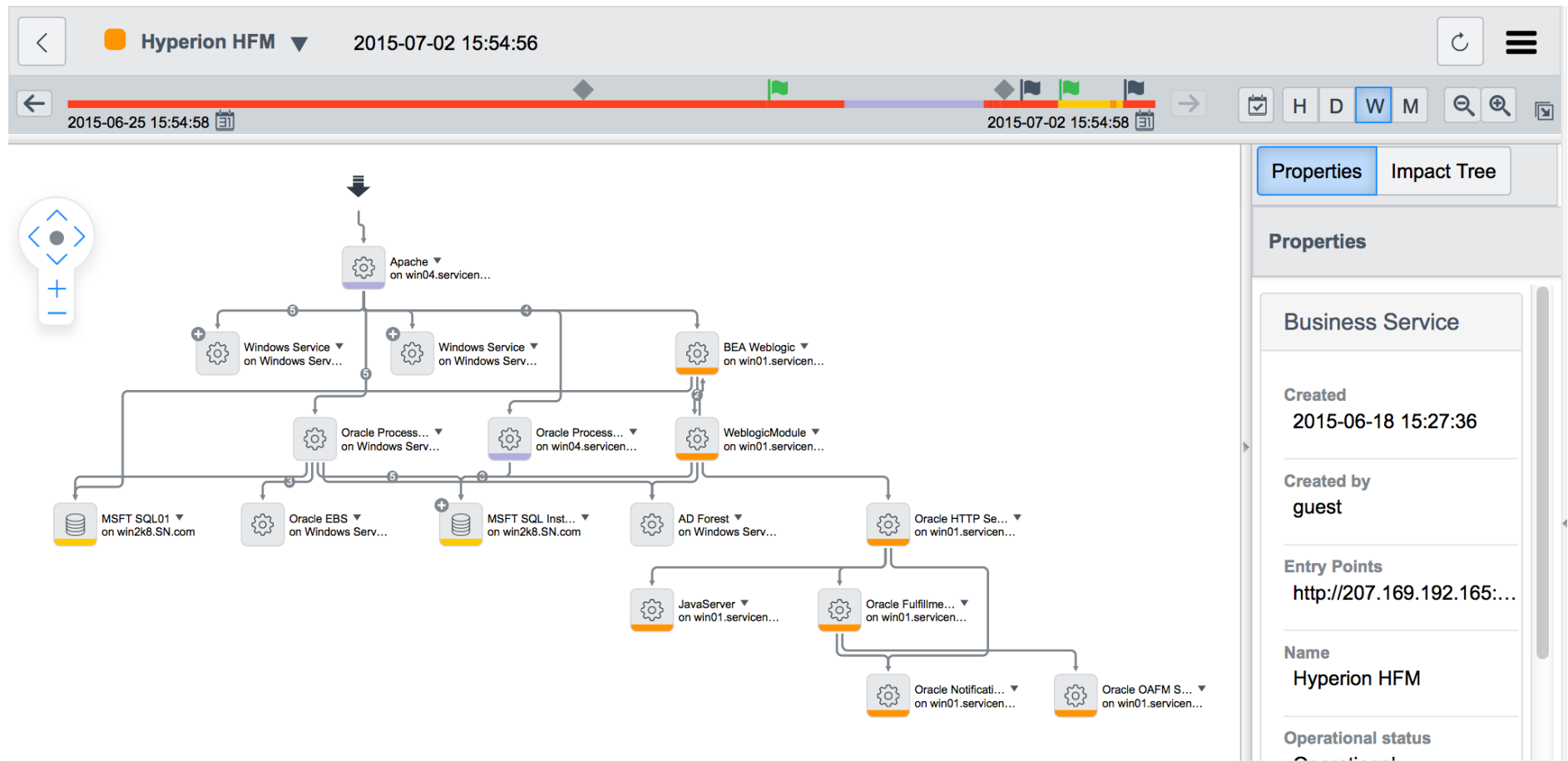
- ✓ Service Mapping targeted discovery
- ✓ Automated Horizontal Discovery
- ✓ Automatic inventory & Asset Management
- ✓ Infrastructure reporting
- ✓ Business & technology services reporting

➤ PROACTIVE



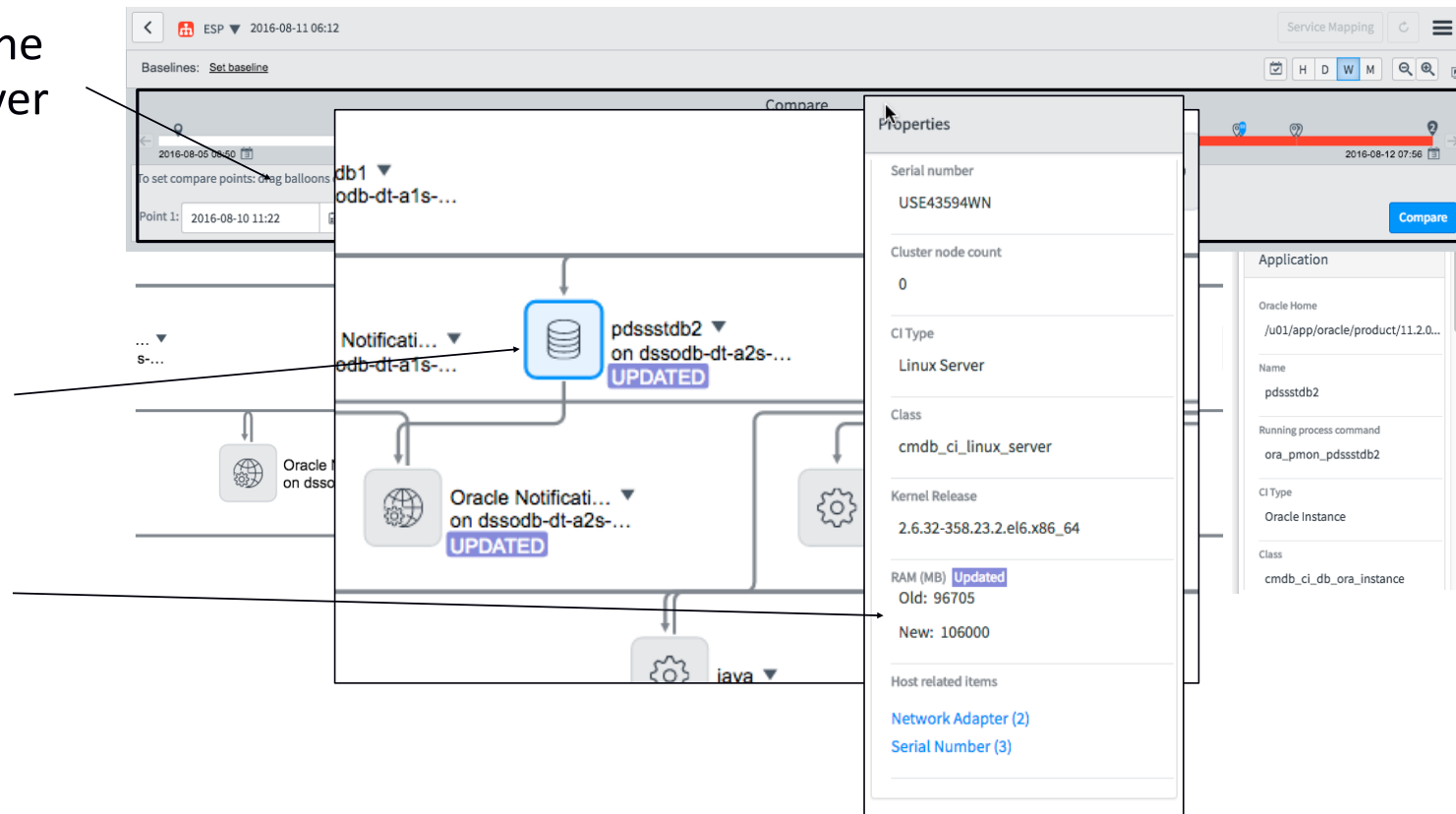
- ✓ Change Planning
- ✓ Predictive Impact Analysis
- ✓ Unplanned change tracking
- ✓ Change in context of Service Maps
- ✓ Post-Implementation Analysis

Building a Service-Aware Foundation



Building a Service-Aware Foundation

- Compare state of the Business Service over time
- Identify which CI's has changed
- Specific details of CI changes (example data)



Building a Service-Aware Foundation

HIGH IMPACT USE CASES

Event Management

- Rationalizing alerts based on business impact
- Root cause analysis
- Automated response framework
- Automated triage

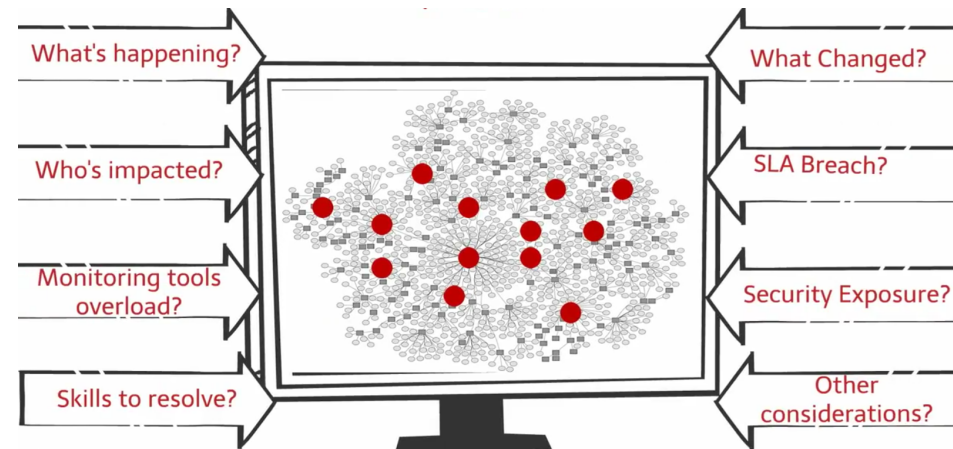
Data Center Management

- Server optimization
- Inventory and asset lifecycle
- Disaster Recovery Validation

Proactive Processes

- Rationalizing unplanned changes
- Applying compliance thresholds to critical apps
- Object risk assessments
- Compliance Reporting

When a system failure occurs, alerting systems turn red and suddenly everyone starts asking lots of questions...



Top reasons for failure

Inaccurate Data in the CMDB

- Duplicate Configuration Items
- Stale Configuration Items

Lack of Business Focus

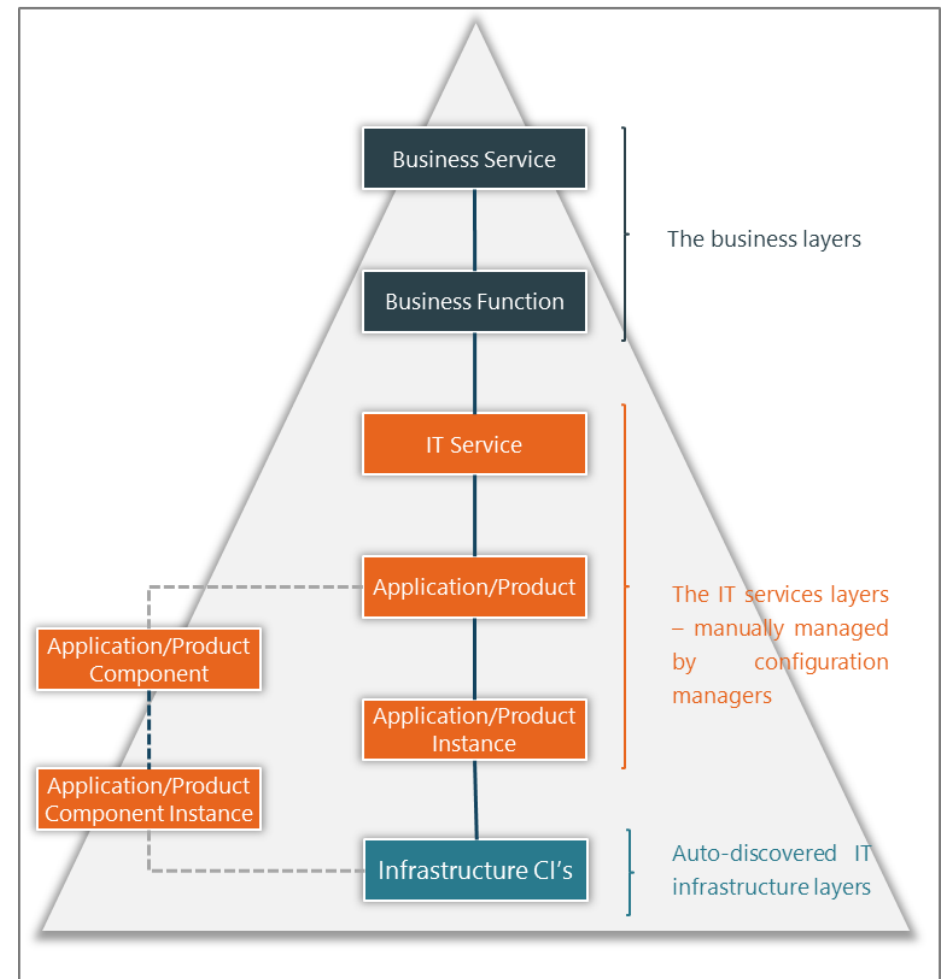
- Lack of Clear Config Management Plan
- CMDB not aligned with Business Goals

Poor Automation Approach

- “Discover everything that is out there”
- Technology focus instead of Business Value
- Integrations are too complex
- Resources applied with little value gained
- “Waiting for perfection”

Poor CMDB Implementation Strategy

- Untrusted Data
- Ineffective staffing strategy
- Insufficient Management Commitment



Building a Service-Aware Foundation



Workflow Automation

Task automation to progress through the lifecycle



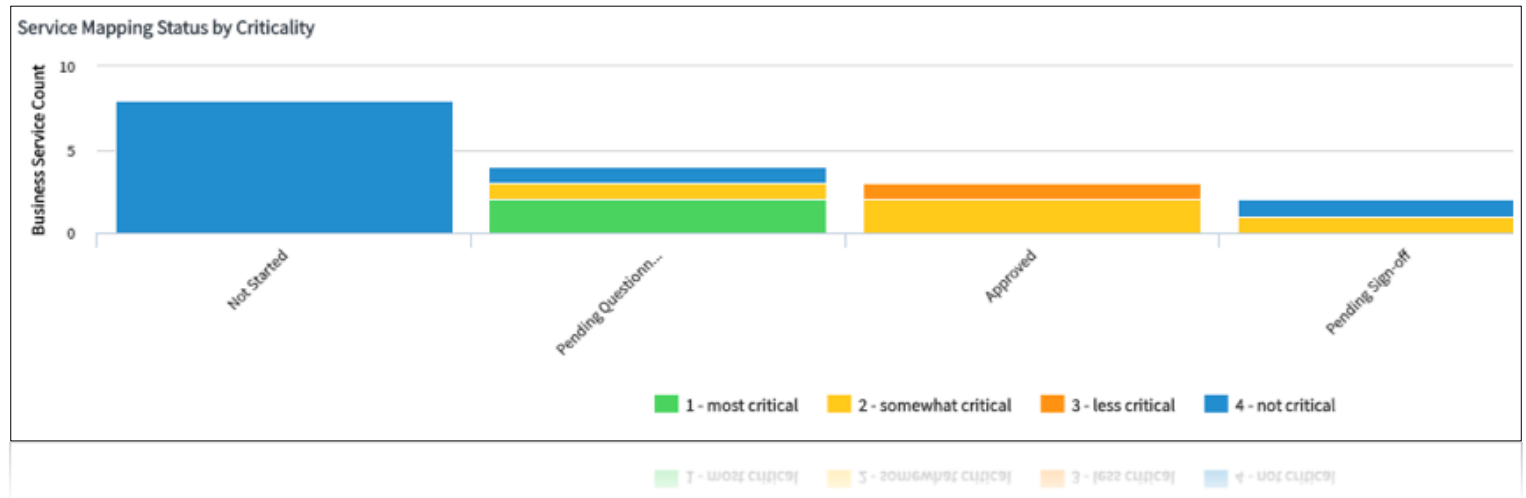
Bottleneck Resolution

Automated bottleneck resolution and escalation algorithm



Task Assignment

Automatic task assignment to SMEs and app owners



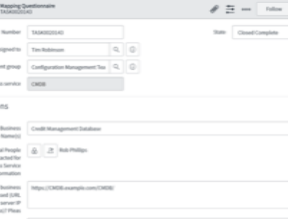
Lifecycle

Service Mapping lifecycle tracking, a proven and repeatable methodology for tracking your organization's service mapping lifecycle.

	Home	View map	Service Mapping Lifecycle	Business criticality	Down by
	TCale	Search	Search	Search	Search
0	DRR	View map	Not Started	4 - not critical	Abel Taine
0	CR	View map	Pending Sign-off	4 - not critical	Erin Leal
0	CMR	View map	Pending Questionnaire	1 - most critical	Tim Robinson
0	Empowerment	View map	Mapping in Progress	3 - less critical	Erin Leal
0	CMR	View map	Retired	3 - less critical	Timothy Jankel
0	Elements	View map	Pending Questionnaire	1 - most critical	Timothy Jankel
0	Panel	View map	Mapping in Progress	2 - somewhat critical	Tim Robinson
0	SPC/CR	View map	Pending Questionnaire	4 - not critical	Timothy Jankel
0	ServiceHealth Reporter	View map	Pending Questionnaire	2 - somewhat critical	Abel Taine

Questionnaire

Automated SME questionnaire distribution, pre-created in-tool questionnaires enabling your service and app mapping project.



The screenshot displays the 'Mapping Questionnaires' interface within the SAP SuccessFactors system. The top navigation bar includes the SAP logo, the page title 'Mapping Questionnaires (1/1/2018/US)', and user controls for profile, email, and a 'Logout' button. The main content area is divided into a left sidebar and a central workspace. The sidebar contains a 'Questions' section with a search bar and a list of questionnaire categories: 'Business Services', 'Additional Services', 'Additional Products', 'Contact for the Business Partner Information', 'How to use the Business Partner Information', and 'Are the end users external or internal?'. The central workspace shows the 'Business Services' category selected, displaying a list of questionnaires. The first entry is 'Credit Management Database', which is highlighted. Below it, the 'Additional Products' category is partially visible, showing a questionnaire titled 'Risk Profile'. The 'Credit Management Database' entry includes a search icon, a 'Go to' button, and a 'Cleaned Complete' button. The 'Risk Profile' entry includes a search icon, a 'Go to' button, and a 'Cleaned Complete' button. The 'Are the end users external or internal?' entry includes a search icon, a 'Go to' button, and a 'Cleaned Complete' button.

Attestation

Attestation execution,
pre-configured SME validation
and verification workflow for
service mapping projects.

```
graph LR; Script[Script  
Attestation Data on  
Service  
Always] --> Approval[Approval Management  
Configuration Management  
Team Approval that Data is  
Correct Before it Goes to  
Business Owner  
Approved  
Rejected]; Approval --> Workflow[Workflow  
Approval Workflow w  
Escalations  
Always]; Workflow --> Notification[Notification  
Notify Configuration  
Management team of  
Reviewed Attestation  
Always];
```

The diagram illustrates the Attestation workflow, which is a pre-configured SME validation and verification workflow for service mapping projects. The workflow consists of the following steps:

- Script**: The process begins with the Script, which provides Attestation Data on Service. This step is labeled "Always".
- Approval Management**: The data is then sent to the Approval Management team. This step involves Configuration Management and requires Team Approval that the Data is Correct Before it Goes to Business Owner. The outcome can be either "Approved" or "Rejected".
- Workflow**: If the data is approved, it moves to the Workflow stage. This step involves Approval Workflow with Escalations and is labeled "Always".
- Notification**: Finally, the Configuration Management team is notified of the Reviewed Attestation. This step is also labeled "Always".

[illegible]

Dashboard

Premium dashboards, track and visualize your organization's service mapping progress.

The screenshot displays a dashboard with two main charts. The top chart, 'Service Mapping Status by Criticality', is a horizontal stacked bar chart showing the distribution of service mapping status across different criticality levels. The y-axis is 'Business Services Count' (0 to 100) and the x-axis is 'Service Mapping Status'. The legend indicates: 0 - non-critical (green), 1 - non-critical (yellow), 2 - non-critical (orange), and 3 - non-critical (blue). The bottom chart, 'Business Services Pending Dependencies Completion', is a horizontal bar chart showing the completion status of pending dependencies for various business services. The y-axis is 'Business Services Count' (0 to 10) and the x-axis is 'Business Services Pending Dependencies Completion'. The legend indicates: 0 - non-critical (green), 1 - non-critical (yellow), and 2 - non-critical (blue). The chart shows that 'Travel Tools' and 'Mail Tools' are 0 - non-critical, while 'Business' is 1 - non-critical.

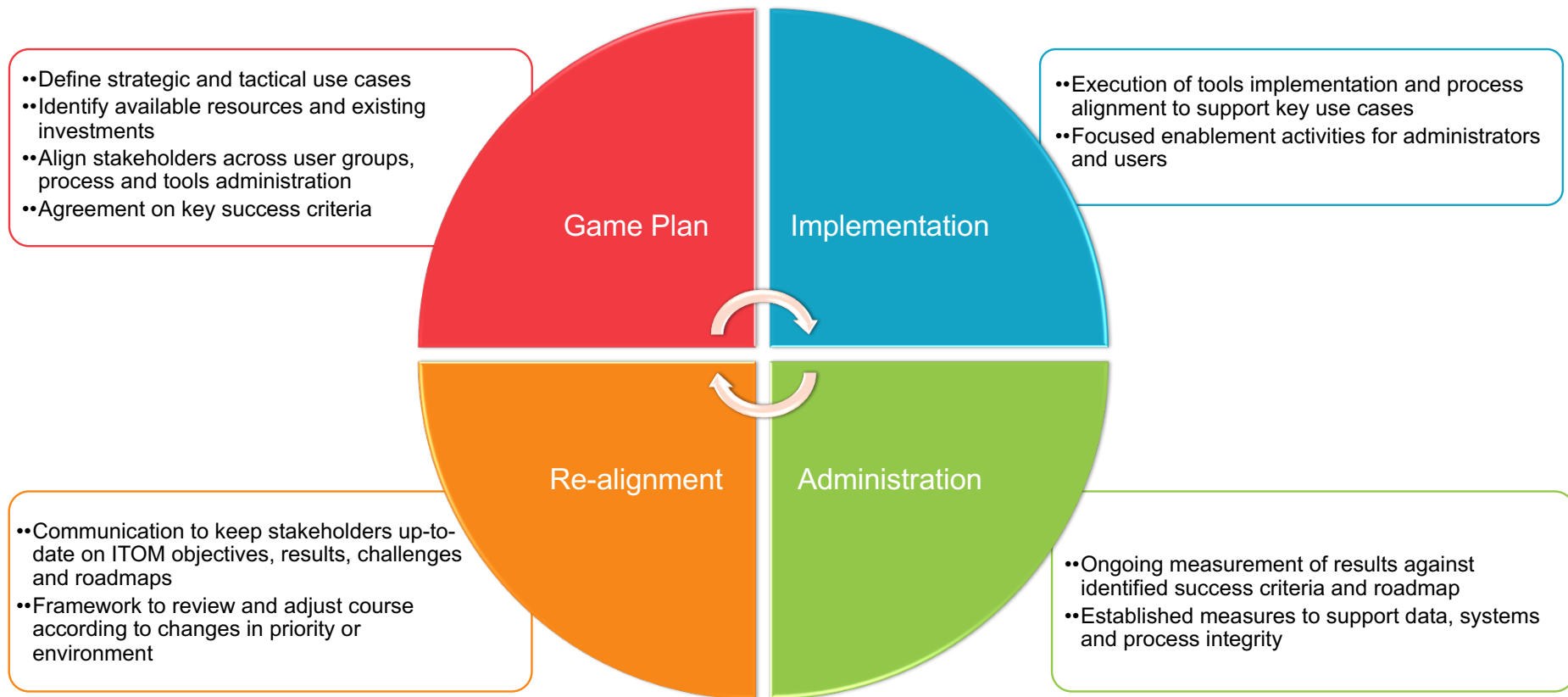
Reporting

Real-time reports, track and visualize completed and pending attestation to accelerate service mapping.

How to get started?



How to get started?



ITOM Maturity Model

Establishing a CMDB

- Horizontal discovery
- Integration with key MDRs
- **Service Mapping Factory**
- CMS Planning (including CMDB)
 - Based on use cases
 - Automatic Population
 - Reconciliation
 - Verification & Audit
 - CMDB Governance

ITOM Maturity Model

Extending the data model

Establishing a CMDB



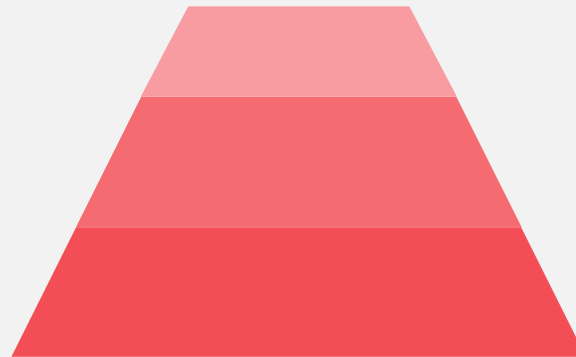
- Data Model Enrichment
- Adding business context
- Compliance, location, data center, criticality, etc.
- Dashboards, reports and workflows to promote visibility and user enablement

ITOM Maturity Model

Process Integration

Extending the data model

Establishing a CMDB



- Process and tools integration to support event management
- Consolidate monitoring sources
- Root cause analysis and response framework

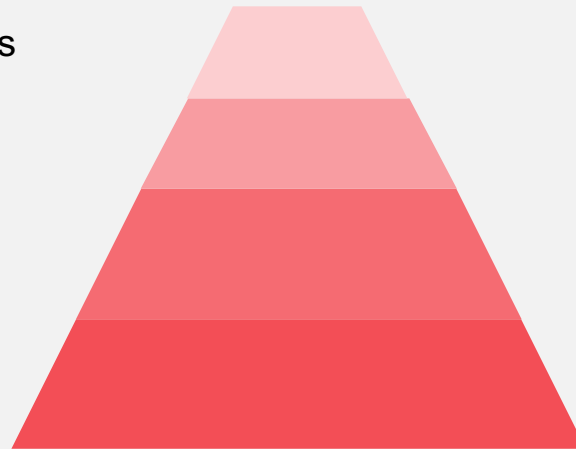
ITOM Maturity Model

Tracking against standards

Process Integration

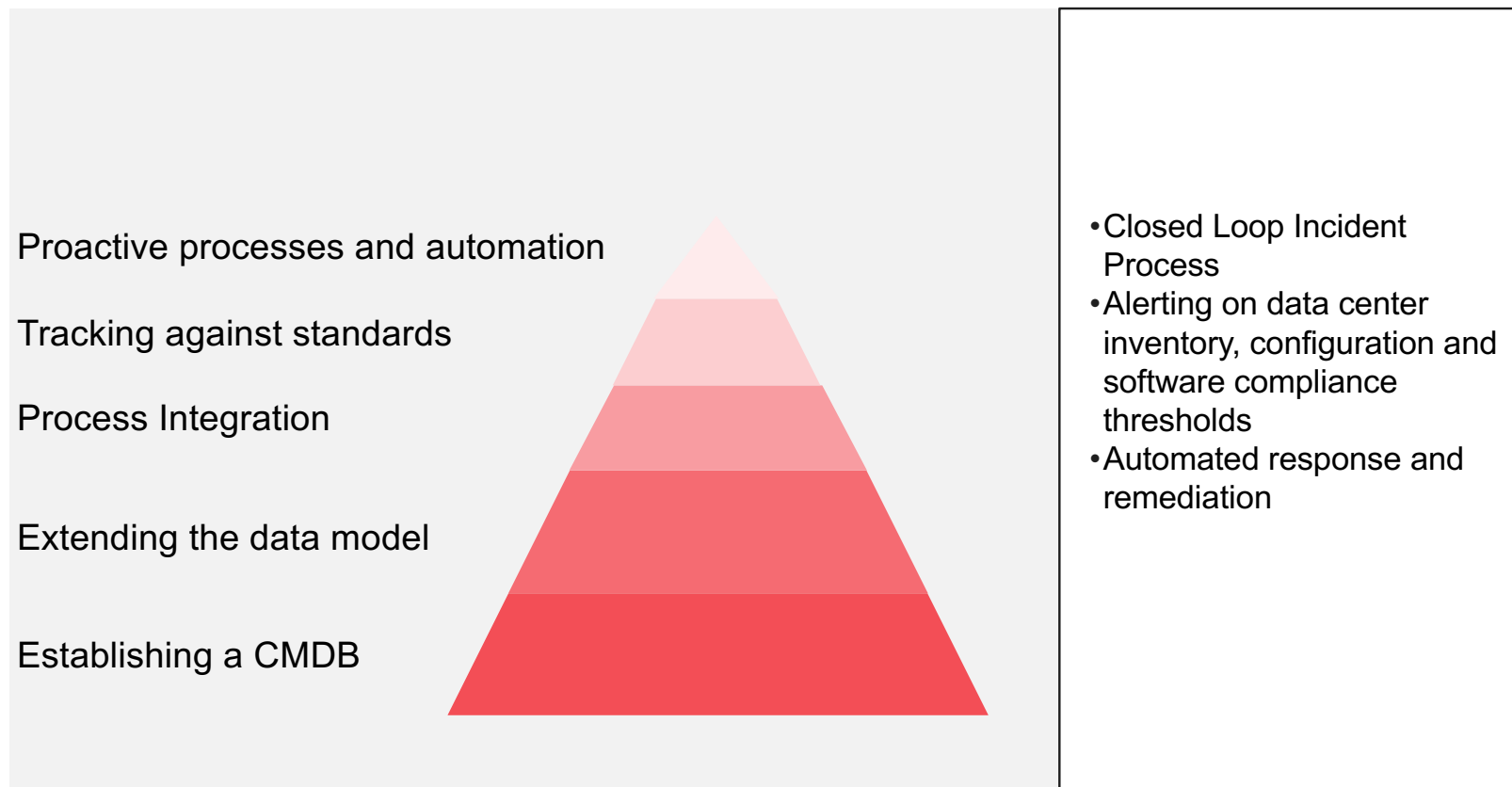
Extending the data model

Establishing a CMDB



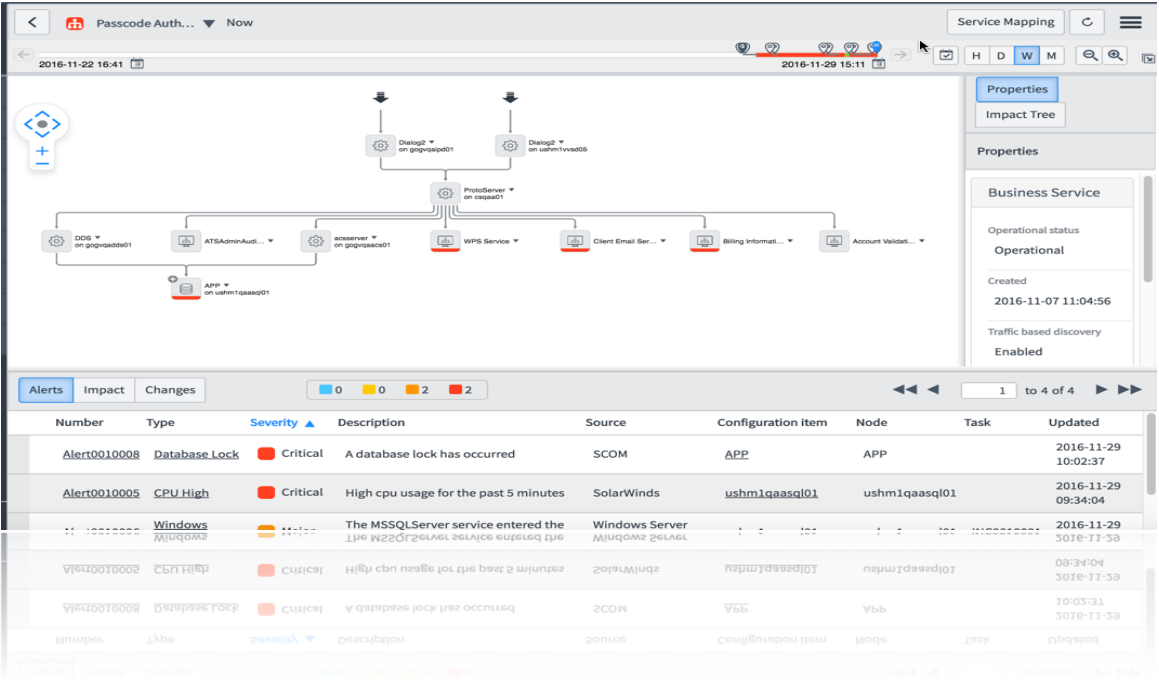
- Unplanned change detection
- Deviation from configuration standards
- Software compliance risks

ITOM Maturity Model



Demo Outline

- 01 > REACTIVE
- 02 > FOUNDATION
- 03 > PROACTIVE



Informed Event Management - React

Here's how ITOM helps you **REACT**

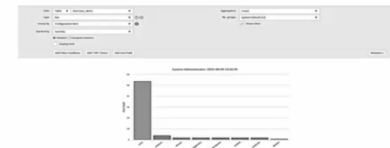
- Consolidating event sources
- Aligning events to our service-aware foundation
- Impact, dependency and root cause analysis
- Reliable notification and triage workflows
- Automated remediation



IMPACT CALCULATION



ROOT CAUSE ANALYSIS



REPORTS



PRIORITIZATION



AUTO REMEDIATION CAPABILITIES



BUSINESS SERVICE AWARE EVENT CORRELATION

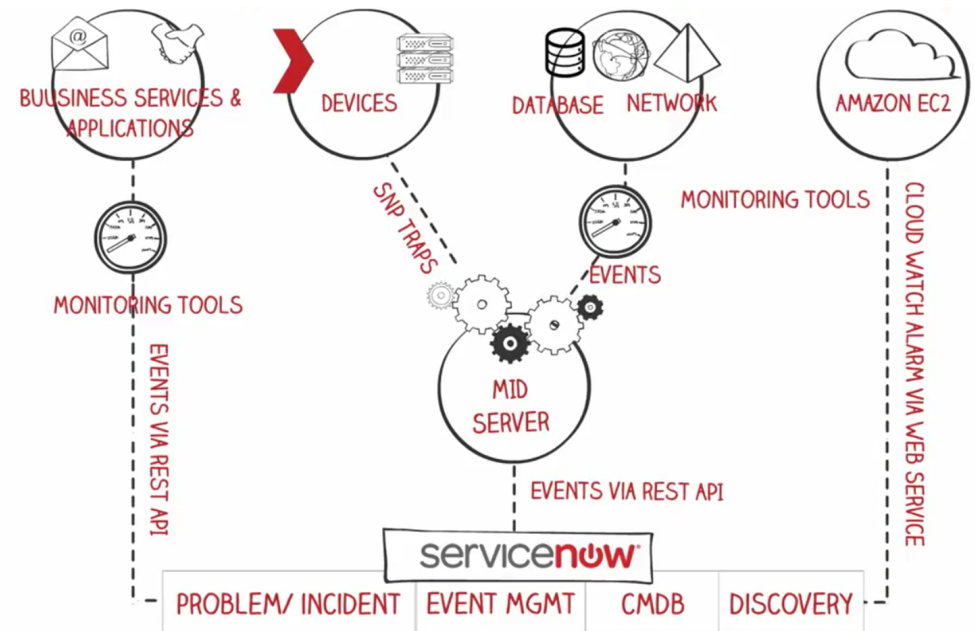


VISUALIZATION OF EVENT STATUS ON BUSINESS SERVICES

Informed Event Management - React

Here's how ITOM helps you **REACT**

- Consolidating event sources
- Aligning events to our service-aware foundation
- Impact, dependency and root cause analysis
- Reliable notification and triage workflows
- Automated remediation



Getting Proactive!

Use ITOM to avoid poorly planned changes causing IT Incidents

- ✓ Unplanned change detection
- ✓ Impact analysis and dependency
- ✓ Collision detection
- ✓ Objective risk questionnaires

The screenshot shows a Change Request (CHG0030006) interface. The 'Impacted Services/Cts (5)' tab is selected, displaying a table of affected services and their criticality. The table has columns for Business Service, Business criticality, Managed by, Owned by, Approval group, Location, Operational status, and Manually added. The services listed are Billing Information Server, WPS Service, Client Email Server, Passcode Authentication, and database services. The criticality levels are 2 - somewhat critical, 2 - somewhat critical, 2 - somewhat critical, 1 - most critical, and 2 - somewhat critical respectively. The operational status for all services is 'Operational' and the manually added status is 'false'.

Business Service	Business criticality	Managed by	Owned by	Approval group	Location	Operational status	Manually added
Billing Information Server	2 - somewhat critical					Operational	false
WPS Service	2 - somewhat critical					Operational	false
Client Email Server	2 - somewhat critical					Operational	false
Passcode Authentication	1 - most critical					Operational	false
database services	2 - somewhat critical					Operational	false

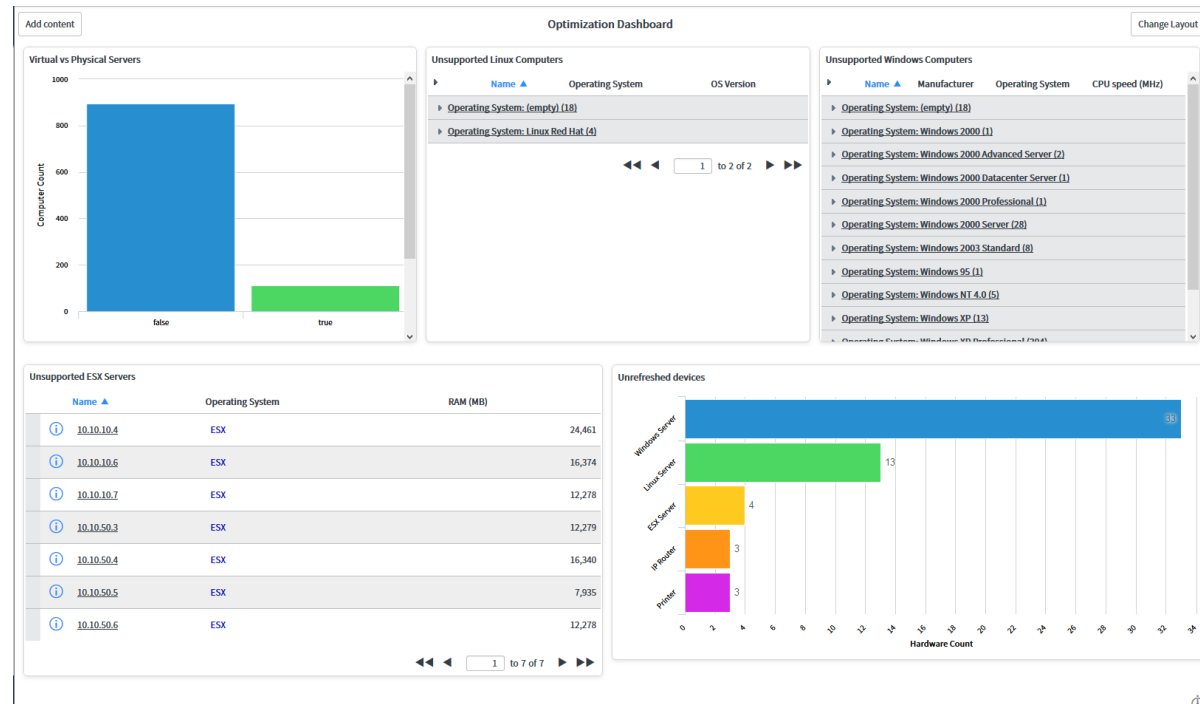
Getting Proactive!

Empowering compliance, security and risk operations

Configuration standards

SOX, PCI, HIPAA, etc.

Automated remediation



Getting Proactive!

Empowering compliance, security and risk operations

The screenshot displays a Change Request (CHG) management system. At the top, a navigation bar includes a 'Change Requests' menu, a 'New' button, and search filters for 'Number' and 'Search'. Below this is a table of change requests. One request, CHG0030005, is highlighted with a red box. A green callout bubble points to this row, containing the text: 'Ability to see which CIs have approved change requests which are planned to happen in the future'.

- Identify "unauthorized" or Unplanned Changes"
- Integration of logged Incidents to CI's

The detailed view of CHG0030005 is shown below the table. It includes fields for Number (CHG0030005), Type (Unplanned), State (New), Category (Other), Configuration Item (APP), Priority (4 - Low), Risk (Moderate), Impact (3 - Low), and Short description (Multiple changes detected - see comments for details). The Description field contains the text: 'Initial change: ServiceWatch detected a topology change outside of a scheduled change: The following field was changed by vinh tran: version is updated to 11.0.0'. A red box highlights the text 'version is updated to 11.0.0' in the description.

At the bottom left, a list of other change requests is visible:

Number	Description
CHG0000033	Upgrade de Postgres SC
CHG0000032	Update loc
CHG0000031	Update ow
CHG0000030	New versio

Let's work together..

SERVICE MAPPING FACTORY™

Build an end-to-end picture of your mission critical business services and their dependencies rapidly. Take advantage of pre-built dashboards and prioritize Issues by Business Impact with a Service-Centric CMDB.

- Service Mapping lifecycle dashboard
- Attestation dashboard
- Service Mapping automated workflows
- 10 Service Maps

Delivered in 5 Weeks

ITOM QUICKSTART™

Accelerate the value of your existing investments! Our solution includes our Service Mapping Factory delivering quick results. React to problems immediately with Event Management and root cause analysis.

- Pre-engagement collateral
- Auto Discovery of 1,000 nodes
- 3 Service Maps
- 3 Event Correlation rules

Delivered in 5 Weeks

PROACTIVE FRAMEWORK™

Leverage discovery and service maps to deliver tangible, measurable value in proactively supporting change, security and compliance teams. Our high-impact solution yields sustainable results with accelerated time to value.

- Unplanned change detection
- Tailored risk questionnaire
- 3 Service Maps
- Compliance and Risk Dashboards

Delivered in 5 Weeks



Questions?



Contact Us Today



Phone

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Email

info@configuretek.com



Schedule a Demo

www.configuretek.com/demo-request