

# Enhanced EPIC Service Management

ServiceNow Service Mapping



# Objectives

- Understanding what is possible
- Level of effort to achieve success
- Operational model
- Future Roadmap

# Understanding what is Possible

## Project Goals & Objectives

### **Reduce Outages**

Become more proactive to prevent outages

### **Improve Recovery Time from Outages**

Identify root cause and resolve more quickly

### **Improve Change Management**

Reduce impact on business services from failed changes

# Understanding what is Possible

## Service Mapping Business Value

### **Quick Insights**

Ability to understand impacted services and root cause faster than ever before.

### **Prevent Disruption in Services**

Change owners have visibility into services and can communicate with service/app owners prior to implementing a change

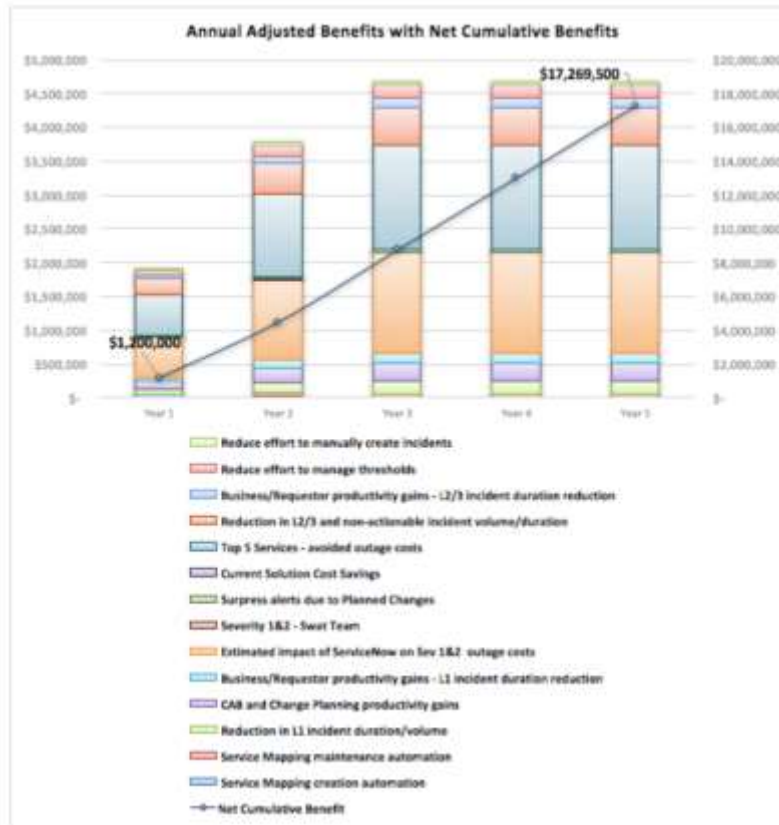
### **Increase ITS Resources Productivity**

Reduced incident volumes as a result of better change planning

### **Cost Savings**

Automated service maps speed time to value by 4X

# Understanding what is Possible Service Mapping Business Value



- **Biggest IT Impact Areas:**

- Reduce L2/L3 Incident duration/volume: \$2.3M
- Reduce time to plan changes: \$1.07M
- Reduce L1 Incident duration/volume: \$823K
- Reduce effort to manage thresholds: \$810K

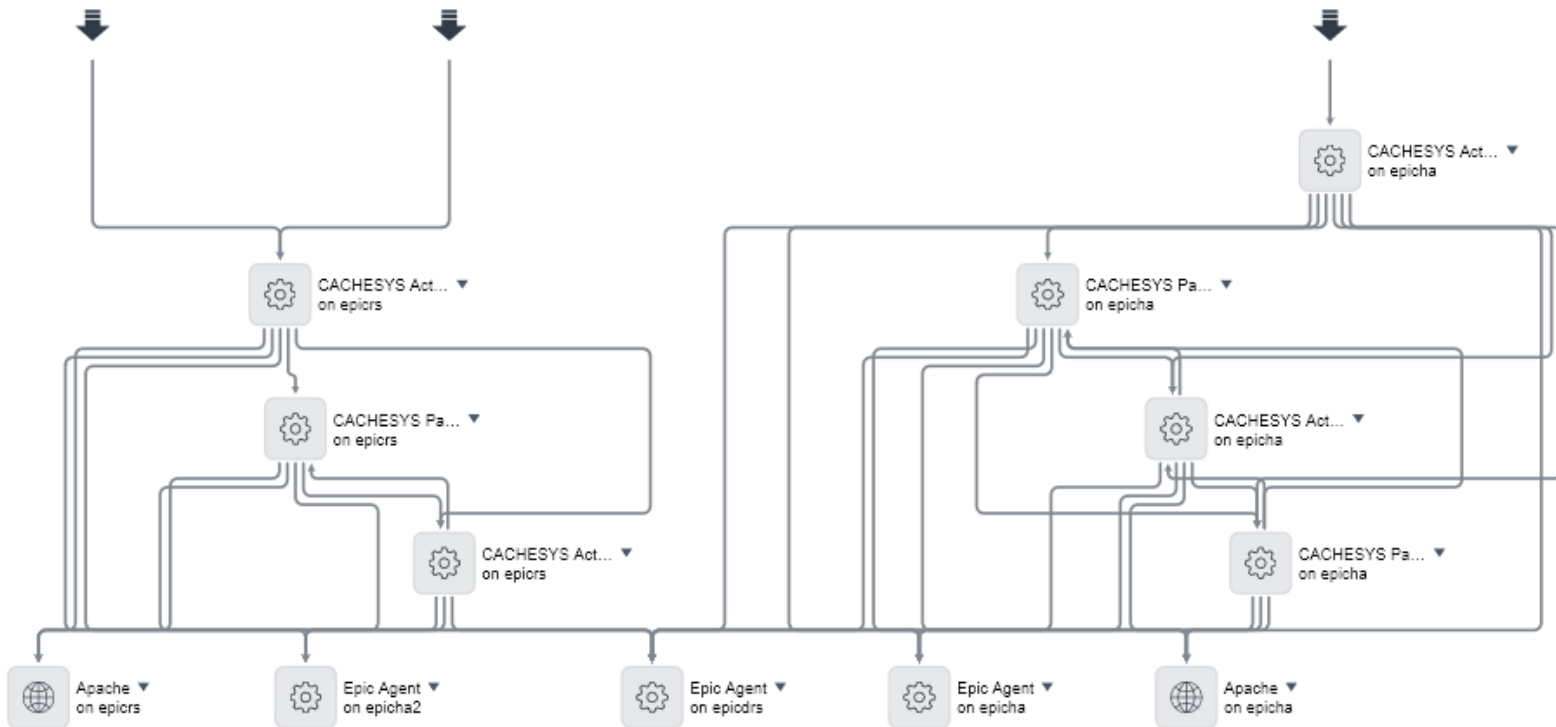
- **Biggest Business Impact Areas:**

- Reduce Sev1/2 Outage costs: \$6.3M
- Reduce Top 5 Service Specific outage costs: \$6.5M

**\$17,269,500 over 5 years**

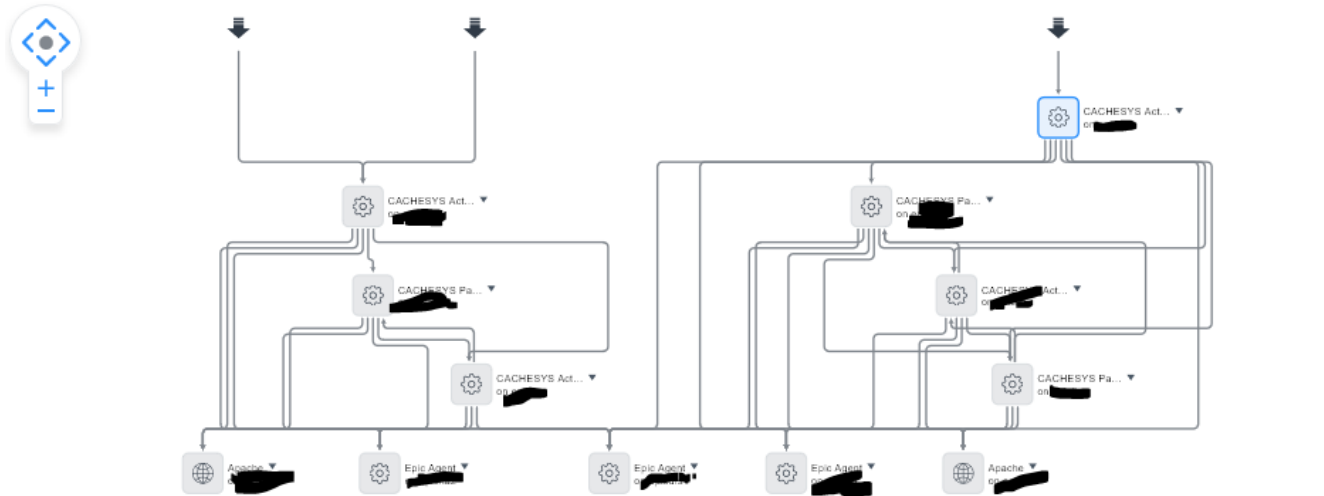
**\$3,453,900 annual savings / 31.39 FTE's**

# Top-down Service Map



# Service Mapping Terminology

- **Entry Point Types** – HTTP, LDAP, JMS, TCP. Etc. The type of communication taking place between applications.
- **Entry Point** - when a user interacts with a business service (URLs, TCP ports, etc.)
- **Connection** - any relationship between Cis - Identifies what it is talking to
- **Pattern** - set of logical steps: identification and connection
- **Business Service** - system that supports customer interaction
- **Business Service Model** - specific set of CMDB entries representing applications, infra, components, etc.



**Properties**

**CACHESYS Act...**

**Application**

TCP port(s)

Running process

cache

Running process command

cache

updated

04-27-2017 09:18:55 AM

Created	Name ▲	Attribute Description
04-27-2017 09:19:04 AM 5d ago	CI Added	CI CACHESYS Active on [redacted] was added
04-27-2017 09:19:05 AM 5d ago	CI Added	Host [redacted] was added



Epic 04-24-2017 02:05 PM

Run discovery Edit

04-02-2017 02:13 AM 05-01-2017 02:46 PM

Changes 1 to 13 of

Created	Name ▲	Attribute Description
04-27-2017 09:19:05 AM 5d ago	CI Added	CI CACHESYS Passive on [redacted] was added
04-27-2017 09:19:04 AM 5d ago	CI Added	CI CACHESYS Passive on [redacted] was added
04-27-2017 09:19:04 AM 5d ago	CI Added	CI CACHESYS Active on [redacted] was added



04-29-2017 07:17 AM

2 changes occurred between 04-29-2017 07:17 AM and 04-29-2017 07:17 AM



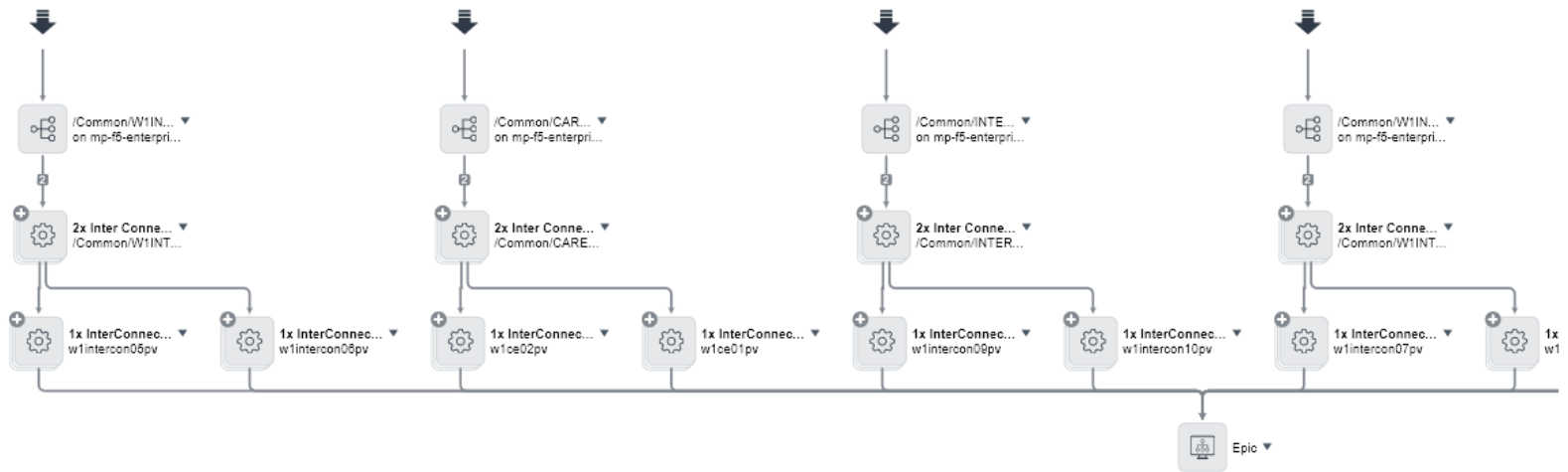
05-01-2017 02:38 PM 

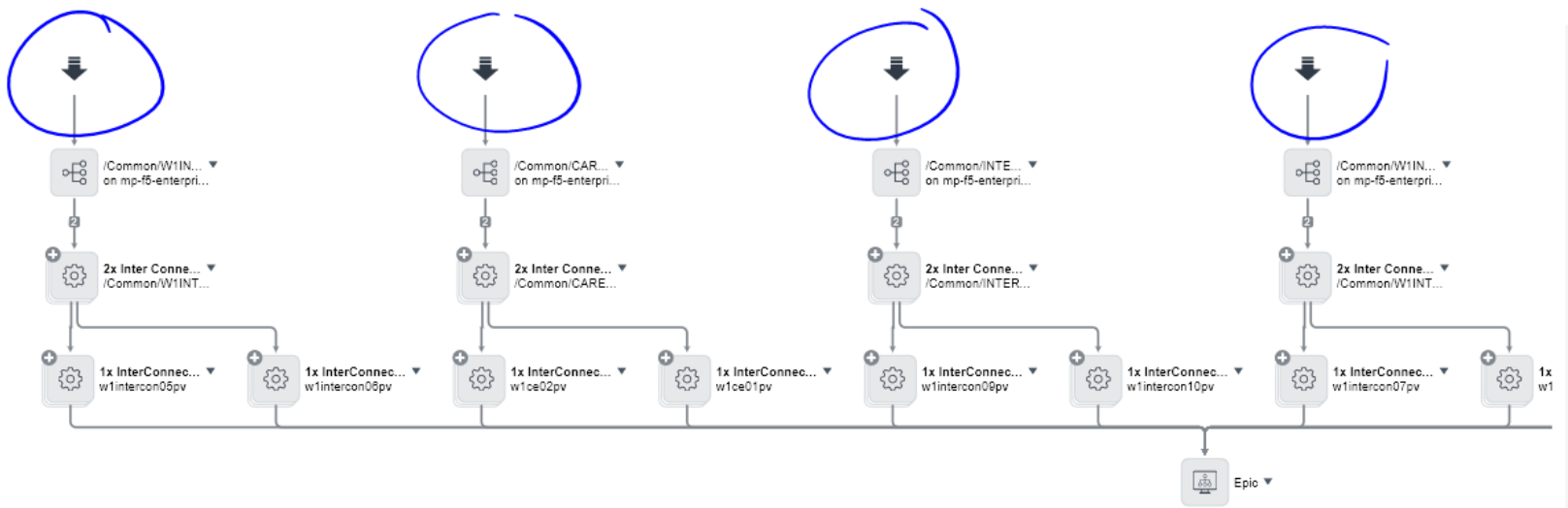
**Properties**

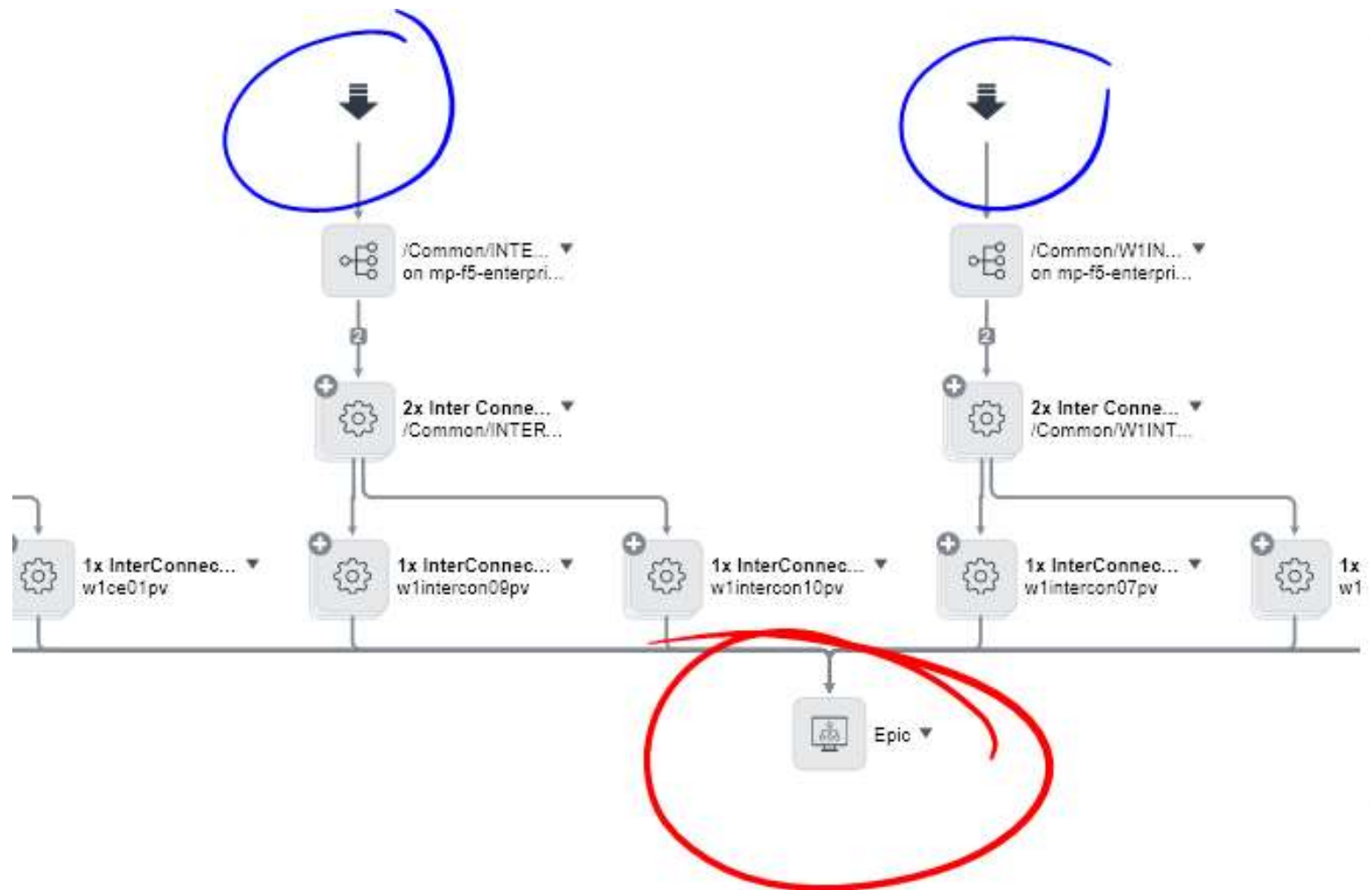


# Interface Engine

Connected to the Epic Business Service

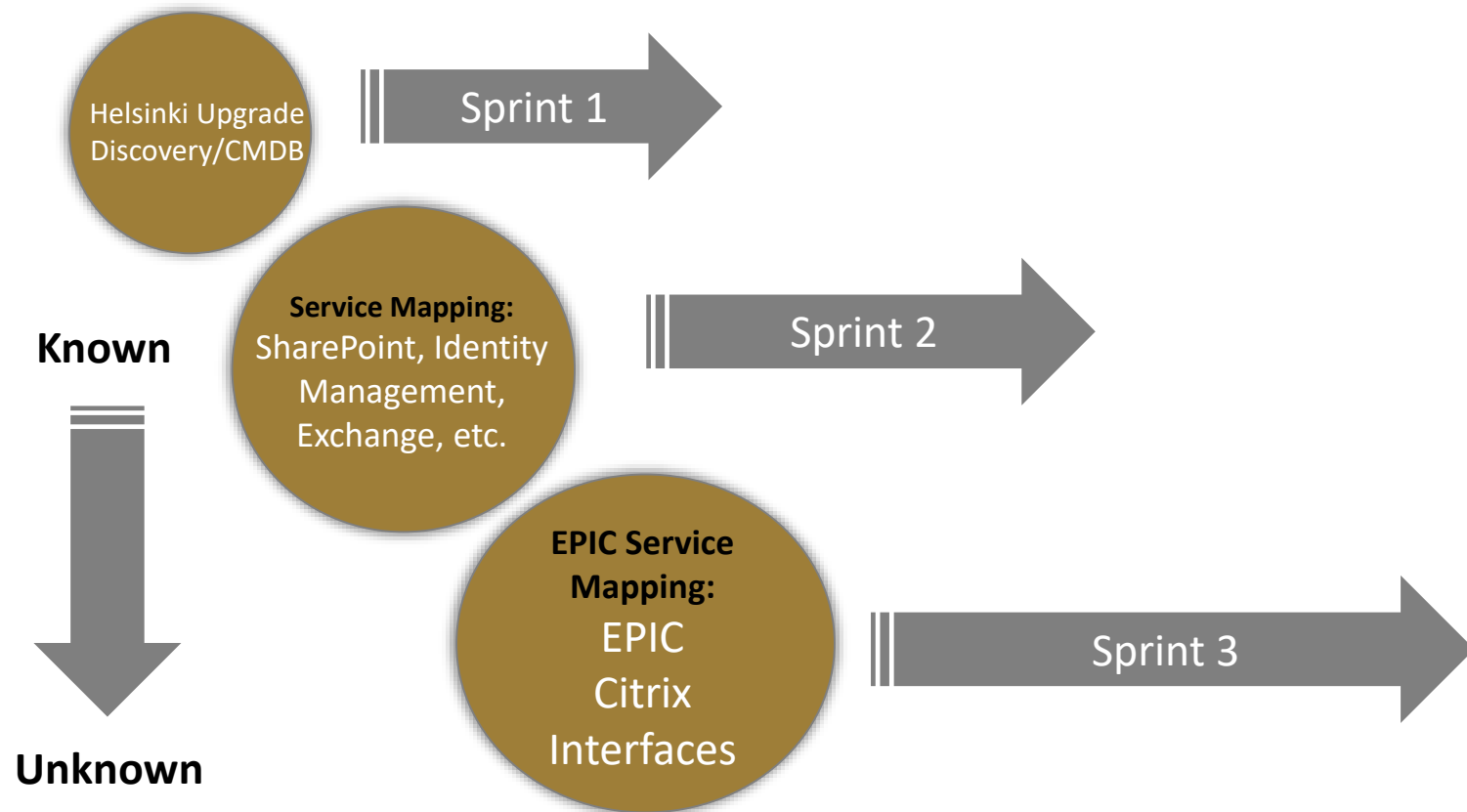






# Level of Effort

## Our Process with ServiceNow PS:



# Level of Effort

Understanding resource involvement for Service Mapping

## **IT Security**

Reviews and approves credentials for each mapped application or service

## **Application Owner(s)**

Provides key mapping data points and system insights, verifies maps are accurate and complete.

## **IT Infrastructure**

Understands connections between hardware components; grants credentials authorized by the security team.

## **ServiceNow Application Team Members**

Coordinates and aligns all involved resources





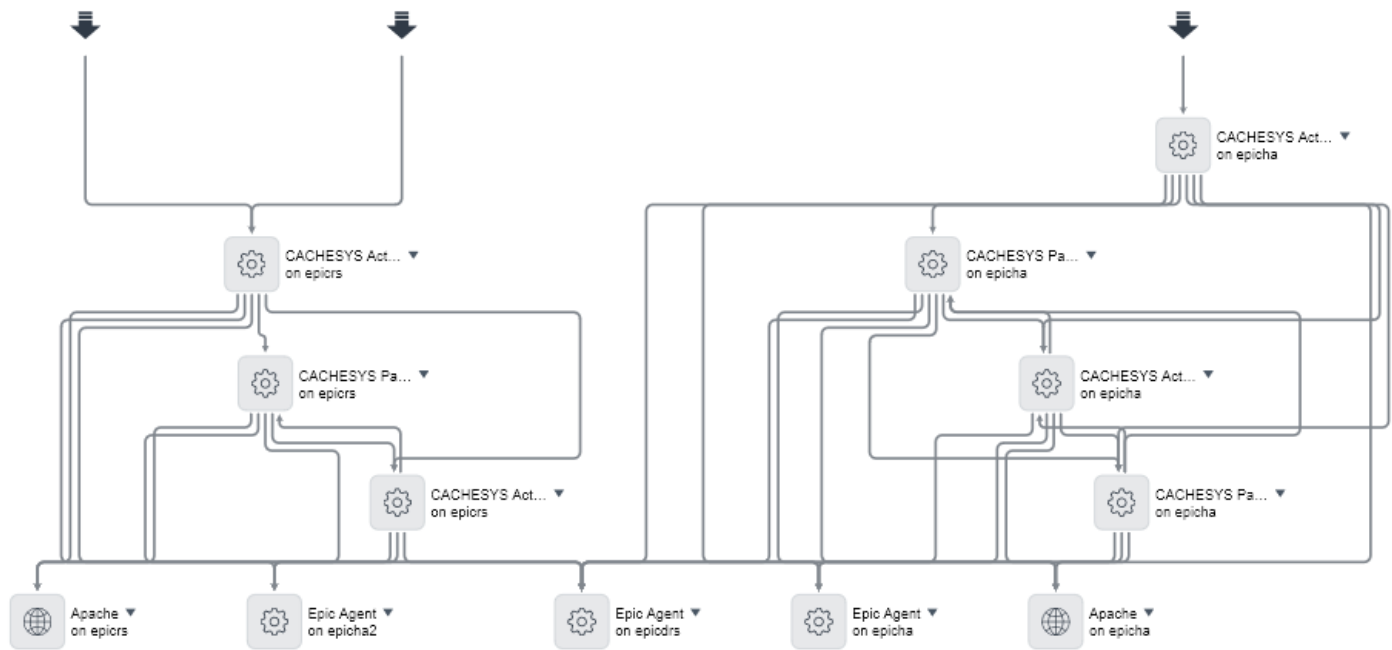


Image Credit: <http://lateralaction.com/managing-creativity/>

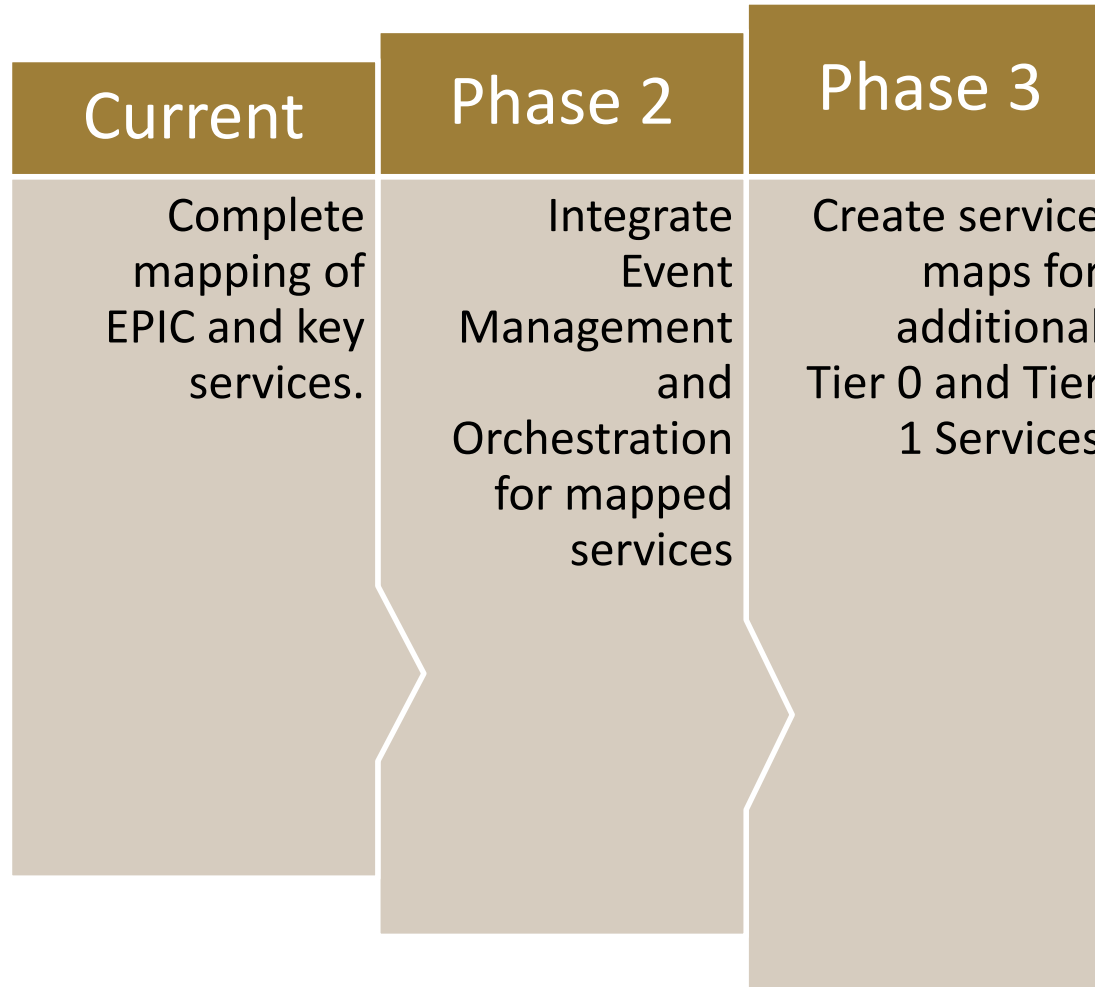
# Operational Model

## **Transition to Service Management Business Team Members**

- Infrastructure business/technical resources
- Has access to other Infrastructure team members
- Defines process around the business service or application lifecycle
- Maintains existing Service Maps
- Creates new Service Maps

# Roadmap

Establish maps for key business services



# Lessons Learned

- Early involvement from ALL team members, not just the executive leadership team!
- Clear communications from the beginning.
- Understand it takes work to get this job done, but it is worth it!