ServiceNow

IT Operations Management

ITOM is about being proactive.
It enables a better customer service experience by anticipating and solving problems.

The Health of Your IT Infrastructure

Each company has its own, unique IT infrastructure designed to meet a wide range of customer needs and requests. As companies grow, their infrastructures typically increase in complexity and require more support personnel. At a certain stage, it is vital to monitor all available IT services and automate as many of them as possible - often simply to keep up with normal maintenance, changes, and outages, but also, occasionally, to avoid total system failure.

Just as tracking revenue is crucial to helping your company reach its financial goals, tracking IT operations is essential to responding quickly to serious problems and eliminating waste wherever possible. Some companies attempt to tackle this significant problem alone, but fortunately, Trianz offers you a partnership that comes with access to a set of tools we have developed to facilitate IT system diagnostics and adaptive automation. These tools give you the power to eradicate low-level ticket triage, ultimately keeping your IT personnel available to solve truly complex problems. With our help, your IT team can become more proactive by automatically anticipating the needs and queries of your business service owners. This white paper investigates how Trianz enables IT teams to take control of their operations management.

ServiceNow IT Operations Management (ITOM)

IT operations management - a core focus area for Trianz - is an important component of the ever-expanding spectrum of IT system elements that includes asset management, incident management, knowledge management, service request management, as well as service portal and change management. Specifically, IT operations management is concerned with reducing gaps in and providing better visibility into processes in addition to gaining a keener view of the infrastructure these processes support. This is accomplished by automating routine maintenance and problem detection, and eventually delegating fewer support tasks to IT technicians. When implemented correctly, this results in increased productivity, reduced expenses, improved processes, and an enriched customer experience - not to mention, a greater availability of specialists to resolve service-impacting IT problems.

Perhaps the main obstacle to implementing effective ITOM solutions is that each organization's infrastructure functions with its own nuances and idiosyncrasies, making it exceedingly challenging for companies to create full-scale solutions from scratch, and impossible for third parties to create one-size-fits-all solutions that will work for any potential customer. However, by combining our expertise with ServiceNow (which offers a platform spanning all aspects of business operations), we have developed several reusable ITOM configuration frameworks that are now available to our clients. The closest thing to an out-of-the-box template for your ITOM needs, these discovery and mapping frameworks optimize your system with common industry configurations. Moreover, automation can be implemented within your existing technology stacks, eliminating the need to rip and replace, but rather maximizing your existing investment.

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Once these frameworks have been integrated into your ServiceNow platform, Trianz will adjust them as necessary to meet your business needs. Since they capture the performance of your overall infrastructure as well as the people and processes that drive it, you will be able to evolve your services and better respond to your business' unique demands. Additionally, and perhaps most importantly for your IT team, you will have an increased capacity for monitoring your infrastructure's health and enhancing support task automation thanks to the ServiceNow dashboards.

How ServiceNow ITOM Streamlines IT Processes

The key to ServiceNow ITOM's effectiveness is its enabling of your IT department to visualize how its various services fit within your broader organization, and especially when system events require specific types of action. The initial step in implementing our configuration frameworks is to meet with one of our expert consultants to capture the initial set of business services that need to be managed. We can then map those business services into ServiceNow's Event Management Dashboard as well as define additional dimensions such as cost of downtime, SLAs, or business criticality. Once this is complete and any additional properties, either mandatory or optional, have been added to each service, an entry point is identified, from which the discovery process will begin.

During the discovery process - a phase designed to enable you to obtain a high-level view of your complete IT infrastructure - the service associated with the entry point and all its corresponding components are pinpointed. Next, a flow diagram is generated displaying the network, servers, virtual instances, OS and application instances as well as their dependencies. At this stage, users can assess each aspect of their system, determining which improvements will be necessary to maximize cost -efficiency and implementing any available service automations.

Understanding the significance of service automations first requires an understanding of how common IT issues can be automatically resolved or enriched for resolution by first-tier technical support rather than specialists. For each problem that can be paired with a specific action or series of actions, ServiceNow ITOM enables users to create scripted responses that will always occur as the result of preset triggers. These responses can include both manual and automatic actions, some of which require intervention by trained IT staff, and others that can take place all on their own and at any time. The balance simply depends on your IT team's preferences for handling different situations.

To illustrate how each of these concepts comes together within the ServiceNow interface, imagine that your IT team must respond to a relatively routine, straightforward event: One of your company's servers has become unresponsive. Within the Event Management Dashboard, this event is represented by a green box (signifying the server or the service it supports) that changes to yellow (if the problem can be bypassed by another element of your infrastructure, for example), or red (if the problem is severe enough to cause an outage).
By clicking on the colored box, one of your support technicians can see a visualization of the associate service and its components, as well as the part(s) of the service that have been affected by the problematic event. The most common solution to this problem is simply to restart the server, and this and any other required actions that have been integrated into the support script are visible to the technician. After executing all the necessary corrective actions, or observing the result of a fully automated action, the technician can return to the Event Management Dashboard and evaluate the success of the action(s) based on the updated color of the box. If the problem is resolved, the box will have returned to its original green color.

Although this example shows how ServiceNow enables IT personnel to remain proactive and provide better customer service to system users, it is essential to remember that the twofold objective of ServiceNow ITOM extends beyond infrastructure visualization alone to the potential for automated solutions. In the illustration provided, since the recommended remediation is always to restart the server, that action can be fully automated, removing any need for your IT staff to intervene. In situations where manual actions are required, you can also script alerts for specific members of your IT team into the process, automating task assignment and balancing workloads all at once. Complete automation and automation-assisted manual

intervention are possible with scores of other actions beyond this simple example. The 40+ skilled ServiceNow professionals at Trianz who specialize in providing end-to-end automation will help you identify every possible way to gain efficiency.

The combination of dashboard views and scripted tasks makes it possible for your IT staff to focus on challenging problems while your system programmatically resolves routine errors. As you add services to your Event Management dashboard, you will achieve a more complete picture of the importance of each service within the scope of your overall business operations, as well as the severity of any errors that might arise. Tracking the impact of any negative IT event, whether minor or major, will never be easier than it is within Trianz's ServiceNow ITOM solution.

How ServiceNow ITOM Improves IT Health

The impact of complete visibility into every IT service is immeasurable. ServiceNow ITOM encourages continuous improvement of all your systems' services. This is achieved by enabling you to see relationships at a glance and to analyze sticking points in your service workflows iteratively, gradually implementing fine-tuned automations, liberating your IT personnel from routine tasks, and even re-organizing services as necessary to increase overall efficiency. From an internal perspective, this gives you the advantage of reduced IT support expenses and decreased operational fallout resulting from minor to major system failures. It bolsters your confidence in your infrastructure's ability to support your users and perform to your standard. This has the phenomenal byproduct of increasing the visibility and viability of IT to business teams and reducing the trust gap, thus enabling IT to be a true business partner rather than the "Department of No."

From an external perspective - whether demand for technical support at your organization is driven by consumers outside your office or simply outside your IT department - ServiceNow ITOM also offers many advantages. With the advent of on-demand services and machine learning, users of every type of service, from online shopping to online education, believe their service providers should anticipate their needs and respond quickly, often without those needs even being explicitly articulated. This trend has engendered a requirement for businesses to be more than merely responsive: businesses must now proactively search for ways to meet extremely high expectations for customer service experiences. Trianz is keenly focused on optimizing systems for precisely this reason by giving IT professionals the tools to eliminate routine support tasks through automation and to turn their attention to more pressing requests. As your implementation of ServiceNow ITOM blossoms, ordinary support tickets will begin to be closed by your system as they arrive, and your IT personnel will concentrate once again on providing quality customer service in real time.

As businesses become more global, responding quickly to IT support requests becomes more compelling. A failure to resolve a minor problem on the other side of the world, while employees attached to your headquarters are off the clock, can cause them to wake up to a cascade of serious but preventable problems. Trianz appreciates the amount of time, effort, and money that can be saved by resolving problems programmatically, irrespective of time zone. Even so, with Trianz, you can rest assured that you maintain control of your infrastructure and gain the ability to evaluate system health and implement fixes only as you see fit. The possibilities are nearly endless, and our experts are always available to explore the different options with you. Our frameworks offer you a user–friendly springboard from which to jump to the next level of IT service optimization, without the cost of taking on such an enormous challenge alone. You will be pleased with the value and autonomy you find with Trianz.

Beginning with reduced application maintenance costs and eventually leading to complete optimization of your staff and systems, ServiceNow ITOM is the infrastructure solution your company needs to drive your success into the future.

Summary

No matter how intricate your IT infrastructure, Trianz can help you monitor its health with ServiceNow ITOM. If your range of services is presently modest, we can help you prepare to scale up effortlessly when the time comes; if your service offering is already robust, we can help you improve efficiencies and eliminate waste through automation. Whatever your size, our system diagnostics tools and our integration with the ServiceNow platform will help you optimize your IT workflows and better manage your human capital.

Trianz makes this possible by providing reusable ITOM configuration frameworks that can be integrated with your current technology stacks to provide insights into the performance of your IT infrastructure. Implementing one of these frameworks requires only a few steps:

1. One of our expert consultants will help you outline all the business services offered within your organization and create a visual representation of your infrastructure. From among these services, one will be identified as an entry point for expanding the details of the outline.

2. With an entry point defined, the discovery process will begin, and a flow diagram will be generated to represent the service and all its components.

3. Again, with the same expert consultant, you will assess each aspect of your system to determine which improvements will be necessary and where to start integrating service automations.

Once these steps are completed, each service within your IT infrastructure becomes visible in the ServiceNow Event Management dashboard, enabling you to see crucial relationships between services and script solutions for common system errors. The scripts you define can include both automatic steps for the system to complete and manual steps for your IT staff to complete, depending on the complexity of the errors the scripts resolve. Whenever a service is jeopardized by an event, the representation of the service on the Event Management dashboard will change color and the corresponding script will be triggered.

The combination of dashboard visualizations of your entire IT infrastructure (which help you monitor its global health) and service automations for any number of possible errors (which enable you to cut down on redundancy) creates an immense advantage for your IT team by enabling them to anticipate problems and proactively focus on only the most complex among them. Relatively routine tasks with clearly defined solutions can be left to the system to resolve, and your IT support personnel can maximize their contributions elsewhere.

Integrating ServiceNow ITOM into your IT infrastructure will result in increased efficiency and decreased technical support costs. It will drive higher customer service satisfaction for everyone who depends upon your IT services. It will reveal hidden excess throughout your system.

Trianz has a proven track record of collaborating with companies with a wide variety of needs. Our 40+ ServiceNow professionals are available to help you improve your infrastructure, and we are committed to helping you develop the best solutions possible.

ABOUT TRIANZ

Trianz simplifies digital evolutions through effective strategies and excellence in execution. Collaborating with business and technology leaders, we help formulate and execute operational strategies to achieve intended outcomes by bringing the best of consulting, technology experiences, and execution models. Powered by knowledge, research and perspectives, we serve Fortune 1000 and emerging organizations across industries and geographies to transform their business ecosystems and achieve superior performance by leveraging Cloud, Analytics, Digital, Infrastructure and Security paradigms.

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