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WORK at LIGHTSPEED™

ServiceMapping: ITSM and Beyond

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servicenow

Summary: Top Takeaways

1

Tie CMDB Efforts to Key Business Initiatives

2

Publish CMDB Success ‘Powered by CMDB’

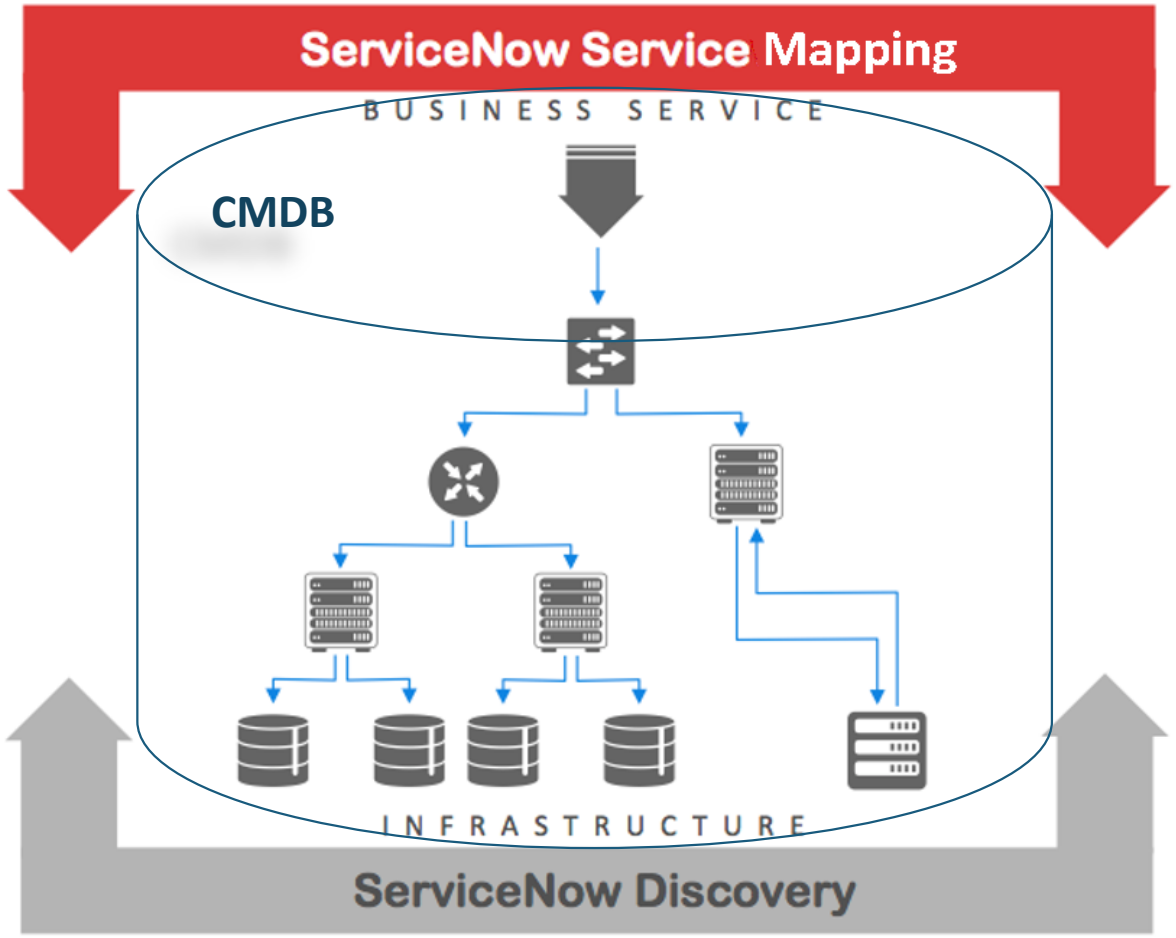
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Build the Right Team = Everyone

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Agenda

- Our Company/Environment
- Our Story
  - Benefits to Key Business Initiatives
  - Our Deployment Team & Method
  - Realized Success
- Summary
  - Lessons Learned
  - Key Takeaways



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Our Company

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Speaker Introduction

NAME: Robin Keller

TITLE: Manager

FUNCTION: IT Process Design & Delivery

COMPANY: Toyota Motors North America

EXPERIENCE: 30+ years, Technical Team Management, Infrastructure, Operations, Project & Process Delivery

EXPERTISE: Infrastructure Architecture, Design & Deployment, Operations & Project Management, Process Architect, Deployment & Delivery manager

ACHIEVEMENTS: Lead the Service Now deployment of Configuration, Integrations, Discovery & Service Mapping. Lead team responsible for process architecture and delivery

CURRENT PROJECTS: Lead team to Architect, Build and Deploy IT processes. Leading Service Transformation effort

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Speaker Introduction



NAME: Reza Asachi, MA

TITLE: Solution Architect

FUNCTION: IT Services

COMPANY: Toyota Motors North America

EXPERIENCE: 27 years in IT, including Systems Management, Service Management and Tool Development

EXPERTISE: ITIL Process Definition & Implementation, ITSM Tool Development/Implementation

ACHIEVEMENTS: ServiceNow implementation of Incident, Problem and Change applications. Most recently, Implementation of Payroll application utilizing ServiceNow's HR application

CURRENT PROJECTS: ServiceNow Core Data Standardization & Sustainment, Data Certification, SDLC integration (Jira), Cloud Mgmt Platform Integration (CliQr)

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Speaker Introduction



NAME: Brian Kelly MBA

TITLE: ServiceNow Platform Architect

FUNCTION: IT Services

COMPANY: Toyota Motors North America

EXPERIENCE: 20+ years in Infrastructure Delivery, architecting solutions, designing process and implementing technology

EXPERTISE: Systems integration, Software Provisioning, ITIL process integration

ACHIEVEMENTS: Integrated CI's into Asset/Problem/Request/Change/Incident processes. Developed NQA1 software asset management system within ServiceNow. Created single point of entry for IT service requests

CURRENT PROJECTS: Global licensing initiative, Integration and core data process improvments, best practices and standardizations. Normalization of discovery sources. 16 new integrations this fiscal year. Strategy and ROI analysis

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My Company



NAME: Toyota Motors North America (TMNA)

INDUSTRY: Transportation

MARKET FOCUS: TMNA is responsible for Toyota & Lexus car production, sales and distribution in the US & Mexico. Distribute parts to all US and Mexico dealers

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Vehicle Production (US & Mexico), Vehicle Distribution & Sales, After Sales – Warranty, Parts & Call Center, Research & Development, Quality Division

COMPANY-WIDE INITIATIVES: April 2014 Toyota announced – Merging US Manufacturing & Sales Divisions, For IT – Align to a single Service Management tool & process, Closing two data centers & opening a new data center

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Our Key Business Initiatives

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Key Business Initiatives

YEAR	IT Initiative	CMDB - Components	Benefit
2011 & 2015	IT Sourcing Initiatives	Infrastructure Cis Business Service CIs	Budget Accuracy Incident Priority
2014	TMNA Announcement – (ServiceNow Deployment)	Business Services CI's - Manufacturing Basic Integration (Users, Locations, etc.) Infrastructure Cis (Automated)	Incident Routing Incident Routing Improved Billing Accuracy
2014	Data Center Consolidation	Infrastructure Cis (Automated) Business Service Relationships	Discovery Migration/Retirement Planning
2014	Application Rationalization	Business Service Normalization CIs	Strategic Application Planning
2016	HQ Relocation	End User CI's	PC Refresh Planning
2017	Strategic Application Planning	Business Service Cis	Stability Reporting Total Cost of Ownership

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Key Operational Drivers

Current

- Change, Incident & Problem management
- Uplifted Service Oriented Culture Maturity
- Hardware Asset Management
- Architecture & Engineering Diagrams
- Patch Prioritization
- Enterprise Security Ops

Future

- Application Portfolio Management
- Software Asset Management
- Software & Hardware Upgrade Planning
- End User Enablement
  - Self-Service
  - Application Stability Reporting

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Our Deployment

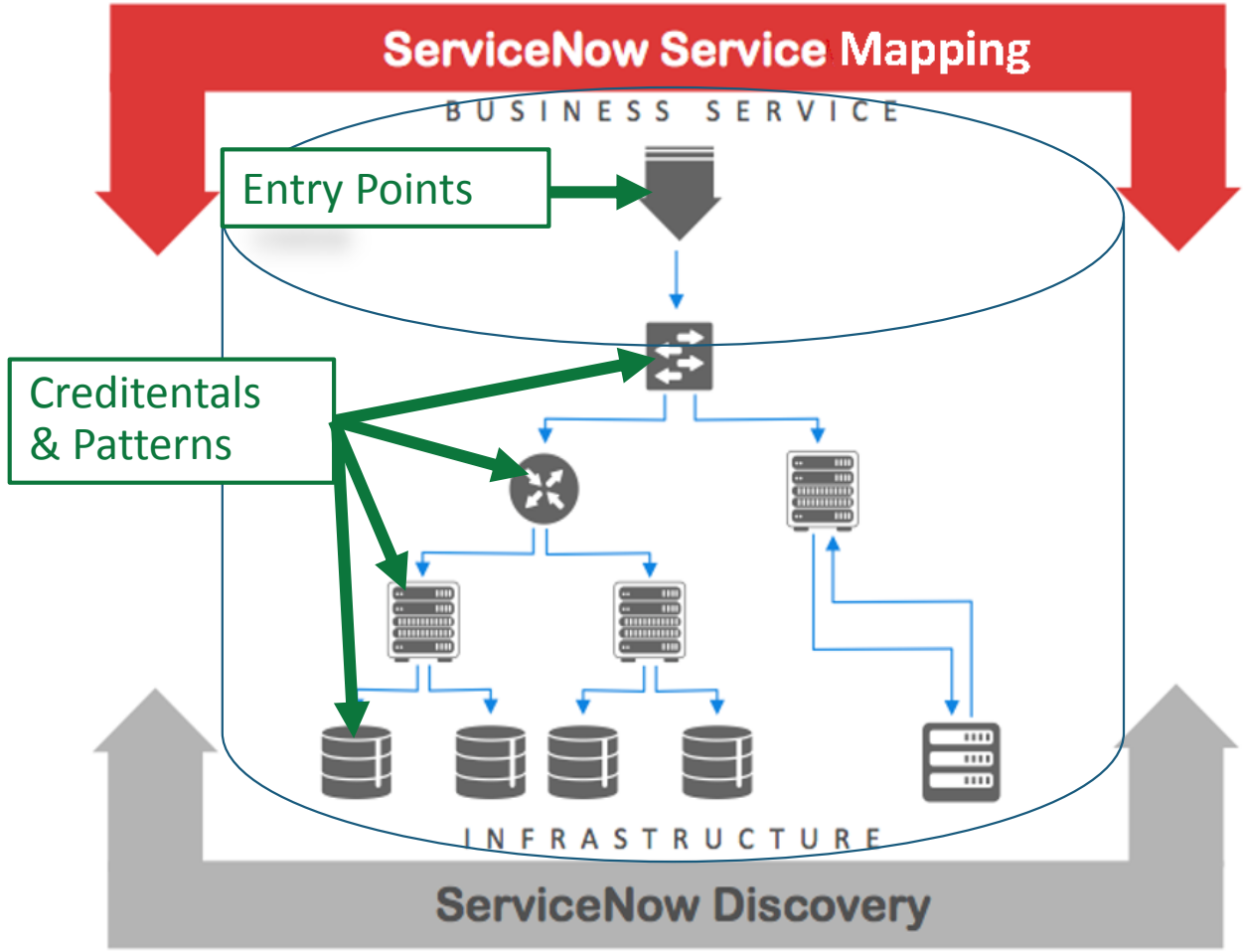
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Service Mapping - Primer

What it does - Queries Configurations

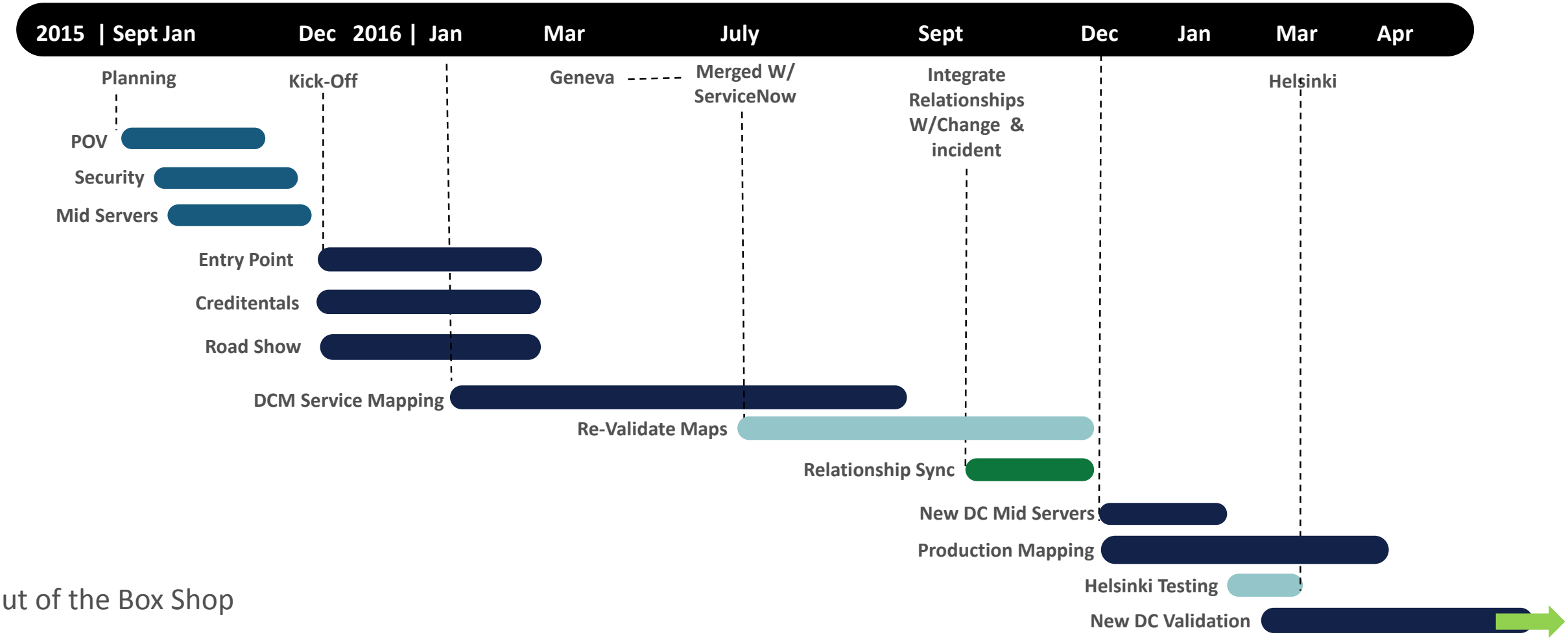
Requires:

- Entry Points – Where to Start
- Creditentals – Grant Read Only Access
- Patterns - Where to Look within Technology i.e. Oracle, Apache, JAVA, etc.



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Service Mapping – Our Timeline 1,000+ Applications



Out of the Box Shop

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Our Deployment – Right Team = Everyone

Planning

- Executive Sponsor
- Project Management
- Security Team
  - Permission
- Infrastructure
  - Build Mid-Servers
  - Deploy Server/Network Creditentals
- Application Team
  - Gain Buy-in

Execution

- Application Portfolio Management
- Software Asset Management
- Software & Hardware Upgrade Planning
- End User Enablement
  - Self-Service
  - Application Stability Reporting

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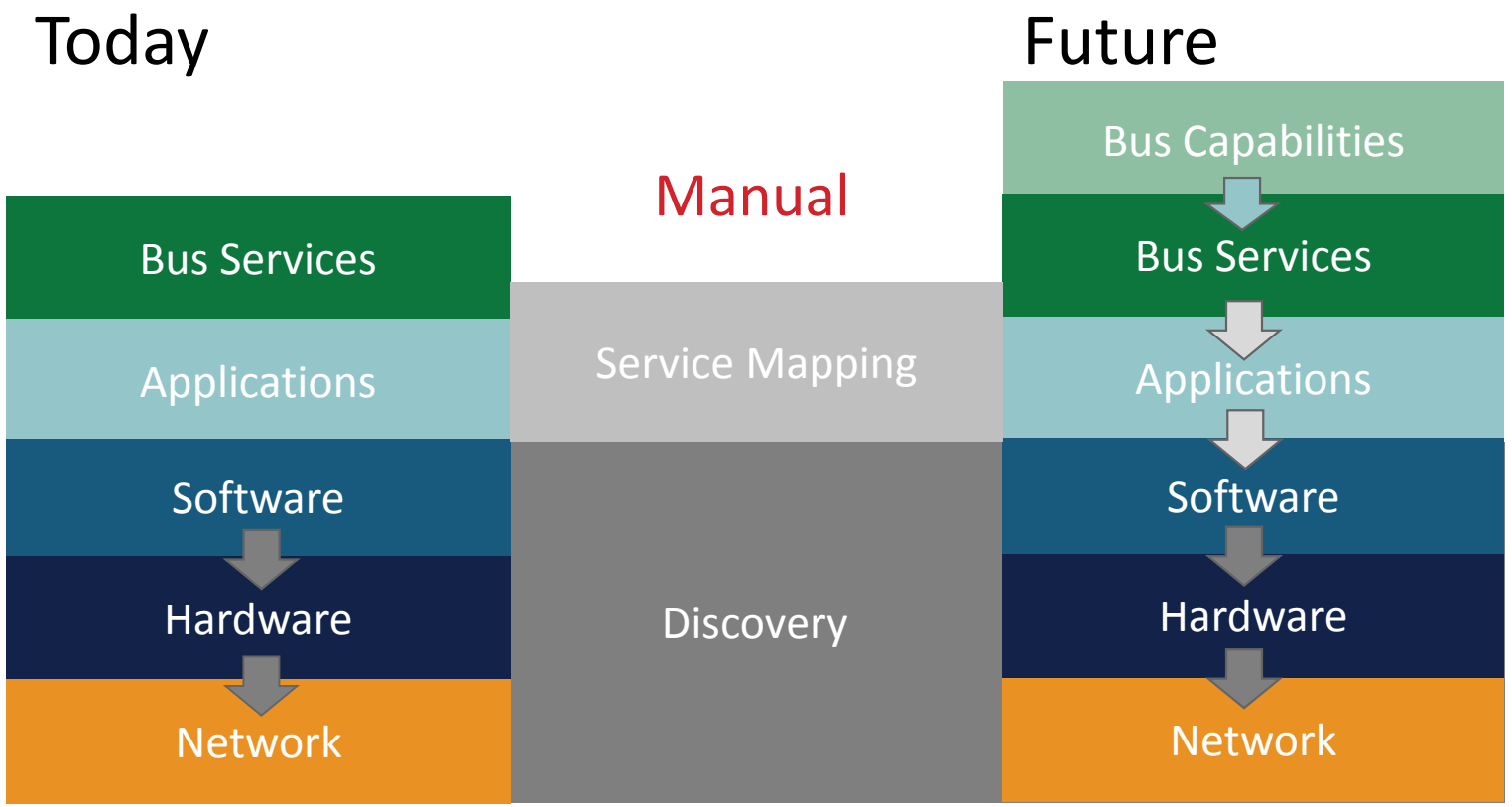
Our Deployment – Gaining Buy-in Roadshow

Confirmation Management Database (CMDB)

Core to managing the IT Business. Acts as a data warehouse for information technology (IT). Holds data relating to IT assets (commonly referred to as configuration items (CI)), as well as descriptive relationships between assets.

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Our Deployment Gaining Buy-in Roadshow - Executive View



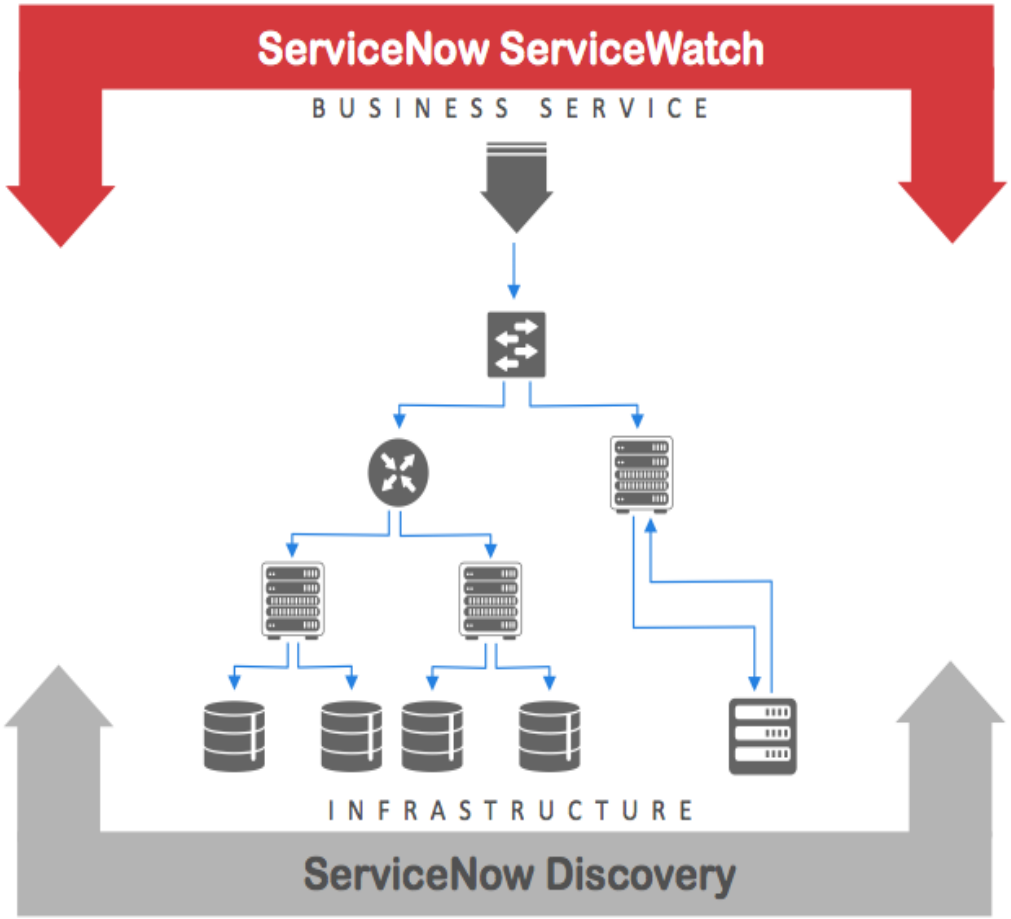
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Our Deployment Gaining Buy-in Roadshow - Technical View

Service Mapping

Purpose:

- Automate Applications to Infrastructure Mapping
- Benefits:
- Incident Notification
- Incident Impact Analysis
- Change Planning
- Problem Management
- Portfolio Management



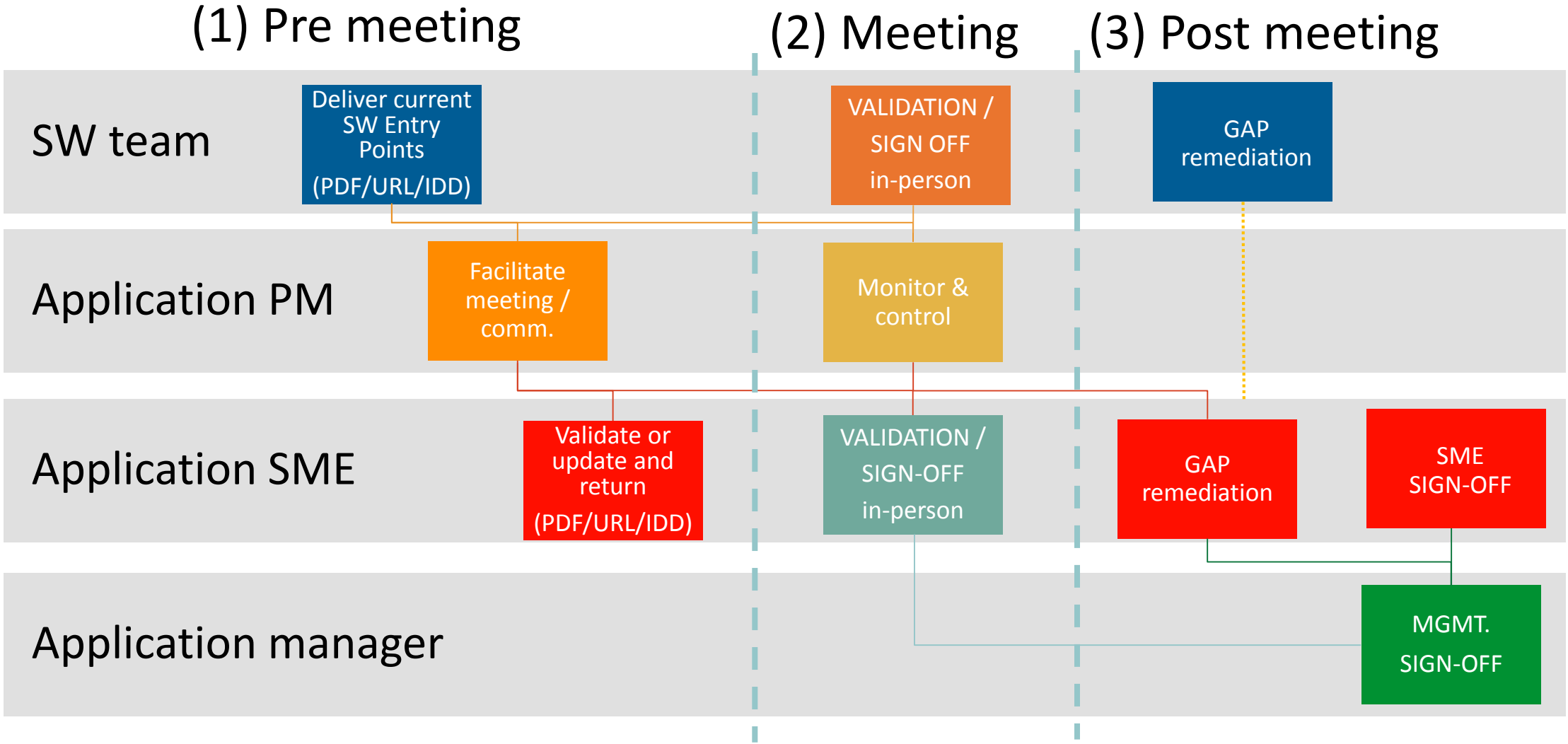
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Our Deployment Roadshow – How

#	Activity	Responsible	Participants/Recipients
Week 0			
1	Schedule Meeting ~15 URLs per mtg	DIO Vertical PM	AMS SME & SW Team
2	Notify SW PM meeting dates	DIO Vertical PM	SW PM
3	ServiceWatch Team sends out Maps	SW Team	AMS SME's
4	Request for any New Entry Points	SW Team	AMS SME's
Week 1 - 2			
4	AMS Team Reviews SW Maps	AMS SME	
5	Review Mtg - SW & AMS Meeting	SW Team	AMS SME & DIO PM
6	SW Team – Send follow-up	SW Team	AMS SME & DIO PM
7	AMS Teams Respond to Follow-Up	AMS SME	DIO Vertical PM
8	Track AMS Responses	DIO Vertical PM	SW – PM
9	Track Signoff	DIO Vertical PM	AMS SME & Team Mgr/ Lead & AMS SME

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Our Deployment Roadshow: What R&R



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Our Deployment Roadshow: When

TMS

Vertical	Applications	Entry PTs	Week 0	Week 1 & 2
Auto	18	58	2/15	2/22-2/29
BSS	25	43	2/22	2/29-3/7
CAPS	26	62	2/29	3/7-3/14
CTO	19	47	3/7	3/14-3/21
DFA	9	20	3/7	3/14-3/21
Total	**97**	**230**		

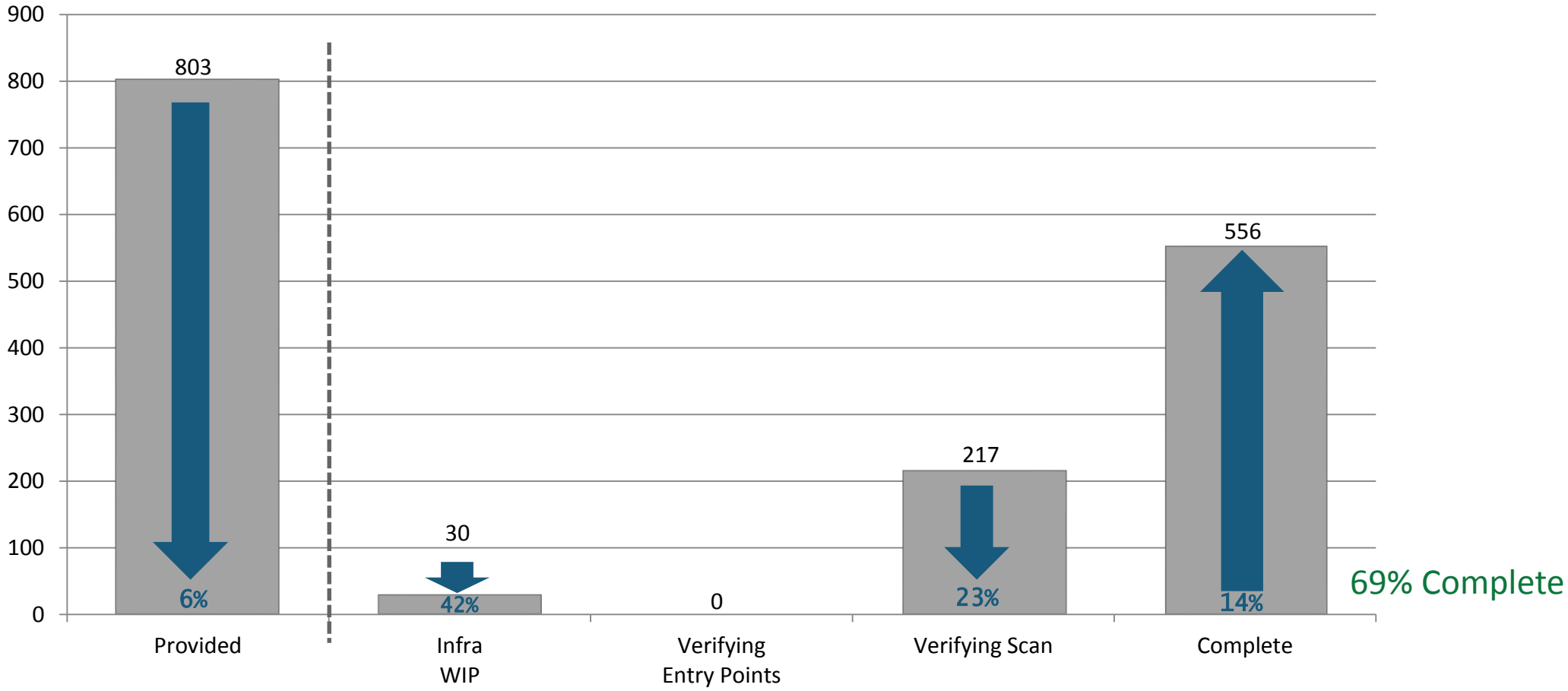
TEMA

Vertical	Applications	Entry PTs	Week 0	Week 1-2
SSRM	54	195	2/22	2/22-3/7
CBS	5	15	2/22	2/22-2/29
ABS	42	109	2/29	3/7-3/14
ITM	19	49	3/7	3/14-3/21
Total	**120**	**368**		

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Our Deployment Roadshow: Status Reporting

Status as of May 25th



NOTE: Total URLs has dropped, since some URLs provided for environments not yet built.

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Our Deployment Roadshow: Status Reporting

Status as of May 25th

TMS		Verification			
Applications Vertical	Application Count	In process	AMS sign off	% Complete	
AUTO	22	0	22	100%	
BSS	26	2	24	92%	
CAPS	28	12	16	57%	
CTO	19	3	17	89%	
DFA	10	7	3	57%	
Grand Total	103	Total	82	79%	**6%** ↑

TEMA		Verification			
Applications Vertical	Application Count	In process	AMS sign off	% Complete	
SSRM	54	0	54	100%	
CBS	10	4	6	30%	
ABS	39	28	11	21%	
FNIP	20	9	11	57%	
Grand Total	123	Total	82	67%	**12%** ↑

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Our Deployment: Technical Status Tracking

Pattern Development Tracker

Component	Status
Application	T3 Dev
Entry Point	T3dev.Toyota.com
Load Balancer	F51
Web Layer	Apache1
Application Layer	Weblogic0
Data Base Oracle	Oracle0

Recorded Technology by layer. If Discovered Correctly Appended with a 1 if not a 0.
Used Excel Pivot tables to track outstanding work.

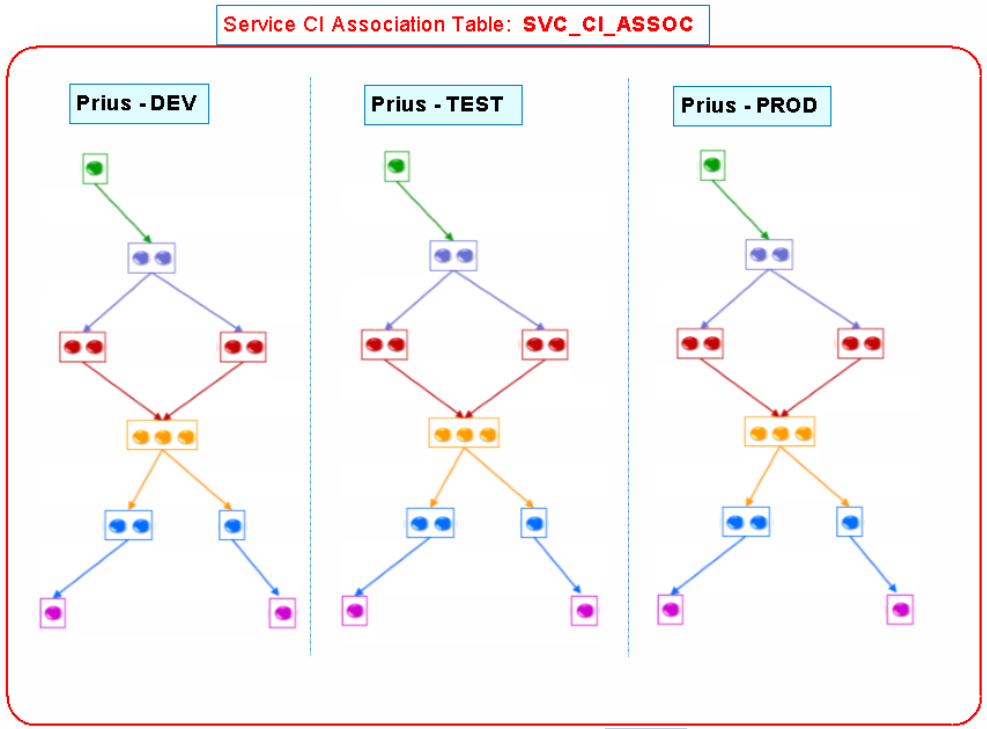
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Our Deployment: Velocity

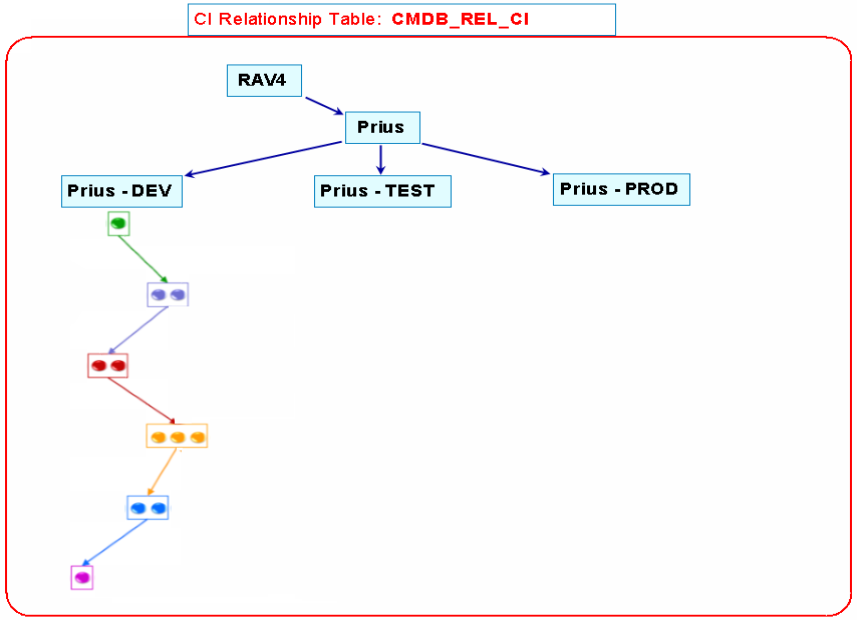
- Approximately 20% Mapped Correctly on the 1st Run
- Service Mapping Technical Staff
  - 2 FTE's – Engineers running Discovery, Validating w/App Teams and Modifying Patterns
  - .5 FTE - Project Management
- Limited Scope to Platforms/Applications from this Century
- Velocity Retrofit Approximately 20 Application Services per Week

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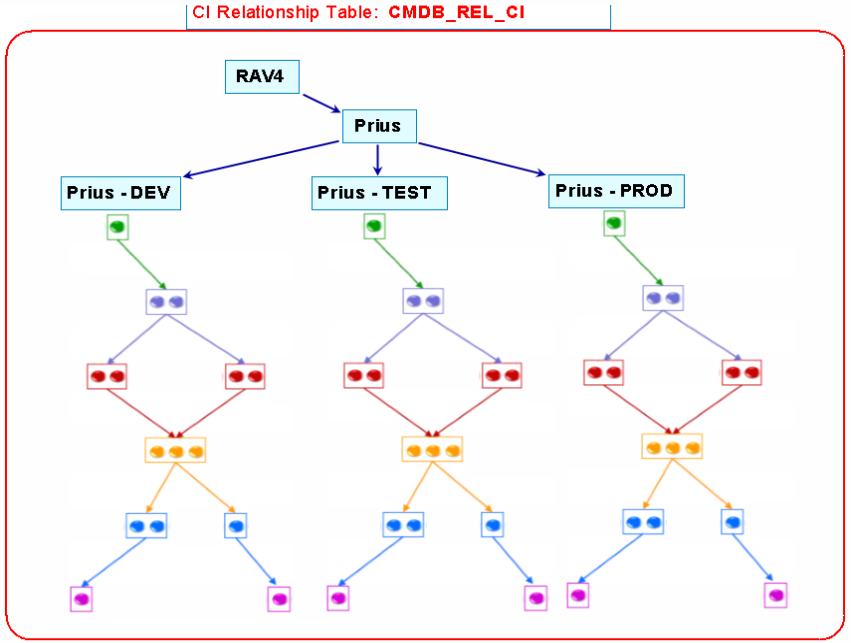
Our Deployment: Customized Relationship Replication



Copy Prius's CI Association data



Prius status before copying its Service CI Association data



View CI Map



Users

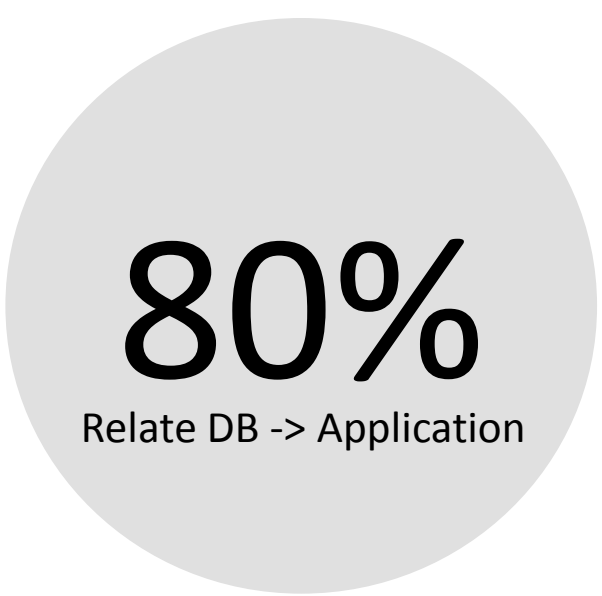
Prius status after copying its Service CI Association data

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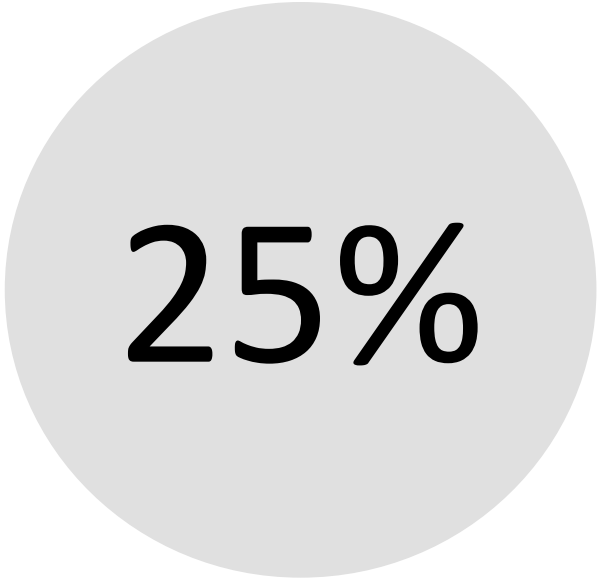
Realized Success

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Realized Success - Data Center Migration Program



Learned through Service Mapping



Time Saved Producing Design Documentation



Avoided purchase of additional tool to produce Application Architecture Diagrams

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Summary

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Lessons Learned

1. Gain IS Wide Commitment
2. Build a Cross Organizational Team
3. Rapid Discovery/Validation – Developed a few quick wins
4. Tracking Status allowed us to identify key focus areas
5. Track Status by Application not Entry Point
6. More Communication showing Business Wins not just technical progress

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Summary: Top Takeaways

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Tie CMDB Efforts to Key Business Initiatives

2

Publish CMDB Success ‘Powered by CMDB’

3

Build the Right Team = Everyone

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Q & A

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Thank You

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