knowledge17

WORK at LIGHTSPEED™

Empowering service desk through intelligent toolset

DEVANG JOSHI
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Speaker Introduction



NAME: Devang Joshi

TITLE: Senior Manager

FUNCTION: IT

COMPANY: Depository Trust and Clearing Corporation (DTCC)

EXPERIENCE: 18 year of IT experience as Developer, Architect, Technical Program Manager

EXPERTISE: ITSM, DevOps, CloudOps, Enterprise Architecture

ACHIEVEMENTS: Design and implementation of AWS cloud monitoring and ITSM functions, Developed and implemented standard monitoring patterns for over 65 infrastructure technologies, Splunk rollout

CURRENT PROJECTS: ServiceNow Event management rollout, and migration from Netcool, DevOps & Cloud strategy and implementation

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My Company



NAME: Depository Trust and Clearing Corporation (DTCC)

INDUSTRY: Financial Services

MARKET FOCUS: With over 40 years of experience, DTCC is the premier post-trade market infrastructure for the global financial services industry. In 2015, DTCC's subsidiaries processed securities transactions valued at approximately US$1.5 quadrillion.

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Clearing Services, Matching, Settlement & Asset services, Derivatives Services, Data Services, Collateral Management

COMPANY-WIDE INITIATIVES: Cost efficiency, Agile/DevOps, Innovation, Regulatory Compliance

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Agenda

- Challenges
- Goals & Objectives
- High Level Solution
- Solution Details & Approach
- Outcome
- Lessons Learned
- Next Steps

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Session Overview



Objectives

- How to leverage unified toolset to meet all your ITSM requirements for cloud, on-premise, and hybrid applications, to empower operations teams to drive efficiencies



What You Will Learn

- Understand challenges of Legacy Event Management and IT Operations
- How ServiceNow Event Management in conjunction with ITSM can transform your Operations
- Gather key lessons related to Cloud/Hybrid monitoring and Event Management
- How the lessons may apply for your initiatives/projects

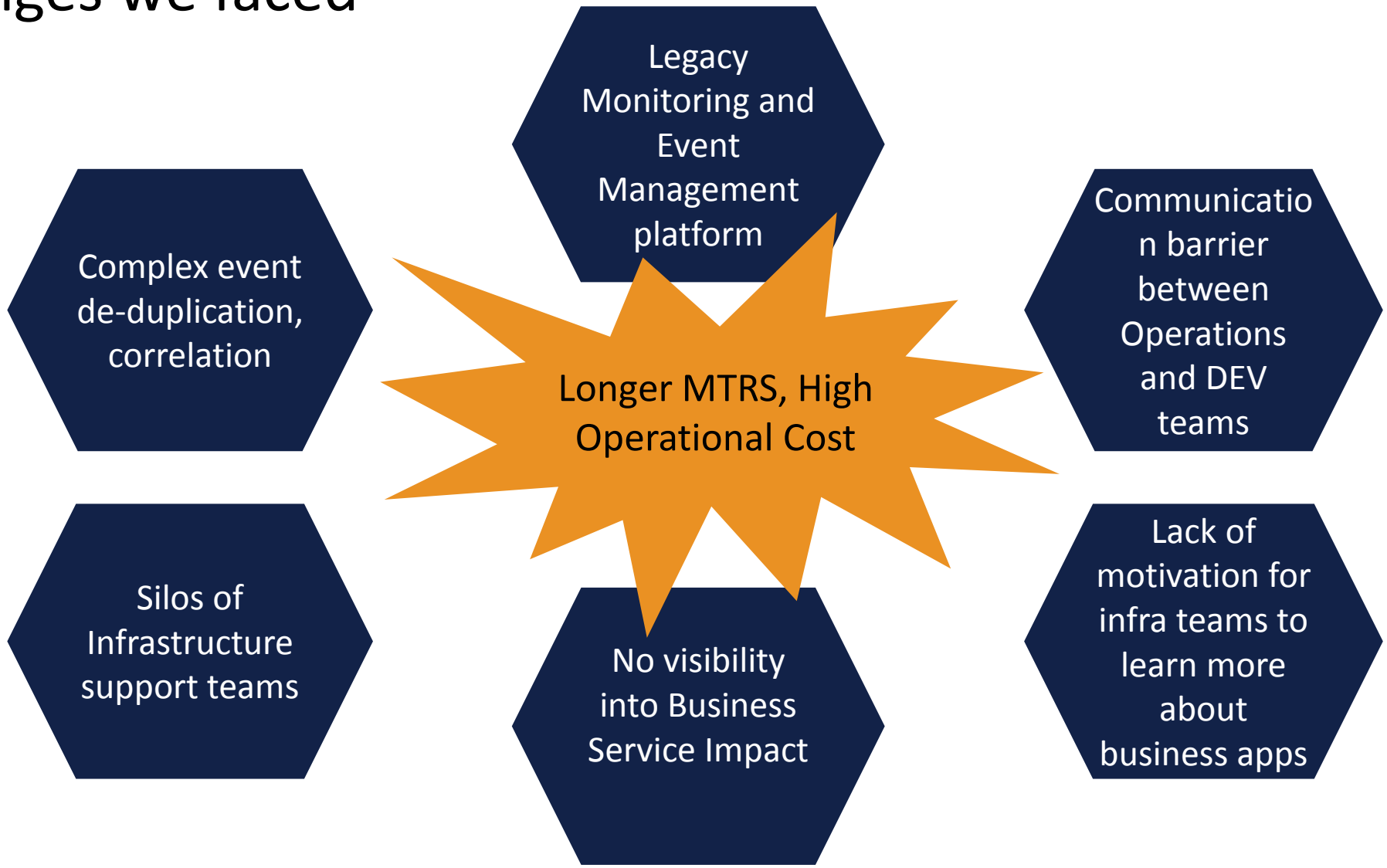
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Context

- Industry Trends
  - Cloud strategy
  - DevOps & Agile
  - Regulatory compliance requirements
- Competitive Pressure
  - Increasing competition with specialized products
- Corporate Transformations
  - Legacy processes and infrastructures
  - Push for Cloud
  - Push for DevOps/CI-CD
- Departmental/Project/Program Drivers and Goals
  - Push for Agile methodologies
  - Organizational alignments

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Challenges we faced



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Goals and Objectives

GOAL : Mean Time to Restore Services reduction by 20% and achieve higher operational efficiency by 10%

OBJECTIVES

- Unified ITSM-ITOM View for Cloud/Infra Operations
- Connect IT Operations and Application support teams through single holistic view
- Service-Aware teams using Business Service Mapping and CMDB to determine business service impact
- Enhanced de-duplication, event correlation and enrichment for noise reduction
- Effective use of KM and KEDB for faster resolution, auto-remediation

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Environment Complexity

Infrastructure and Applications	• Mostly Windows and Linux based platform (OnPrem, IaaS, PaaS)
IT Service Management (ITSM)	• ServiceNow ITSM Suite (OnPrem) with IM, PM, CM, KM, Call, Service Catalogue, Asset/CMDB modules • Over 30+ integrations (inbound/outbound)
Monitoring and Event Management (ITOM)	• IBM Netcool, HPOM, HP NNMi, MS SCOM, CA Spectrum, CA eHealth, Splunk, CloudWatch, Email/SNMP trap based alerting and SNOW EM • More than 10,000 critical alerts everyday
Notification	• xMatters
Automation	• HP OO, MS SC Orchestrator

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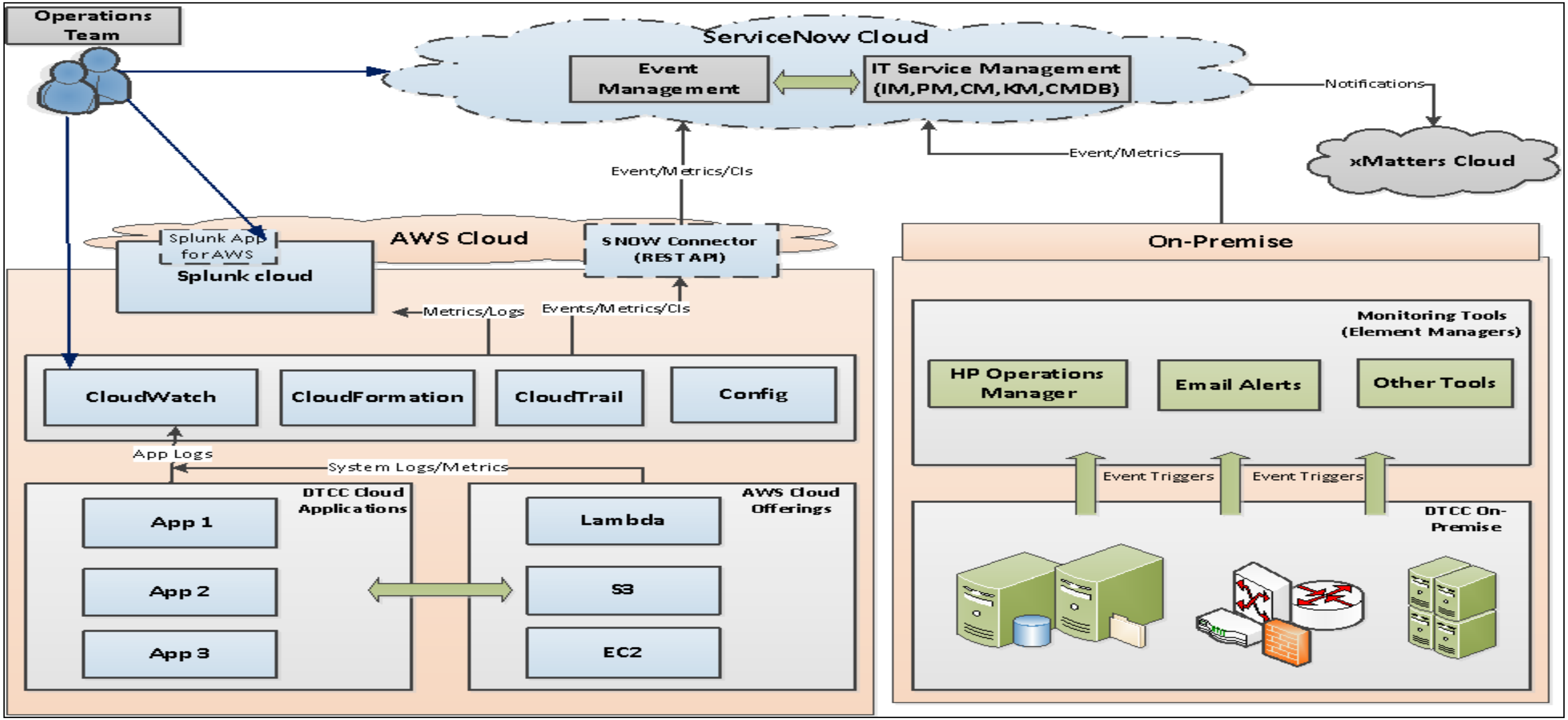
Why did we choose ServiceNow ITOM/EM?

- **Unified Platform & Operational intelligence capabilities**
- **OOTB Event Correlation and Analytics**
- **Business Service Management using OOTB integrations**
- **Ease of Implementation and Management**
- **Lower Total Cost of Ownership**

ServiceNow Event Management

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ITSM-ITOM Blueprint at a Glance



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Solution Strategy and Approach (1/2)

- Enable ITSM and Event Management solution to handle Cloud/Hybrid Operations
- Consolidate Events at Element Managers to control noise and effective correlation at ServiceNow EM
- Use out-of-the-box Event Correlation and enable efficient Event/Alert rules to reduce noise
- Leverage experience from L1/L2 support teams to fine-tune event correlation rules

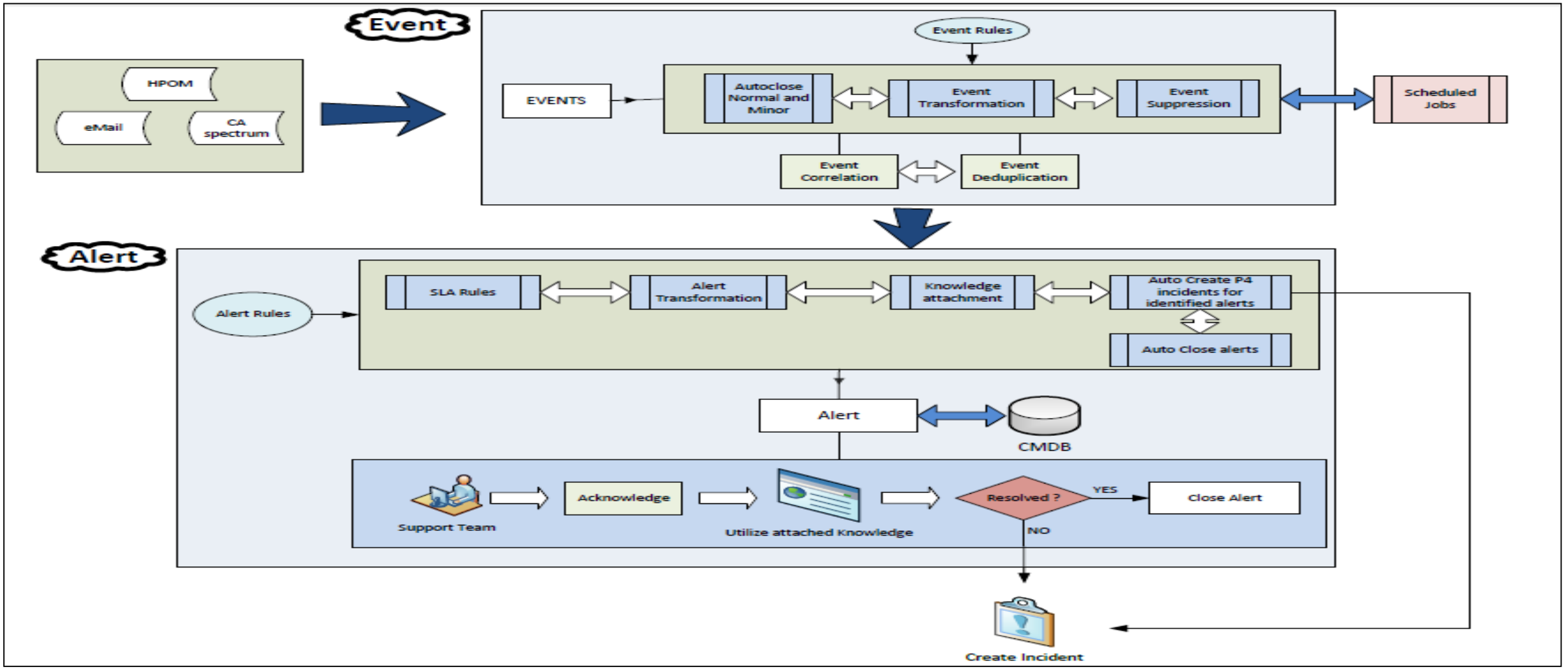
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Solution Strategy and Approach (2/2)

- Leverage integration among various ServiceNow modules Event, Incident, Problem, Change, Knowledge, CMDB along with Business Service Views
- Enable SLA rules to escalate alerts to create auto-incidents and auto-assignment
- Create distributed ownership model and central governance for Event Management within various IT support teams to own their custom rules
- Integrated Development and Operations Support team using Agile methodology

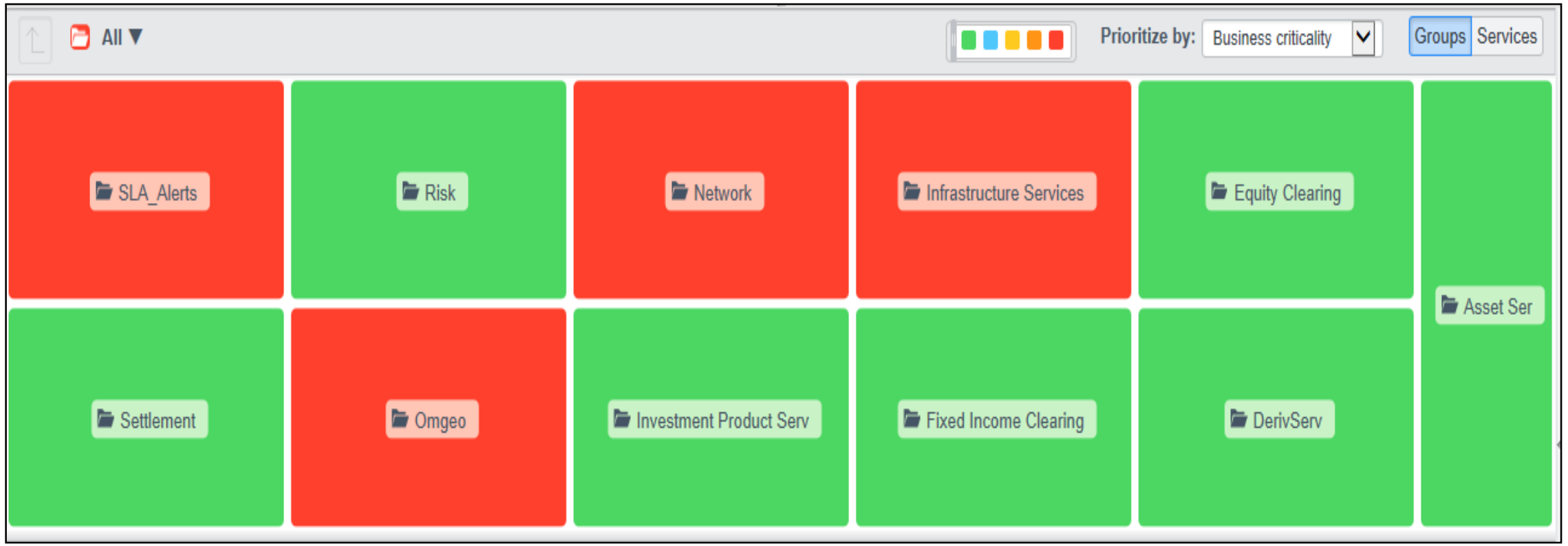
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Event-to-Alert Lifecycle



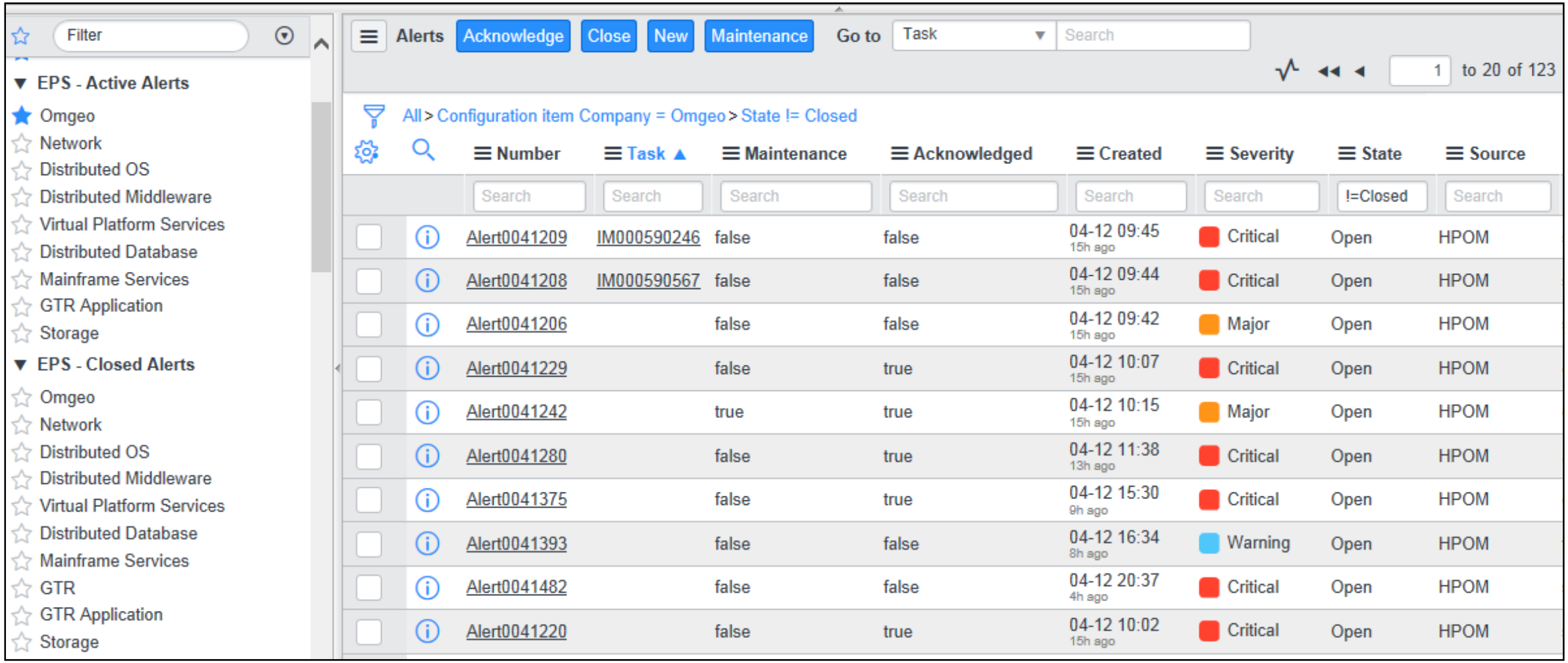
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IT Operations View of EM – Groups & Services



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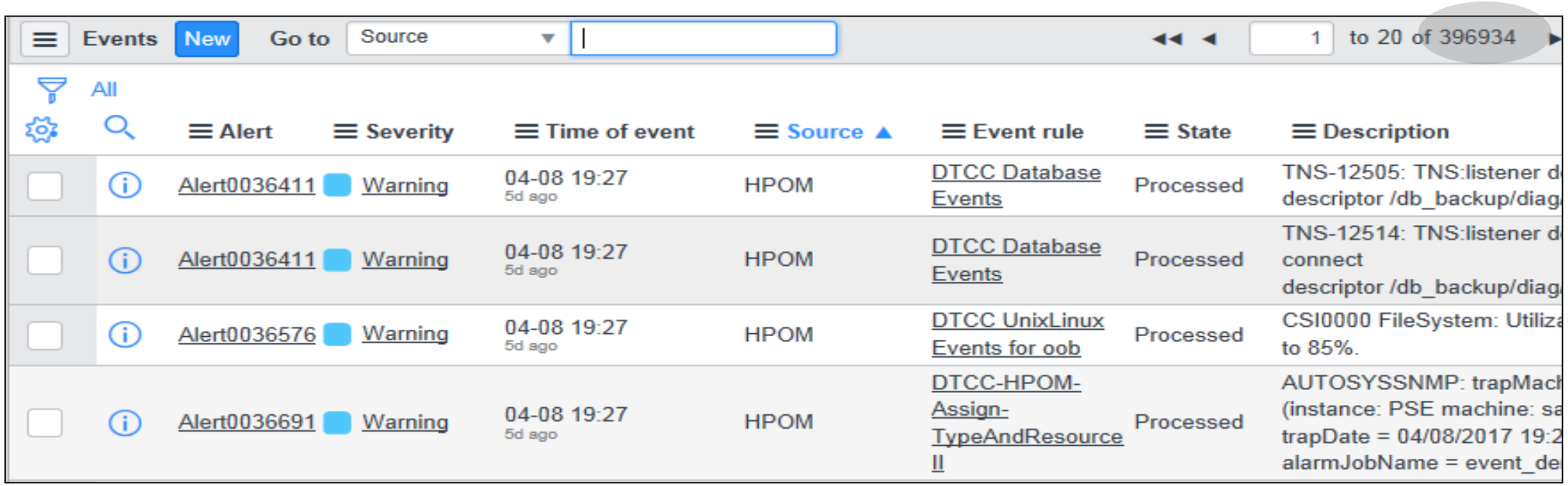
IT Operations View of EM – Alert Queues



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Events to Alerts Reduction Metrics (1/2)

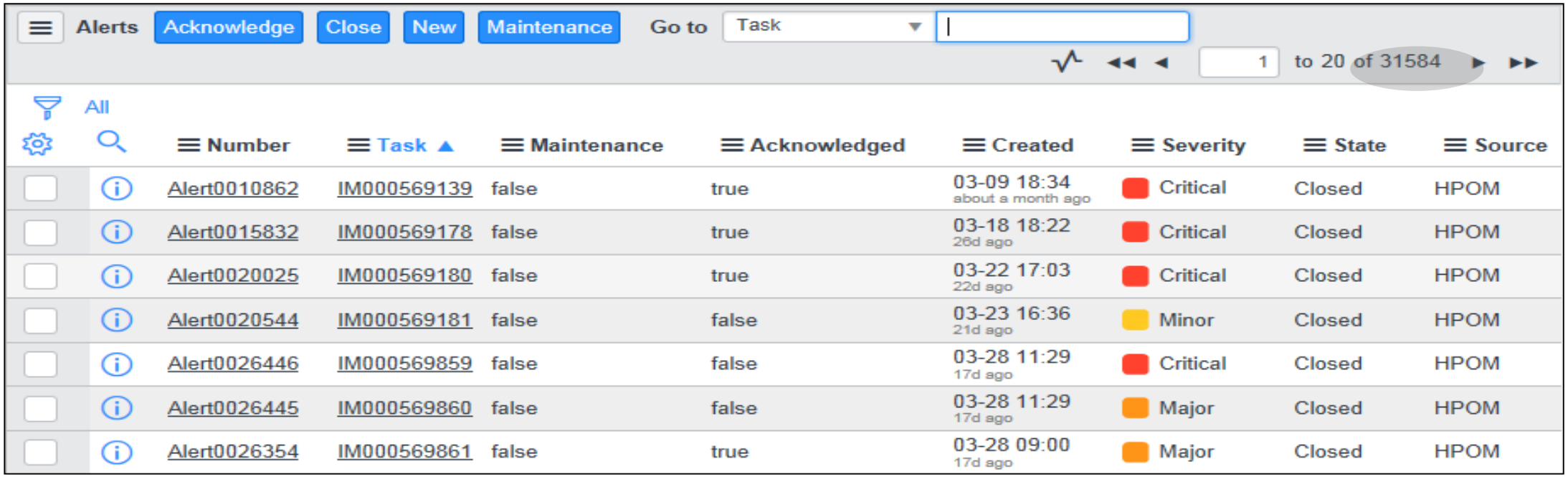
Integrating all data sources and element managers from production, we generated 397,000 EVENTS IN 30-DAY PERIOD.



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Events to Alerts Reduction Metrics (2/2)

Using OOTB correlation and de-duplication rules, total of 397,000 EVENTS resulted into 32,000 ALERTS only. THAT'S 92% REDUCTION IN NOISE !!!



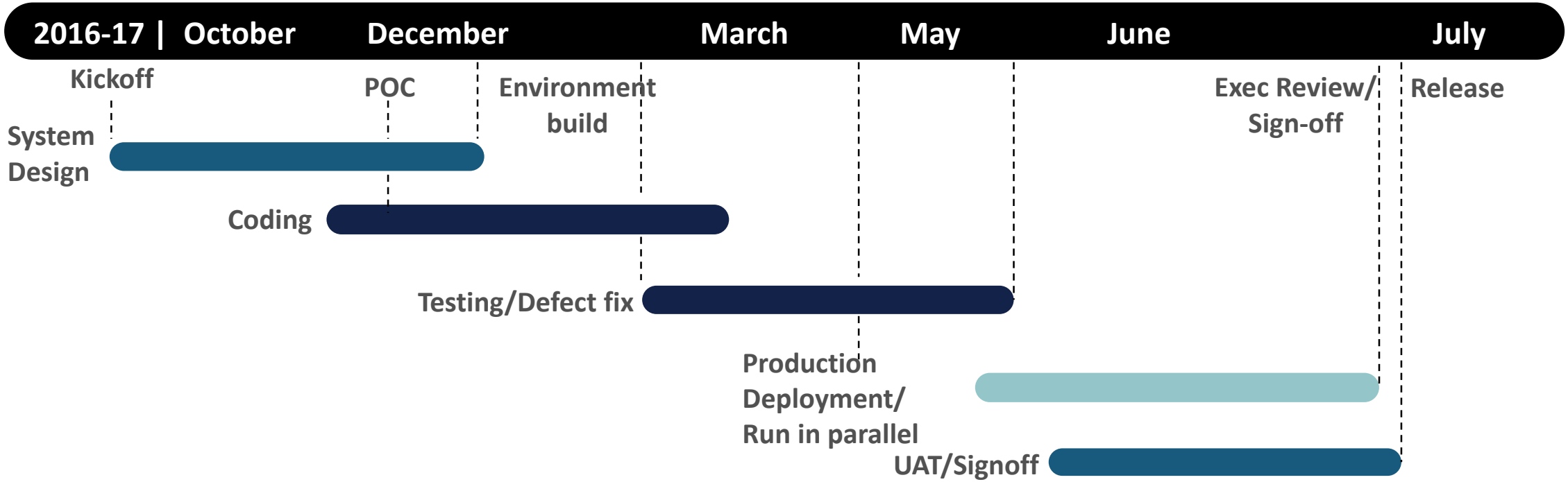
Alerts | Acknowledge | Close | New | Maintenance | Go to | Task | 1 to 20 of 31584

All

Number	Task	Maintenance	Acknowledged	Created	Severity	State	Source
Alert0010862	IM000569139	false	true	03-09 18:34 about a month ago	Critical	Closed	HPOM
Alert0015832	IM000569178	false	true	03-18 18:22 26d ago	Critical	Closed	HPOM
Alert0020025	IM000569180	false	true	03-22 17:03 22d ago	Critical	Closed	HPOM
Alert0020544	IM000569181	false	false	03-23 16:36 21d ago	Minor	Closed	HPOM
Alert0026446	IM000569859	false	false	03-28 11:29 17d ago	Critical	Closed	HPOM
Alert0026445	IM000569860	false	false	03-28 11:29 17d ago	Major	Closed	HPOM
Alert0026354	IM000569861	false	true	03-28 09:00 17d ago	Major	Closed	HPOM

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Solution Timeline



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Lessons Learned

- Breaking legacy mindset of operating in silos
- Business oriented service-operations rather than infrastructure based
- Avoid complexity by efficient use of OOTB integrations and event / alert rules
- Motivated and empowered IT operations team when they better understand their role aligned to business services using intelligence toolset
- Collaboration among Development, Engineering and Operations teams for improved IT strategy to support business services

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Next Steps for us

- CMDB sync up with Cloud resources and applications for full enterprise view
- Full rollout of ServiceNow Event Management platform and cutover from existing Event Management platform
- Enrich Business Service Views by using propagation and impact rules
- Enhance Remediation, Self-service and Automation for an improved Agility

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Key Takeaways

1

Unified ITSM-ITOM platform to manage IT operations for Cloud native, On-premise, and Hybrid Applications

2

Empower IT Operations team with intelligent toolset and business service alignment

3

Higher operational efficiency, Reduced MTRS thru collaboration between IT Ops and Application Support

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Thank You

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Q & A

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Thank You

Devang Joshi

Senior Manager

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