

servicenow

MeriTalk

servicenow federal summit

March 4, 2019 • 8:00 am – 5:00 pm
Marriott Marquis • Washington, D.C.

Digital Transformation

The foundation for consumer-like services

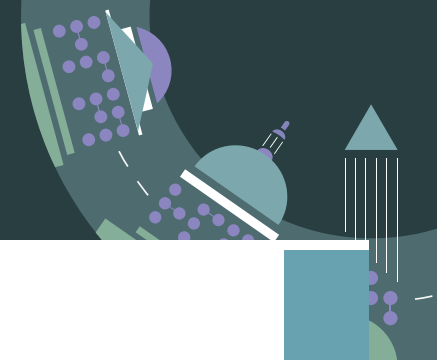




Agenda

- Digital Transformation with ServiceNow
- Unified IT Services with ServiceNow
- Making IT look easy with SolarWinds
- Better together leads to service-aware operations





Name: Tony Funkhouser

Title: Federal IT Advisory Solutions Architect

Company: ServiceNow

servicenow



Name: Omar Rafik

Title: Senior Sales Engineering Manager

Company: SolarWinds

solarwinds



Name: Christian Malone

Title: Federal IT Advisory Solutions Architect

Company: ServiceNow

servicenow

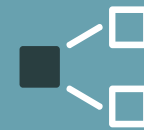
Legacy IT operations models do not support the “Must Have” capabilities required for today’s digital business



Lack insight into
business services
and infrastructure
relations



Manual creation
of performance
benchmarks to
detect issues



Manual correlation
of events to identify
service impact
and root cause



Notification of
outages coming from
the customer



Often siloed
management tools
and dashboards



Manual remediation of
problems, informing
service owners,
and end-users

“Must-Have” capabilities for today’s digital business

Digital business needs

“Must-Have” Capabilities



Business moments

Timely reaction to unexpected, unplanned business events



Situation awareness

Decision makers’ instant business-state understanding



Real-time insights

Real-time, self-service, unconstrained analytics



Stream Analytics

Absorbing large volumes of data “on the move”

Classic “tried-and-tested” IT approaches **won’t work anymore!**

Digital Transformation
The foundation for consumer-like services



Great experiences run on the Now Platform



Your trusted, strategic partner



#1

Forbes' World's Most Innovative Company

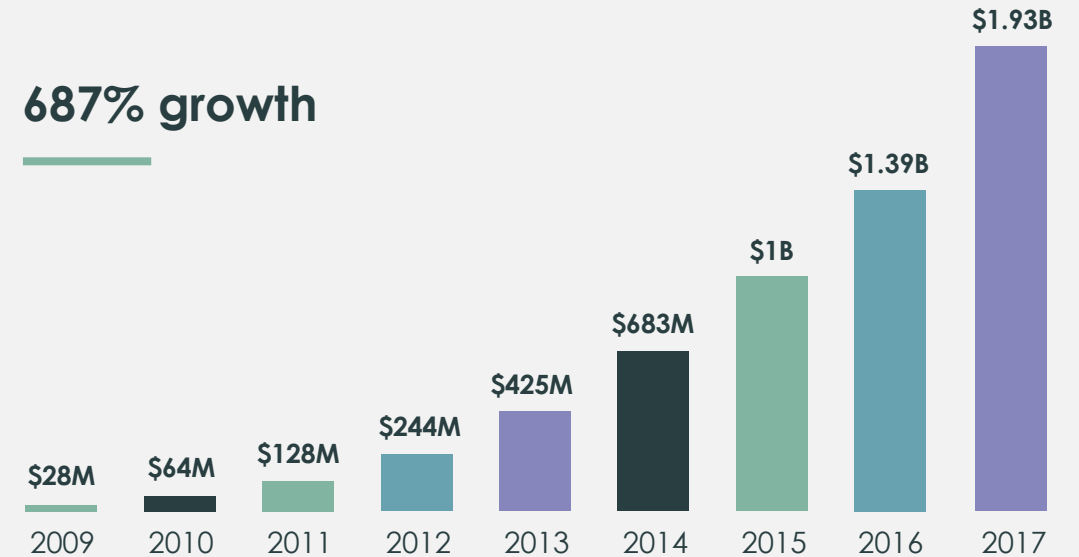


Leadership

Gartner Magic Quadrant for ITSM and IRM

Forrester Wave for SPM and ESM

687% growth



Our customers

46%

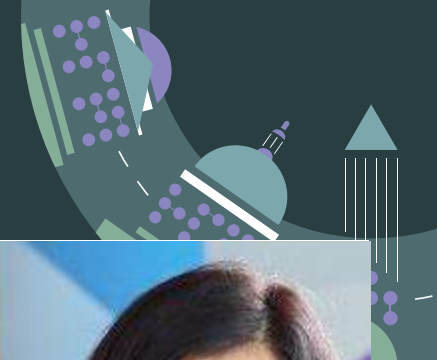
Global 2000

35K

apps built

98%

renewal rate



Your Federal Transformation agenda

VP of IT Initiatives

1 Unified IT Experience

Remove IT department silos

Align to a single source of truth

2 Proactive Service Delivery

Improve service availability

Establish service level commitments

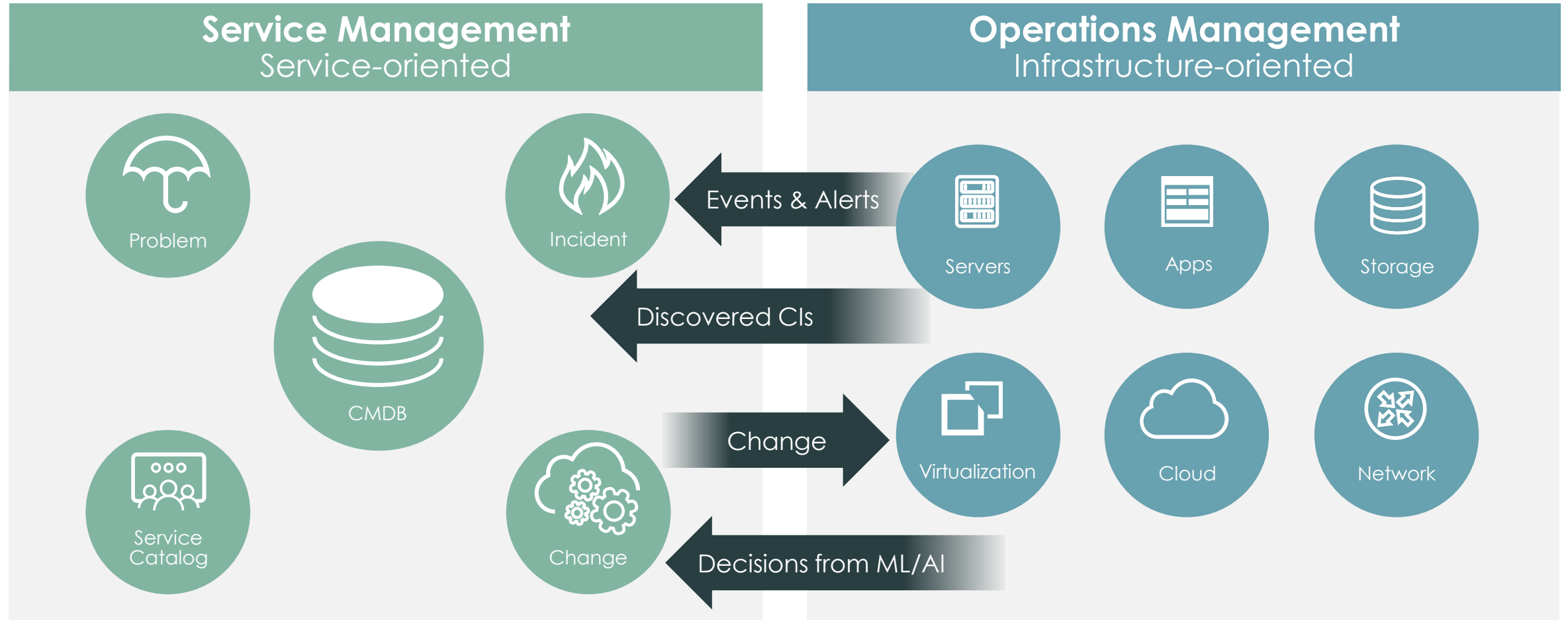
3 Real-Time Decision Making

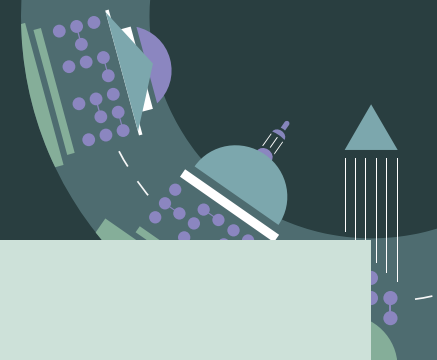
Focus teams on prompt resolution

Identify IT trends and impact on service delivery



Automatically identify normal vs. abnormal





Unify IT Teams

Remove IT silos under a single cloud-based platform

The screenshot displays the ServiceNow CAB Workbench interface. At the top, there's a navigation bar with the ServiceNow logo and a user profile for Christen Mitchell. Below this, a breadcrumb trail shows 'Home > CAB Workbench'. The main content area is divided into two panels. The left panel, titled 'Current Agenda Item', shows a list of pending agenda items. The first item is 'CHG0000044: Increase db_block_buffers from 5000 to 7500', which is scheduled for 51 minutes. It is assigned to David Lee and is in the 'Authorize' state. Below this, there are three other items: 'CHG0000040: Update default support group on all Oracle CI's to Database group' (Approved, 1 minute), 'CHG0000041: Update /etc/network/interfaces to include name servers 8.8.8.8 & ...' (Rejected, 72 minutes), and 'CHG0000046: Change default router on unix201' (Approved, 10 minutes). The right panel shows the details for the selected change request 'CHG0000044'. It includes tabs for 'Change', 'Planning', 'Scheduling', 'Conflicts', and 'Closure Information'. The 'Change' tab is active, showing the short description 'Increase db_block_buffers from 5000 to 7500', the number 'CHG0000044', the requested by 'System Administrator', the configuration item 'SAP ORA01', the category 'Network', the priority '2 - High', and the risk level.

IT Service Management—CAB Workbench

Outcomes

Consolidates IT tools across services and operations

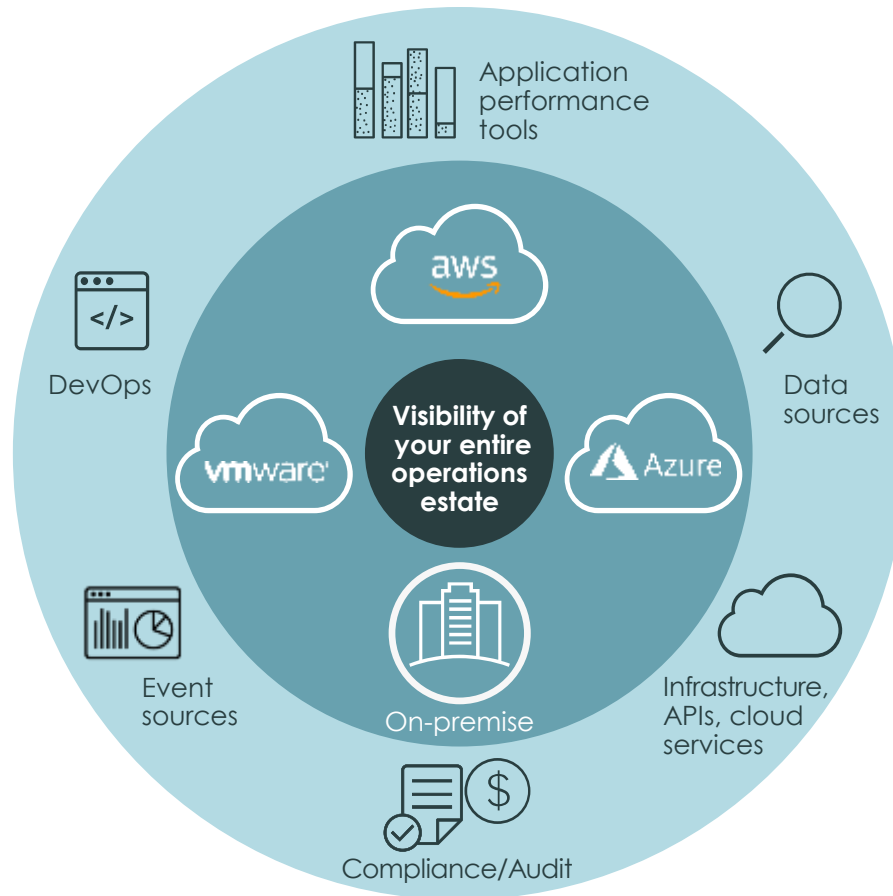
Improves effectiveness through single data model

Expedites CAB approvals with service owners

195%
Return on investment

Get visibility of your operations estate

Begin the journey to becoming a digital enterprise

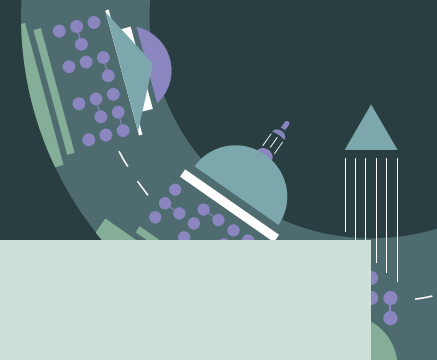


Outcomes

Holistic visibility into cloud and on-premises resources, DevOps environments, applications, and services

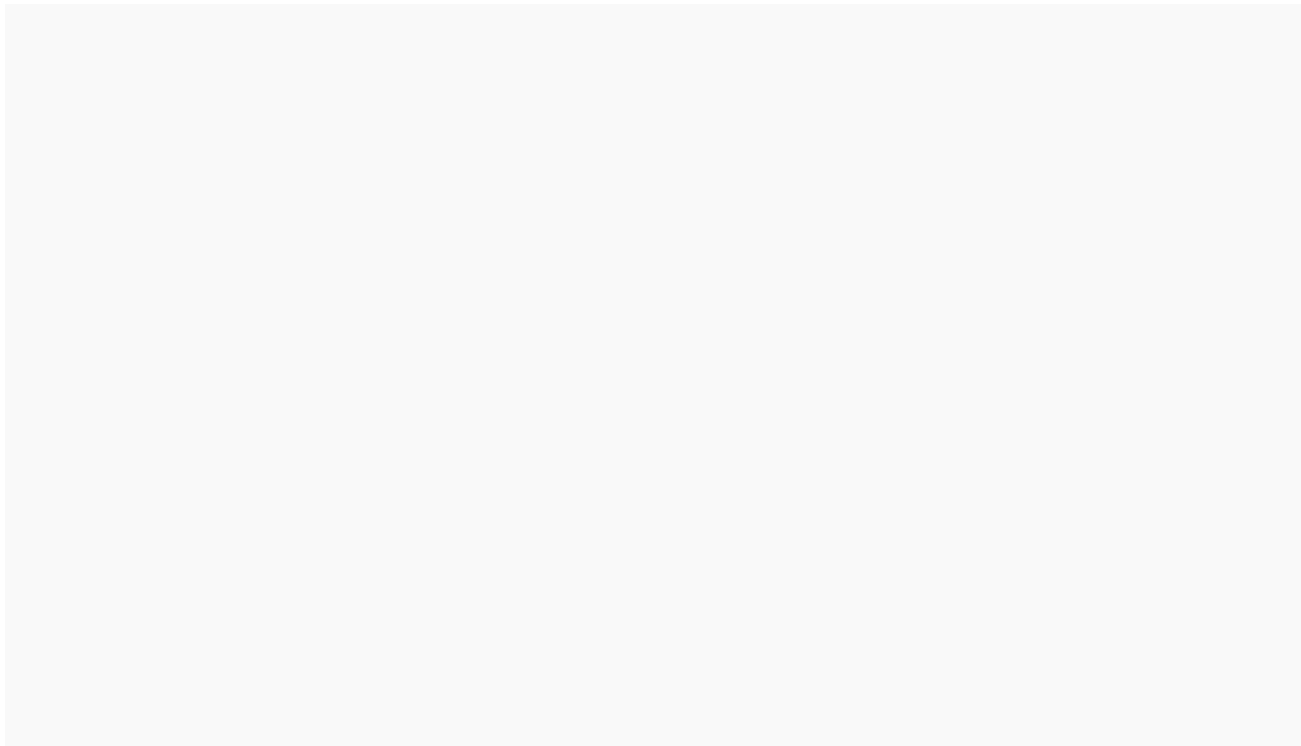
Foundation

For AIOps for your business services



A single source of truth

Gain full visibility of your infrastructure and services



IT Operations Management—Service Mapping

Outcomes

Get continuously optimized view of services

Detect and remediate service drift (e.g., a known change or an unplanned change)

20%

Improved IT productivity

Prompt Team Resolution

Escalate and resolve critical service outages faster than ever

The screenshot displays the ServiceNow Major Incident Management interface for a 'Major Incident' titled 'Inbound email outage' (ID: INC0010419). The interface includes a top navigation bar with 'View Form', 'Resolve', and other icons. Below the header, a summary section shows key metrics: 12 Impacted Services, 5 Affected CIs, 4 Outages, 4 Affected Locations, and 1 Child Incident. The 'State' is 'In Progress' and the 'Duration' is 02:23:42:35. The 'Latest Activity' section shows a list of activities, including 'Work notes' and 'Activities' with timestamps. The 'Communication Tasks' section lists tasks such as 'Initial Technical Communication', 'Initial Stakeholder Communication', 'Initial End User Communication', 'Technical Status Update', and 'Stakeholder Status Update'. The 'Groups' section shows '1 Groups, 2 members involved'.

IT Service Management—Major Incident Management

Outcomes

Delivers a single pane workbench for IT to make informed decisions

Provides status updates to service owners and consumers

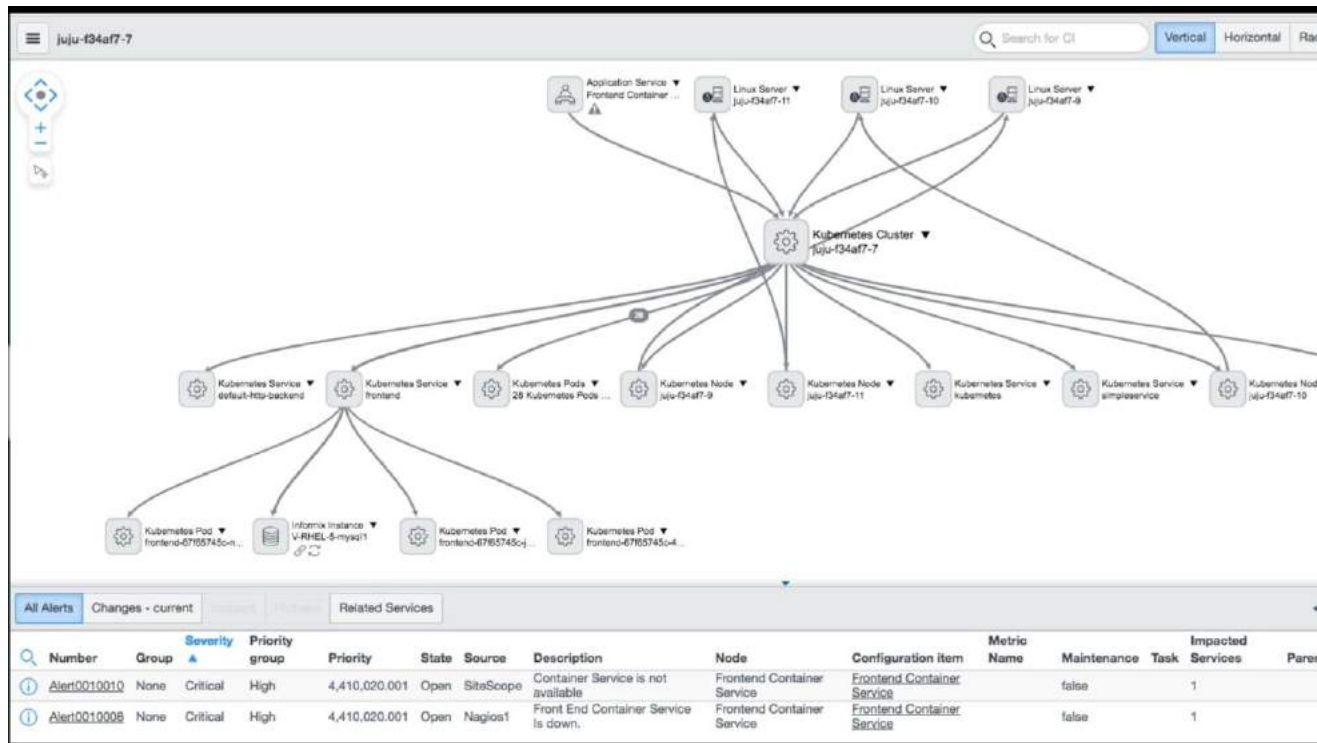
Automatically documents processes with post-incident review

60%

Reduction in time to solve customer major incidents

A single source of truth

Gain full visibility of your infrastructure and services



IT Operations Management—Service Mapping

Outcomes

Discover traditional and modern IT resources in one place

Track and manage operational state across on-premise and cloud

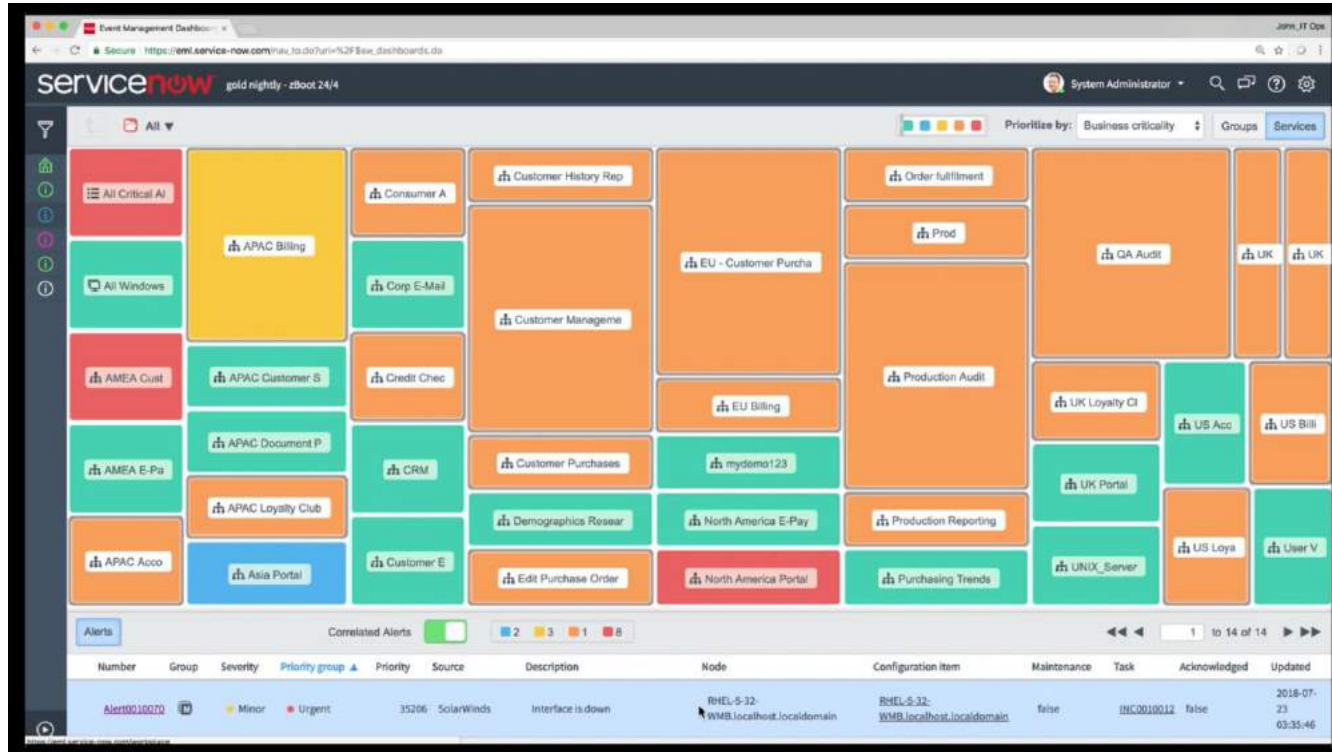
Identify service history and relationships for prompt action

20%

Improved IT productivity

Improve availability

Fastest route from alerts to incidents to resolution



IT Operations Management—Alert Intelligence

Outcomes

Diagnoses and pinpoints issues

Speed incident resolution

Automates remediation steps

99%

Reduction in event noise

Improve Customer Experience with Service Portal and Agent Intelligence

ATTENTION: PeopleSoft users are experiencing slowness in the native UI
Multiple users reported that the native PeopleSoft UI is very slow. We are working on a solution!
[Check Current Status](#)

service**now**

Portals Knowledge Service Catalog My Requests 10 Approvals 1 System Status Wish List Cart

Live Chat System Administrator

Home > System Status > Electronic Messaging

Search

Current Status - Electronic Messaging

Degradation: Electronic Messaging (started 2018-02-22 22:18:56)

Electronic Messaging (Last 90 days)

Color bar indicators flow left to right, from oldest to most recent status

Service History - Electronic Messaging

From most recent to oldest, this list shows all outages, degradations and planned maintenance for this service

Planned Outage - Electronic Messaging
2 days ago
Started 2018-02-28 22:18:56, Duration: 1 Day

Outage - Electronic Messaging
2 days ago

Service Status Updates

You are not subscribed to updates on this Service's status

[Subscribe to Updates](#)

How can I help you?

You can type your request below, or use the button to see everything that I can assist you with

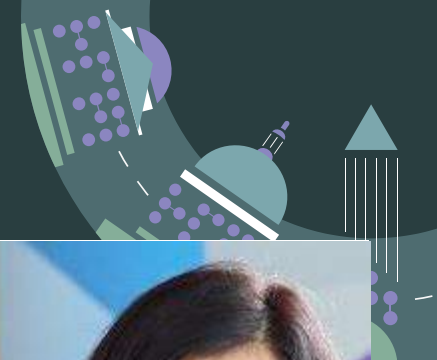
just now

Pay Discrepancy

What type of pay discrepancy can I help you with?

- I expected a different amount than my paystub shows
- My paystub and my direct deposit are different amounts
- My deductions don't look right
- Something else

Please pick an option.



Your Federal Transformation agenda

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2 Proactive Service Delivery

Improve service availability

Establish service level commitments

3 Real-Time Decision Making

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SolarWinds at a glance



Founded
in 1999

More than 2,400
employees globally

Austin, TX headquarters
Herndon, VA federal office
30+ offices globally



#1
in Network
Management²

50+
IT management
products

Leader
in Remote Monitoring
and Management



150,000+ THWACK[®] registered members

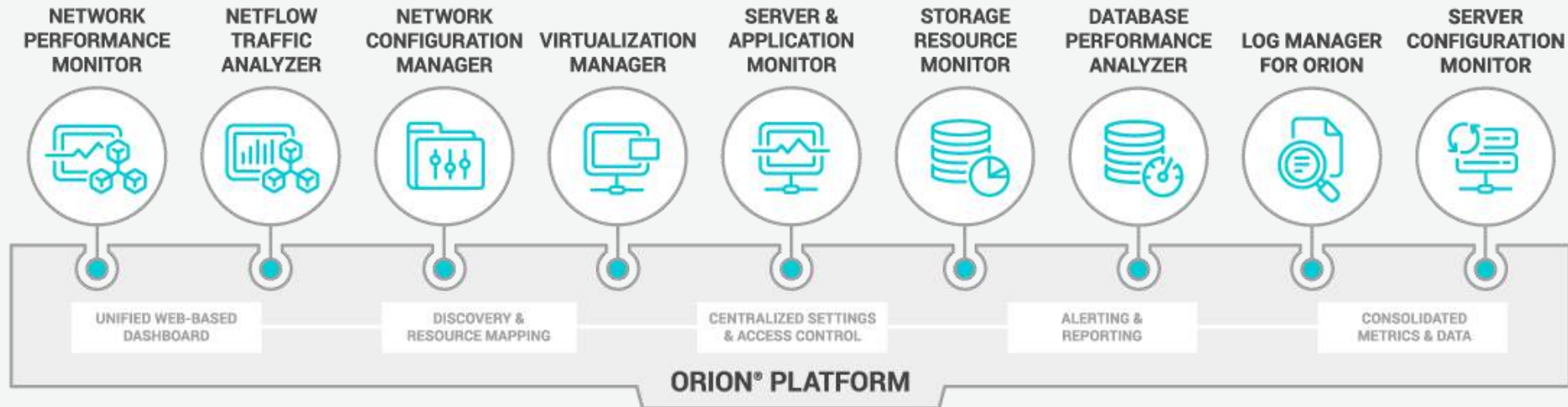
275,000+
customers in 190
countries¹

499
of Fortune 500[®]

22,000+ > 450,000+
MSPs serving
organizations

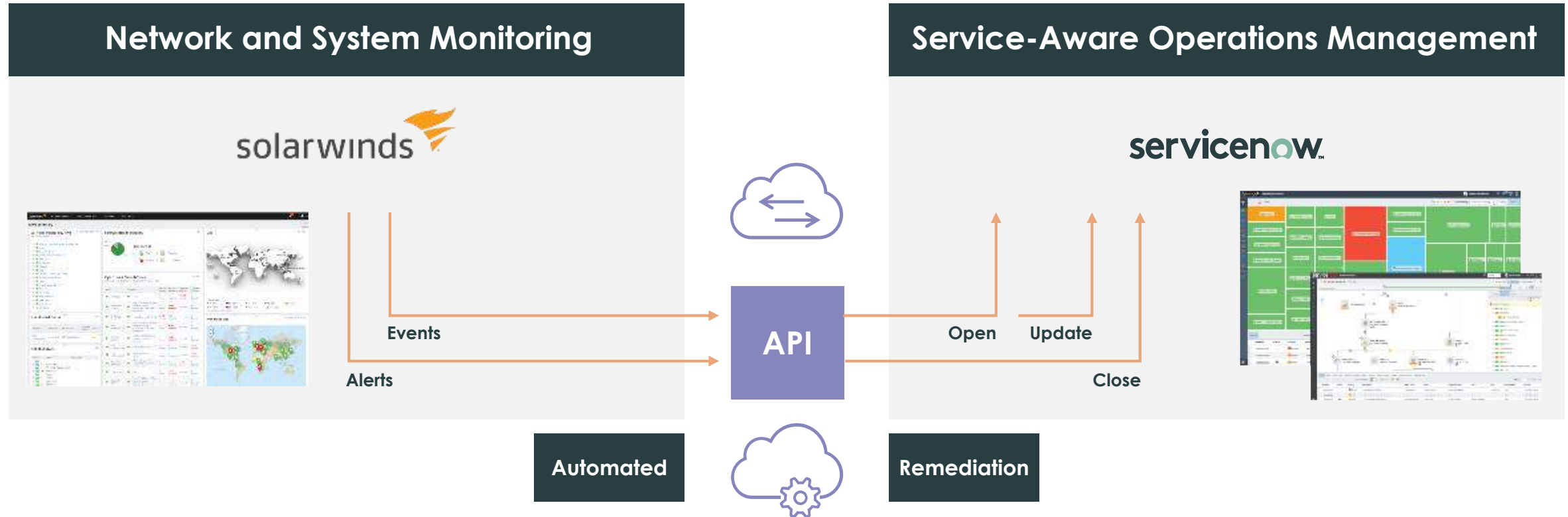
Every branch of the DoD,
and nearly every civilian
and intelligence agency

The Orion® Platform

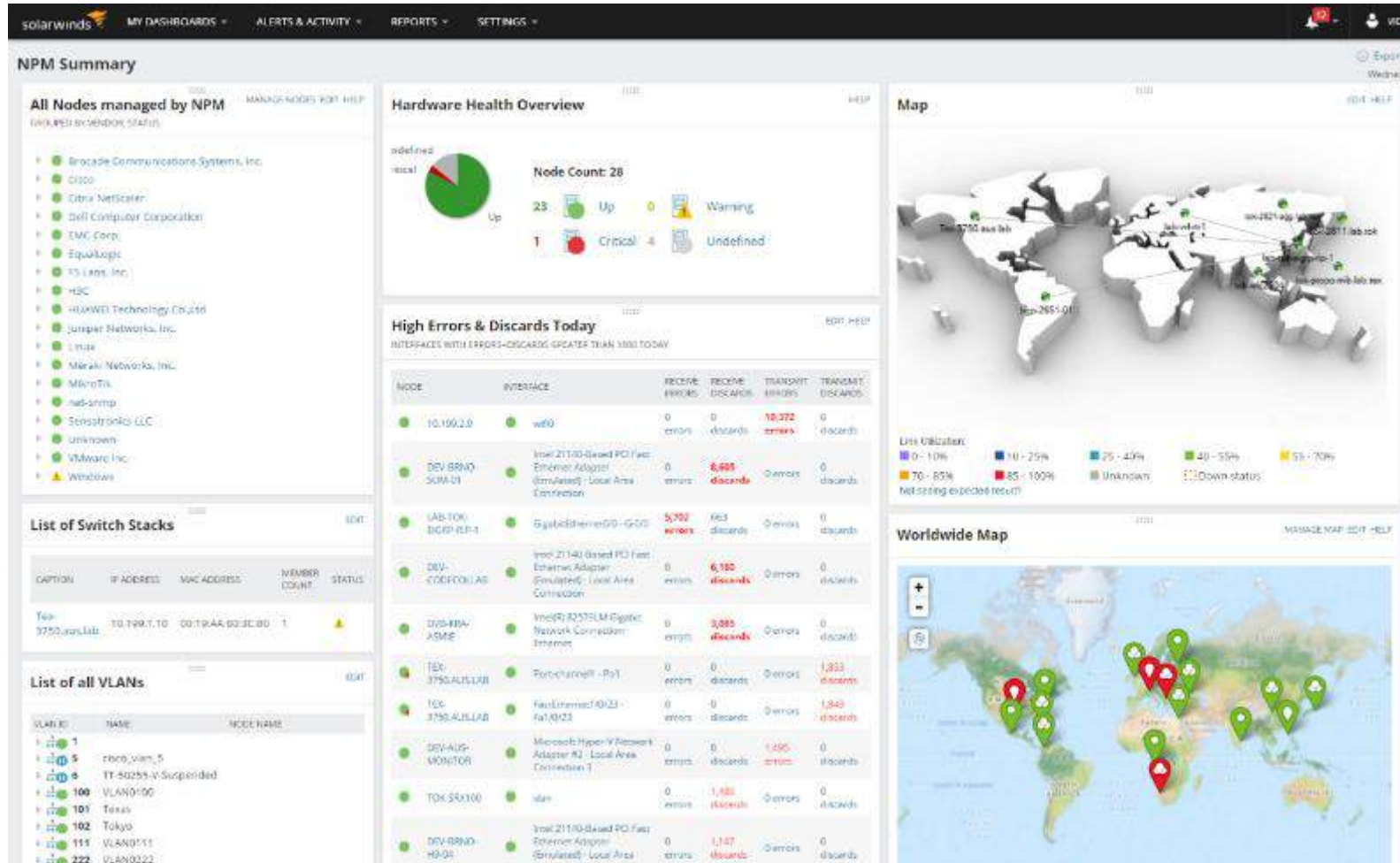


- Modular, extensible, unified, and scalable platform for a hybrid IT world
- Unified view from network to web performance metrics for faster root cause identification and troubleshooting
- Centralized administration, access control, advanced alerting, and reporting

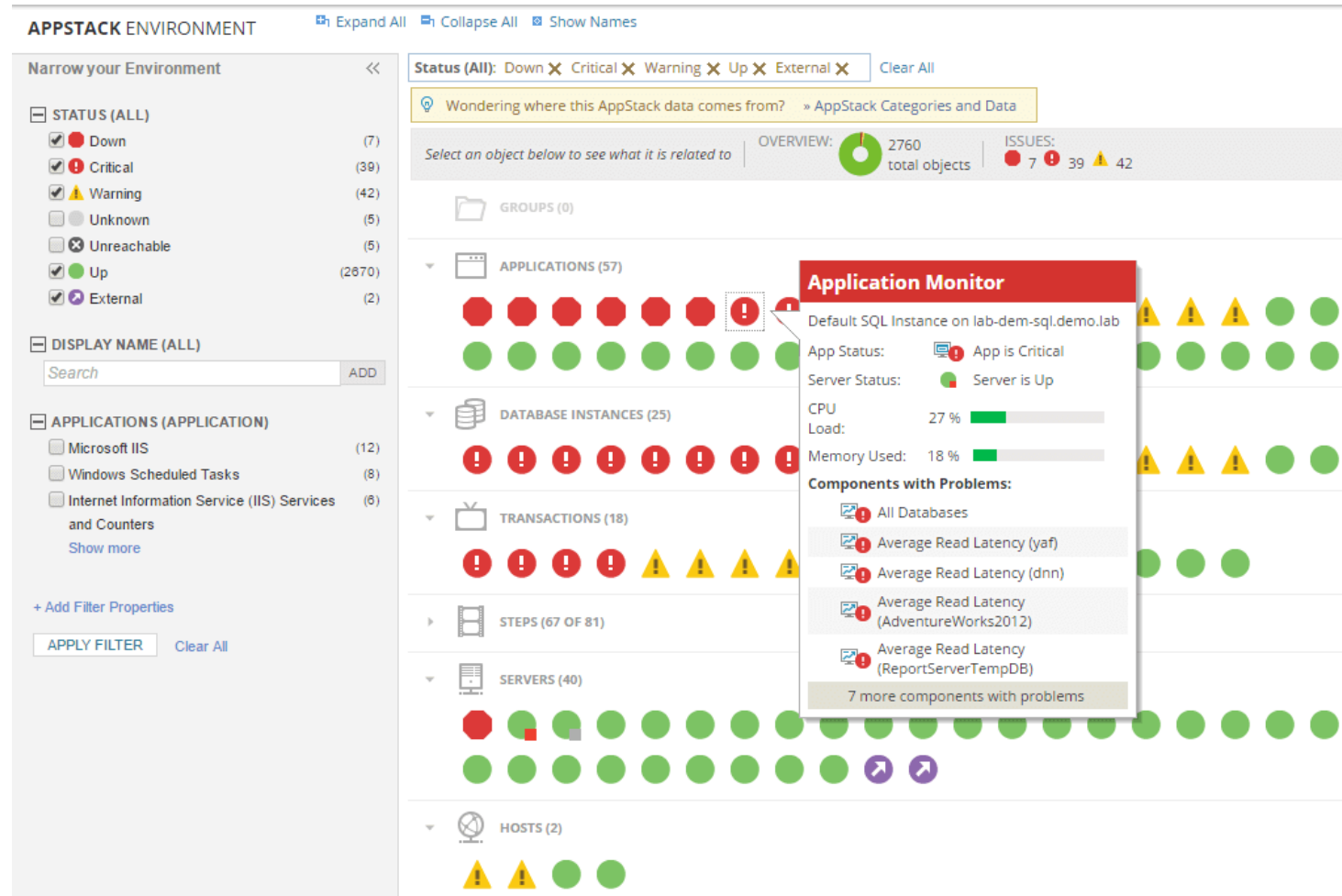
SolarWinds® enables service aware operations within ServiceNow®



Orion NOC View



AppStack Dashboard



SolarWinds Intelligent Alerts

Manage Alerts

All Alerts created for your environment are listed in the grid below.

ALERT MANAGER

ACTION MANAGER

GROUP BY:

Object Type

+

 ADD NEW ALERT

✎

 EDIT ALERT

📄

 DUPLICATE & EDIT

🔇

 ENABLE/DISABLE

📁

 ASSIGN ACTION

📄

 EXPORT

<input type="checkbox"/> Alert Name ▲	Enabled (On/Off)
<input type="checkbox"/> Alert me when the region's failed call percentage is over 25% within the last 30 minutes	<input type="checkbox"/> OFF
<input type="checkbox"/> Alert me when the region's jitter is over 50 within the last 30 minutes	<input type="checkbox"/> OFF
<input type="checkbox"/> Alert me when the region's latency is over 150 within the last 30 minutes	<input type="checkbox"/> OFF
<input type="checkbox"/> Alert me when the region's MOS is under 3.5 within the last 30 minutes	<input type="checkbox"/> OFF
<input type="checkbox"/> Alert me when the region's packet loss is over 5 within the last 30 minutes	<input type="checkbox"/> OFF
<input type="checkbox"/> Alert me when there is a IP Address Conflict based on MAC address.	<input checked="" type="checkbox"/> ON
<input type="checkbox"/> Alert me when virtual IP address is not Up.	<input checked="" type="checkbox"/> ON
<input type="checkbox"/> Alert me when virtual server is not up	<input checked="" type="checkbox"/> ON
<input type="checkbox"/> Alert me when volume has less than 60 days of capacity left	<input checked="" type="checkbox"/> ON
<input type="checkbox"/> Alert me when watch list item becomes active	<input checked="" type="checkbox"/> ON
<input type="checkbox"/> AP has more than 10 clients	<input type="checkbox"/> OFF
<input type="checkbox"/> AP has more than 10 clients	<input type="checkbox"/> OFF
<input type="checkbox"/> AP has more than 10 clients	<input type="checkbox"/> OFF
<input checked="" type="checkbox"/> AppInsight for Exchange: Alert me when a replication status check fails	<input checked="" type="checkbox"/> ON
<input checked="" type="checkbox"/> AppInsight for Exchange: Alert me when mailbox database file is low on space	<input checked="" type="checkbox"/> ON
<input type="checkbox"/> AppInsight for Exchange: Alert me when mailbox database is in warning or critical state	<input checked="" type="checkbox"/> ON

⏪ ⏴

Page 6 of 18

⏵ ⏩

🔄

NUMBER OF ITEMS PER PAGE: 20

Displaying items 101 - 120 of 354

All (354)

Access Port (1)

All Polling Engines (8)

AppInsight for Exchange: Database (3)

AppInsight for Exchange: Database Copy (2)

AppInsight for Exchange: Mailbox (1)

AppInsight for Exchange: Replication Status

AppInsight for IIS: Application Pool (1)

AppInsight for IIS: Request (1)

AppInsight for IIS: Site (1)

AppInsight for SQL: Database File (2)

Application (2)

Auditing Event (4)

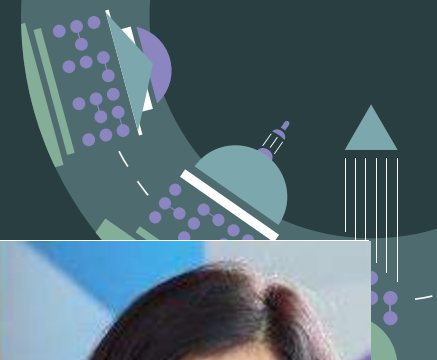
Component (3)

Discovery Log (2)

F5 Device (1)

F5 GTM Service (1)

F5 Health Monitor (1)



Your Federal Transformation agenda

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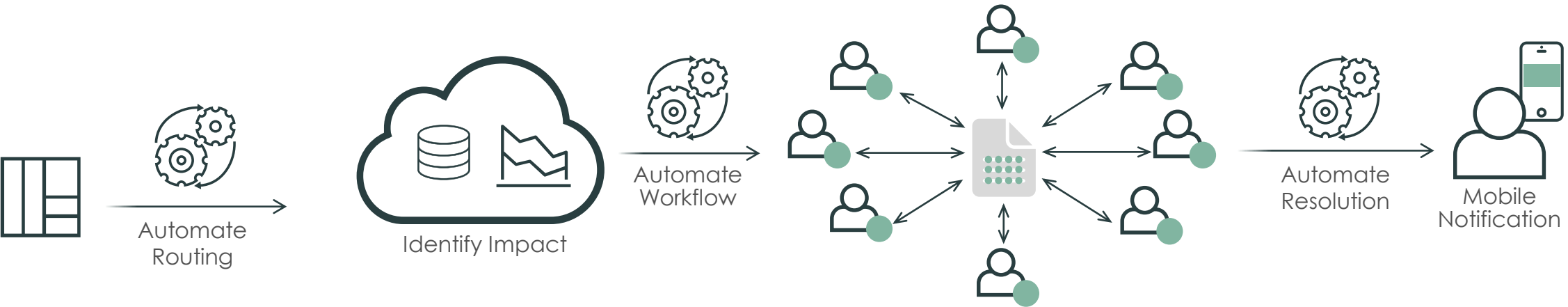
Establish service level commitments

3 Real-Time Decision Making

Focus teams on prompt resolution

Identify IT trends and impact on service delivery



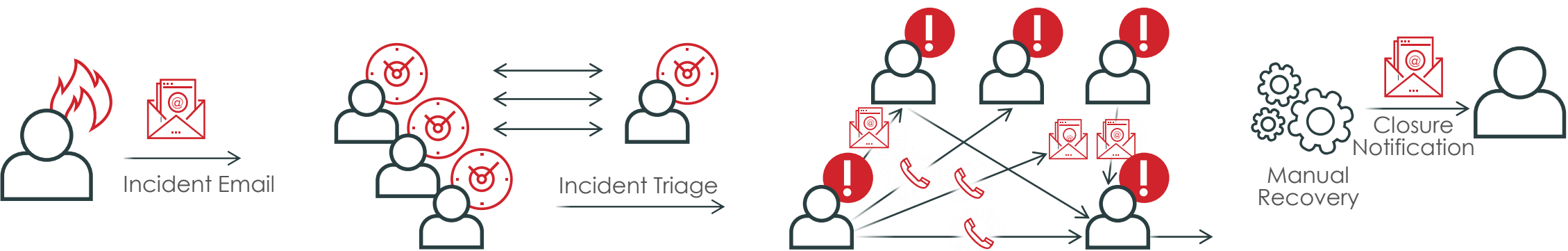


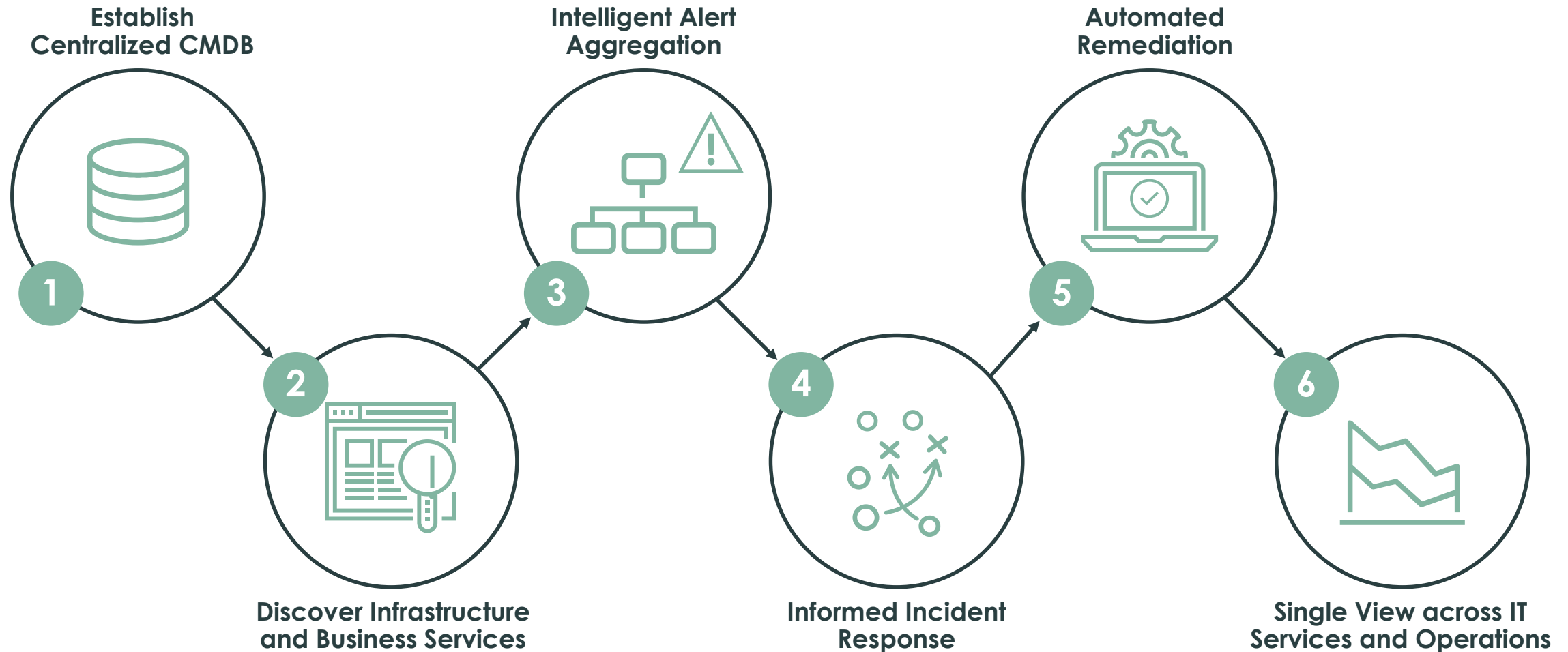
Predict Events
Proactive Response

Service Aware
Prioritized Response

Single System-of-Action
Team Collaboration

Minimized Downtime
Eliminate Business Impact







CMDB and Discovery benefits

Infrastructure Management

- Complete **visibility of assets** and underlying running applications
- Identify relationships needed to support hardware asset management life-cycle

Configuration Management

- Ability to populate CMDB automatically to reduce manual intervention and to **improve accuracy, completeness and compliance of CDMB data**

Operations Management

- Reliable CMDB to identify correct owner for incidents and problem escalation and to **manage vendors' SLA**
- **Prioritise incident response** based on impact to business service

Security Operation

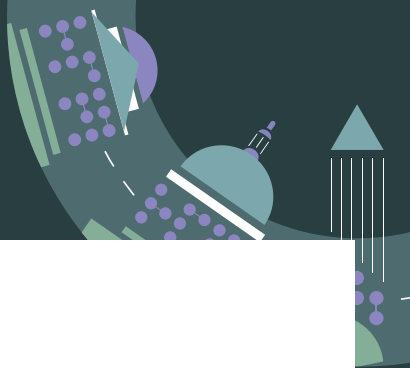
- Ability to identify software vulnerabilities and **associated assets** to shorten remediation turnaround time
- **Prioritize vulnerability response** based on impact to business service

Process Improvement

- **Single source of truth** to improve impact and root cause analysis
- Ability to detect **unplanned/ad-hoc changes**

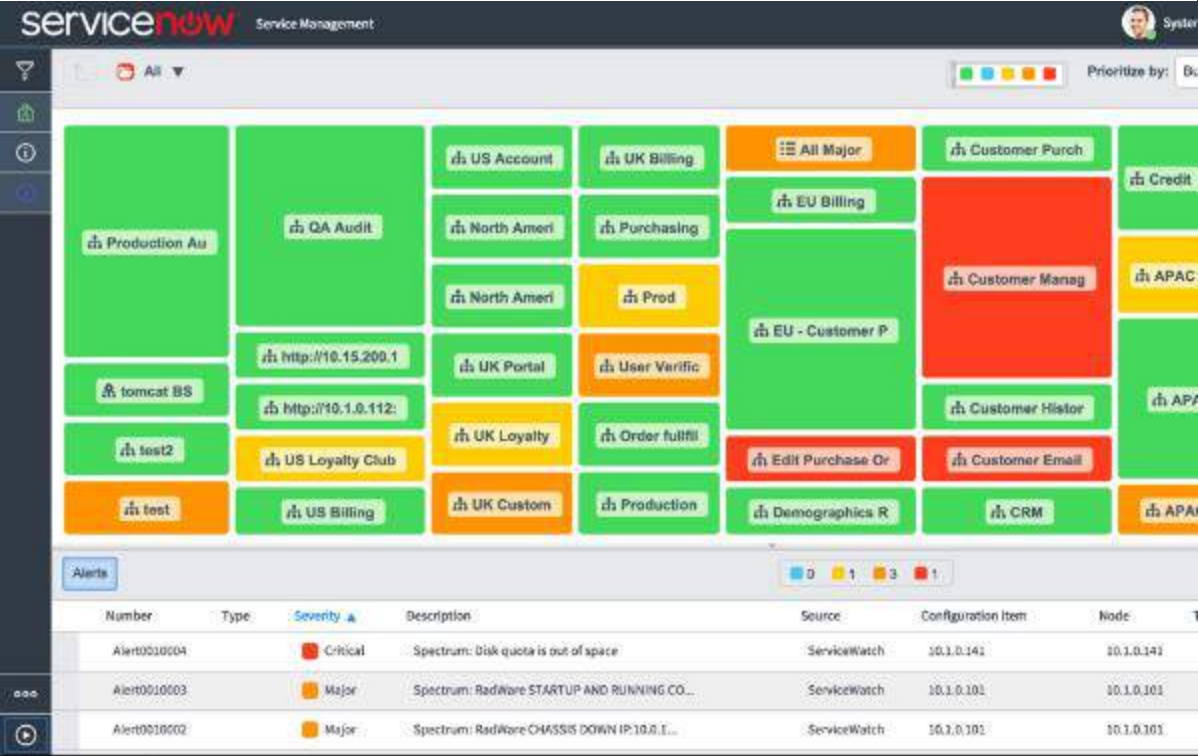
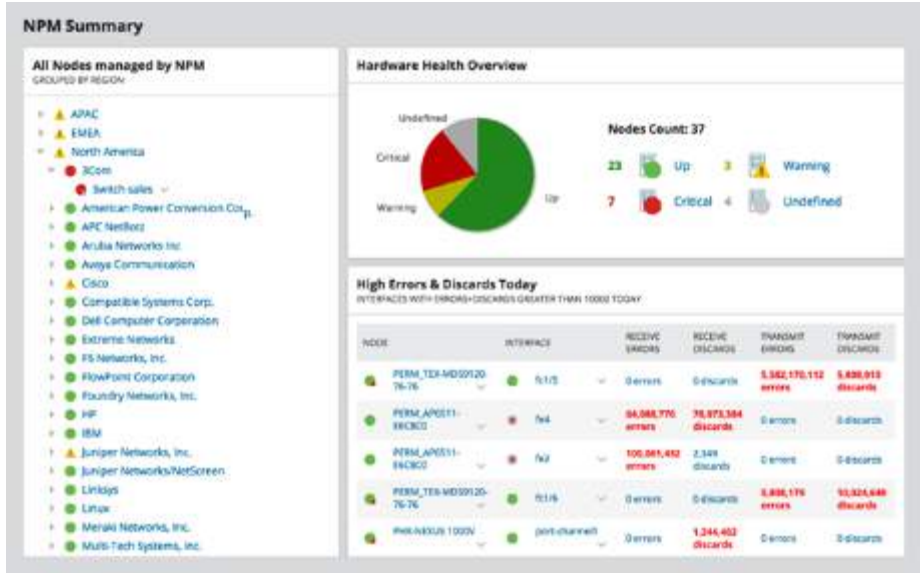
End User Service

- Optimise software investment by proactively **managing software license compliance** and reclaim unused software



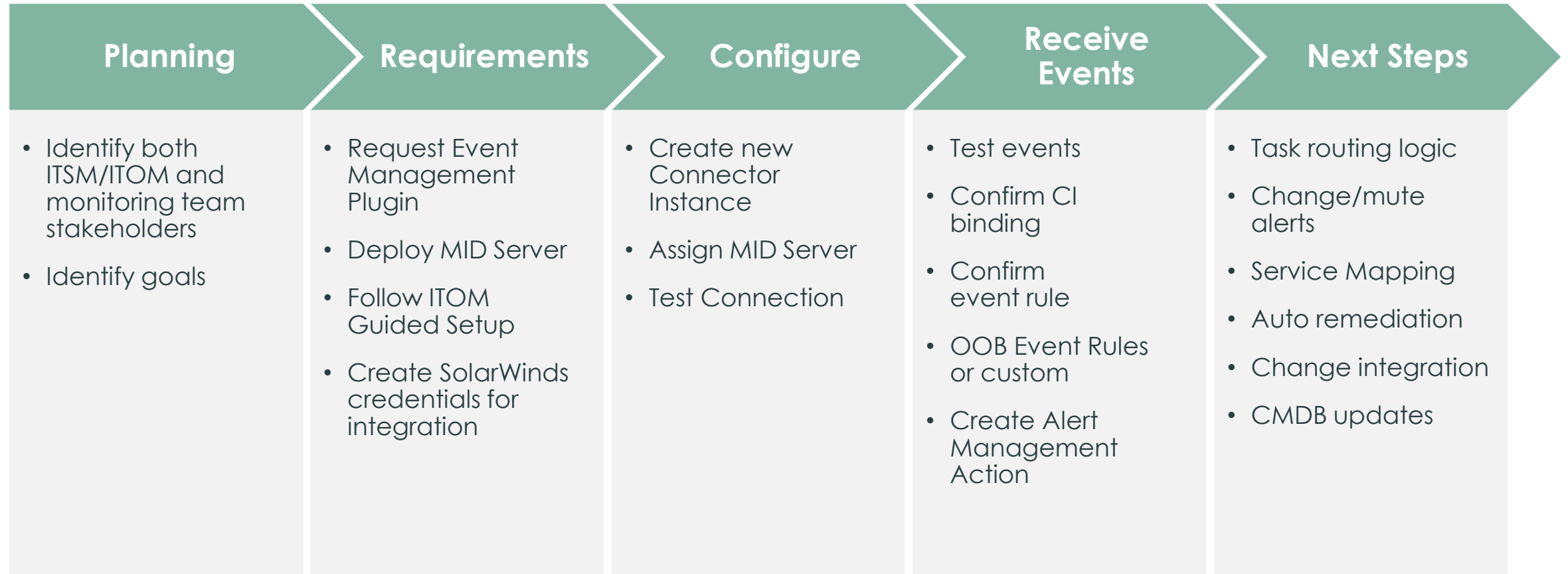
Event
Management
Connector

REST





Configuring ServiceNow Connector for ServiceNow



Configure

- Host IP
- Credential
- MID Server
- Port

Solarwinds SNC #1 [Update] [Test Connector] [Delete]

Name: Solarwinds SNC #1
Description: []

Active: ☒
Connector definition: Solarwinds

Host IP: 52.207.214.188
Credential: solarwinds cred
Event collection last run time: 2019-02-27 15:13:45
Last event collection status: Success
Event collection schedule (seconds): 120

Metrics collection: ☒
Metrics collection last run time: 2019-02-27 15:13:00
Last metrics collection status: Success
Metrics collection schedule (seconds): 60
Metrics database host: []
Metrics database credential: []

Last error message: []

Connector Instance Values (1 to 3 of 3)

Name	Value
max_fetch_interval_min	180
offset_min	0
port	17778

MID Servers for Connectors (1 to 2 of 2)

MID Server
MIDServer-cm-2927
MIDServer-cm-2926
Insert a new row...

Receive Events

- Events
- CI Binding
- Event Rules
- Alert Management

< ☰ Created 2019-02-27 15:05:06

Source

SolarWinds

Node

172.31.16.32

Type

Resource

MSSQLSERVER

Metric Name

Page Splits/Batch Request

Source Instance

SolarWinds SNC #1

Message key

Severity

-- None --

Resolution state

New

* Classification

IT

Time of event

2019-02-27 15:05:02

State

Processed

Alert

Alert0010854

Description

Component Page Splits/Batch Request on Application MSSQLSERVER on Node ip-172-31-16-32 is Warning

Additional information

{ "hostname": "EC2AMAZ-NIRK99U", "networkNodeid": "2", "swEventId": "5458", "icon": "Redfield", "netObjectid": "211", "NetObjectType": "AM", "eventType": "5000" }

Processing Notes

Binding alert CI process flow:
Node is IP address
Event CI type is empty
No related CI found for binding, alert CI will be bound to node (id): a9ba5080dbcb7000f0ba422ca96190c
Bind to a9ba5080dbcb7000f0ba422ca96190c

Event rule applied: Group status 1

Update

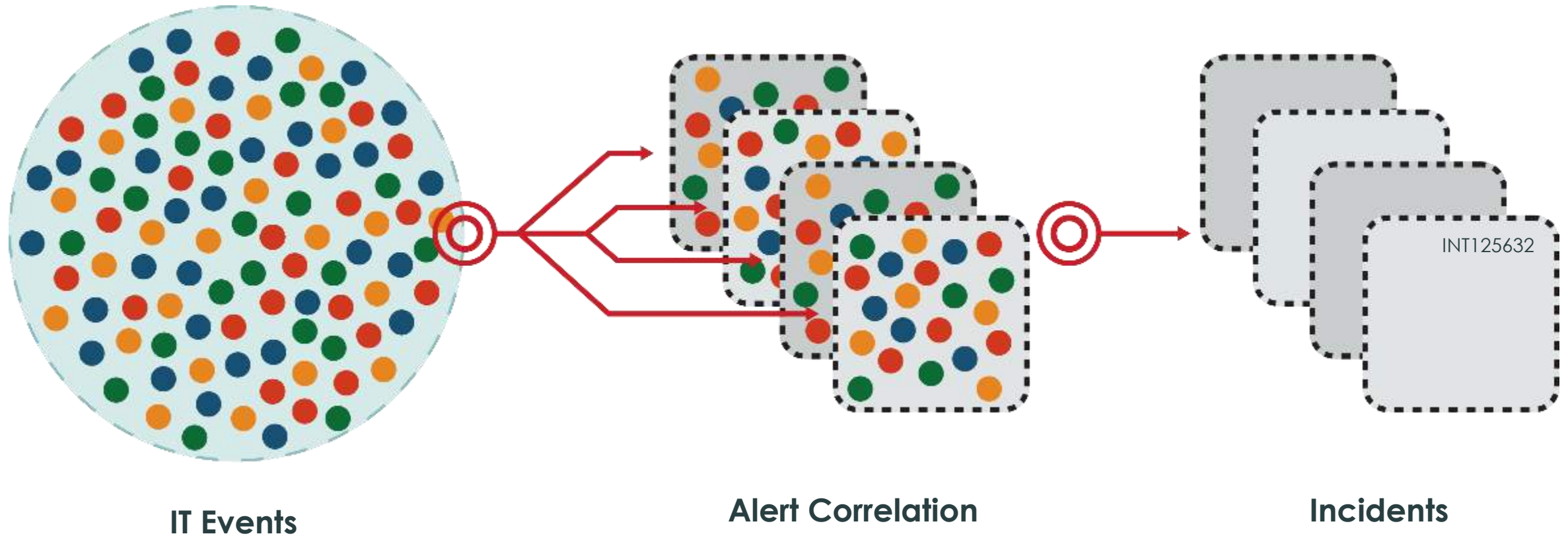
Create Event Rule

Delete

Related Links

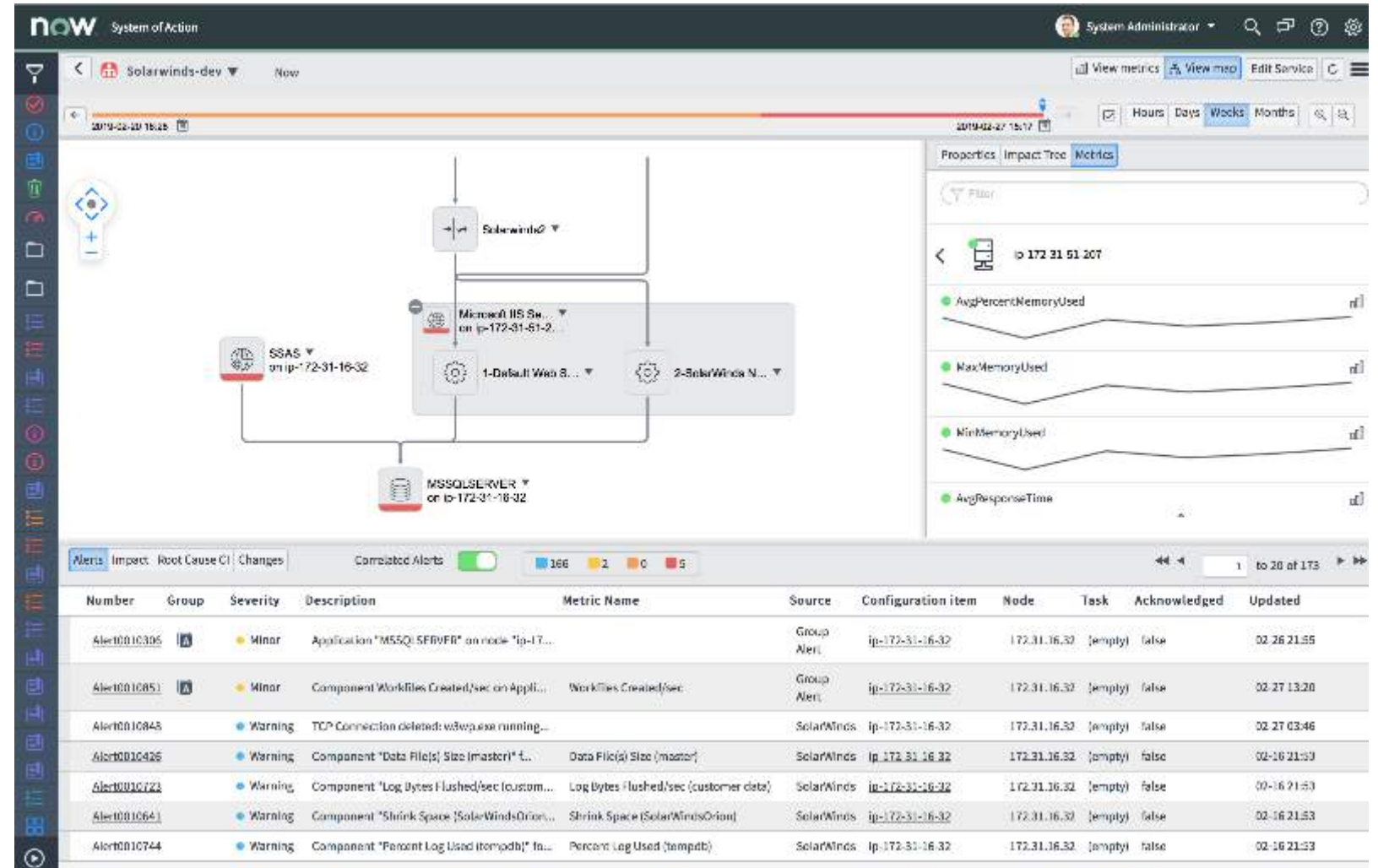
[Check processing of event](#)
[Create Event Sample](#)

Reduce the volume, reduce the outages

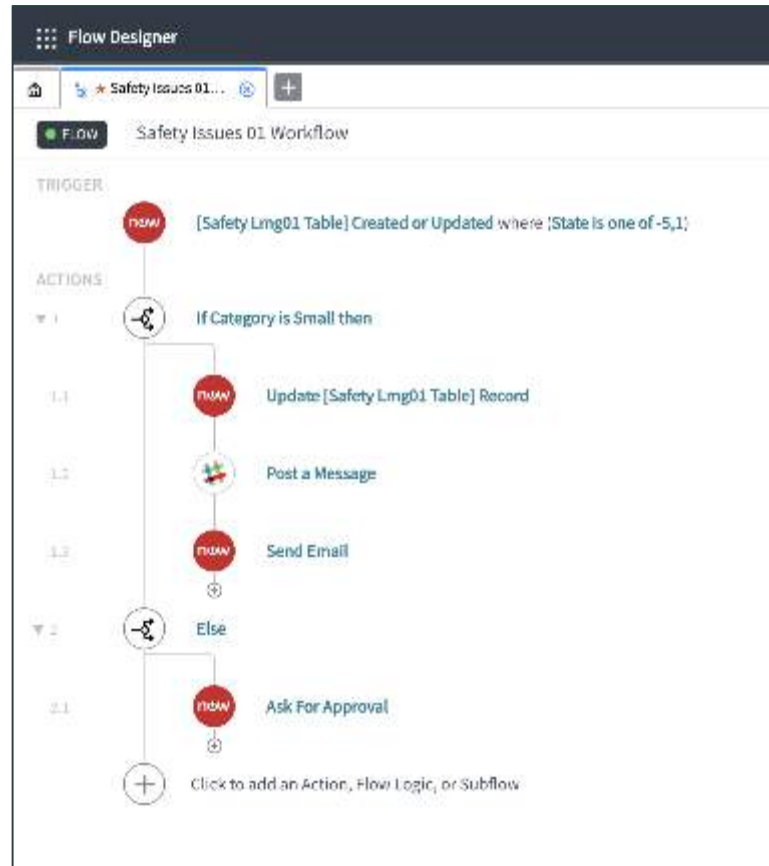


Next steps

- Task routing logic
- Service Mapping
- Change/mute alerts
- Auto remediation
- Change integration
- CMDB updates



Velocity with the ServiceNow Platform



The "Create an Applet" dialog is shown, allowing users to define the properties of the applet. The "Applet Name" is "Open Safety Issues" and the "Description" is "Description". The "Choose the screen(s) template" section shows a grid of templates: List, Map, Calendar, Employee Directory, Grouped List, and Uri. The "Screen(s) Preview" section shows a preview of the applet with a map, a list, and a form. The "REST API Explorer" is also visible, showing a list of API endpoints for "Change Management" and "Emergency".

REST API Explorer

API Name	API Version
Change Management	latest
Emergency - search (GET)	
Emergency (POST)	
Emergency (GET)	
Emergency (DELETE)	
Emergency (PATCH)	
Normal - search (GET)	
Normal (POST)	
Normal (GET)	
Normal (DELETE)	
Normal (PATCH)	
Standard - search (GET)	
Template - search (GET)	
Template (GET)	
Standard (GET)	



Customer example

Media and entertainment

Results

- **Reduced** more than 120,000 events per week to less than 1,000 incidents
- Prioritize incidents, assign incidents to the right person or group
- Proactive approach to service outages—know about issues right away

“

With ServiceNow, we get seamless integration between event management and the CMDB, as well as with ServiceNow's ITSM processes. That's critical for our operations teams—with any other event management vendor, we would have to build all of those integrations from scratch.

Director of Service Management

99%

Reduction in
event noise



servicenow™

Phone

Email

Website

GSA partner?

Linkedin?

solarwinds 

877.946.3751

federalsales@solarwinds.com

www.solarwinds.com/federal

solarwinds@dlt.com

www.linkedin.com/company/solarwinds-government

Thank you

Contact information here if needed

