knowledge17

WORK at LIGHTSPEED™

Looking Ahead: The IT Operations Management Vision

PABLO STERN
VP & GENERAL MANAGER IT OPERATIONS MANAGEMENT
ServiceNow

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servicenow

Speaker Introduction



NAME: Pablo Stern

TITLE: GM of IT Operations Management (ITOM) business unit

COMPANY: ServiceNow

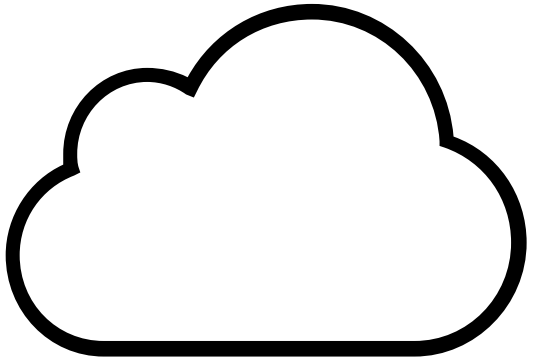
EXPERIENCE: Prior to joining ServiceNow he held CTO, engineering and business leadership roles at Microsoft, Symantec, Veritas, and Radius

ACHIEVEMENTS: Pablo holds dual degrees in Engineering and Computer Science with High Honors from Dartmouth, and has completed the Stanford Executive Program

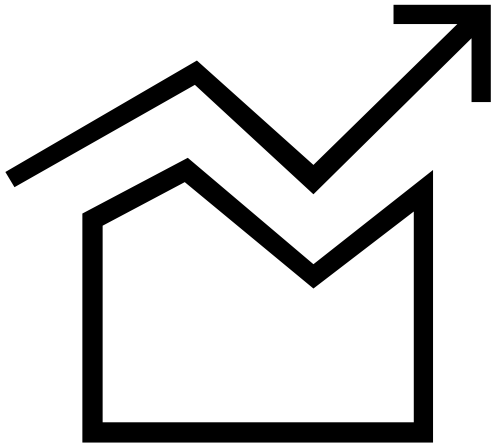
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Trends

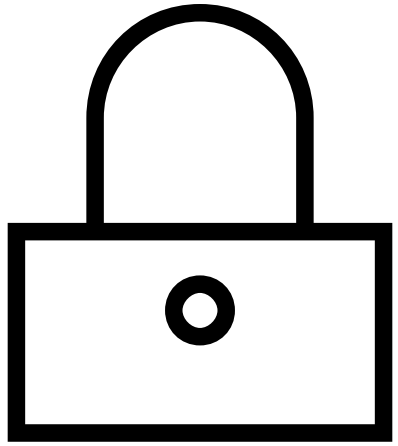
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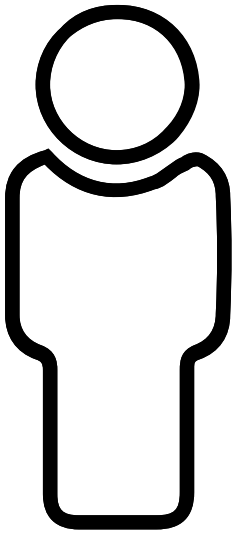
Cloud Adoption



Device Explosion



Security

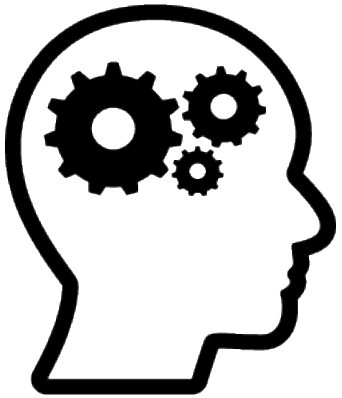


DevOps

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How is the world responding?

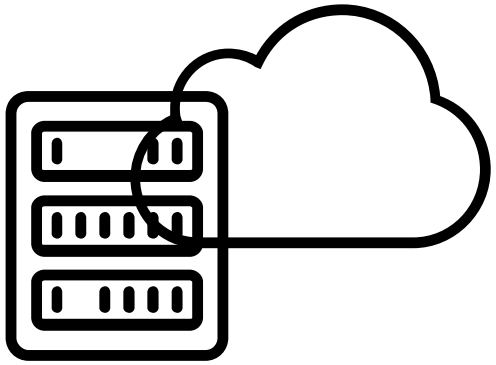
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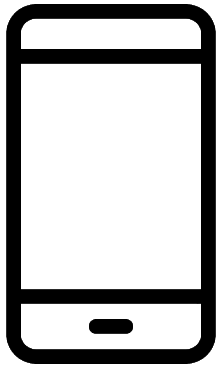
AI



Analytics



Physical
Virtual
Cloud

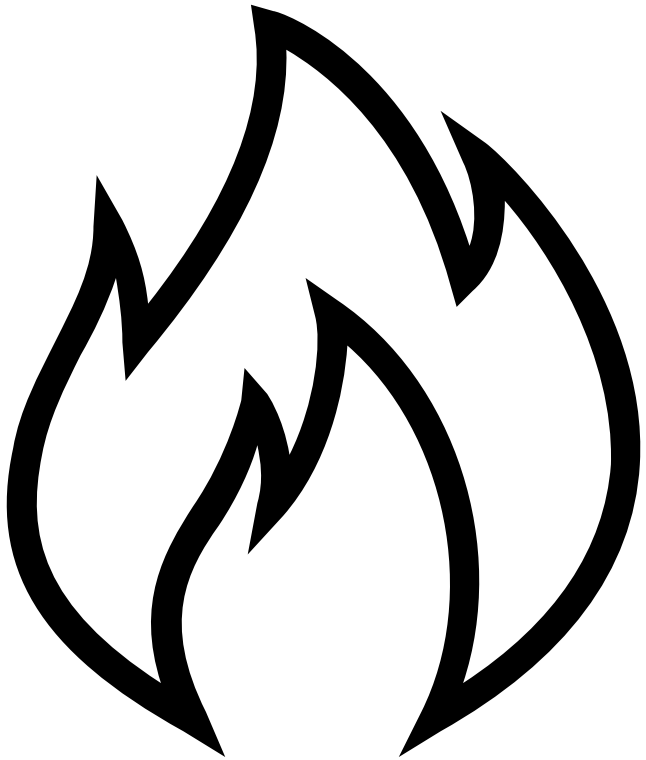


Consumerization
of IT

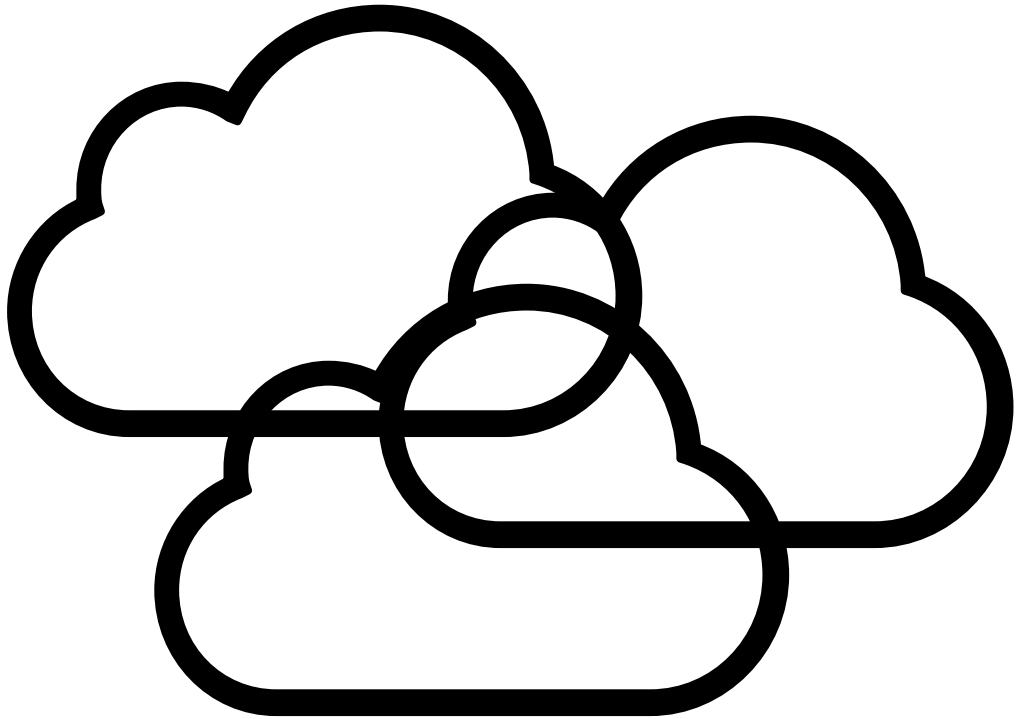
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How does this impact you?

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Service Outages

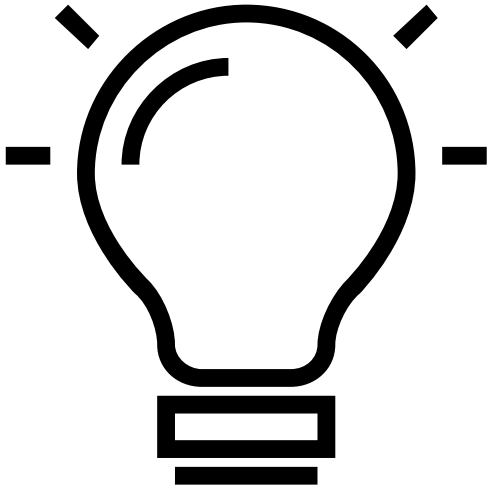


Cloud Sprawl

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How do you regain control?

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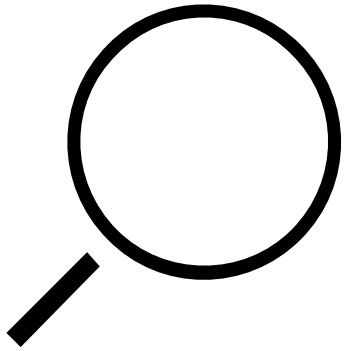
ITOM

Service Intelligence & Automation for the Enterprise Hybrid Cloud

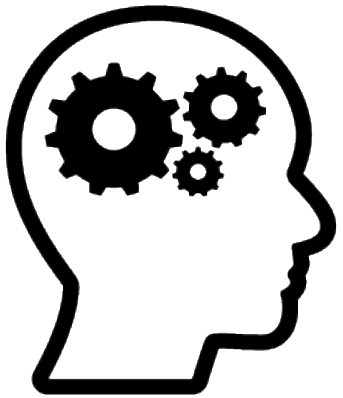
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How do we help you?

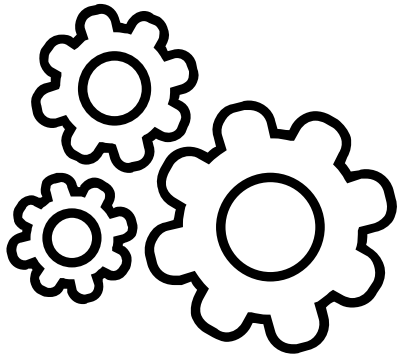
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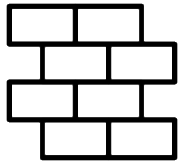
Visibility



Machine Learning

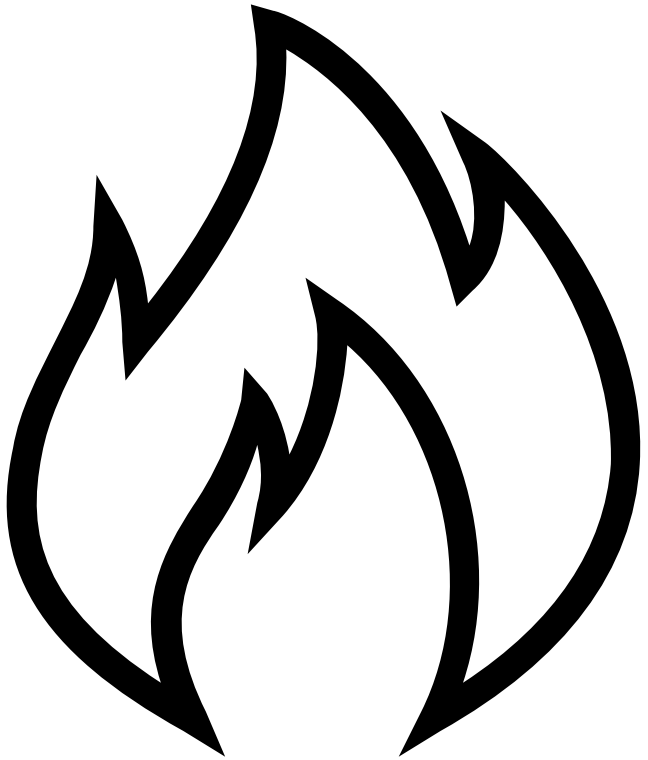


Automation



Foundation

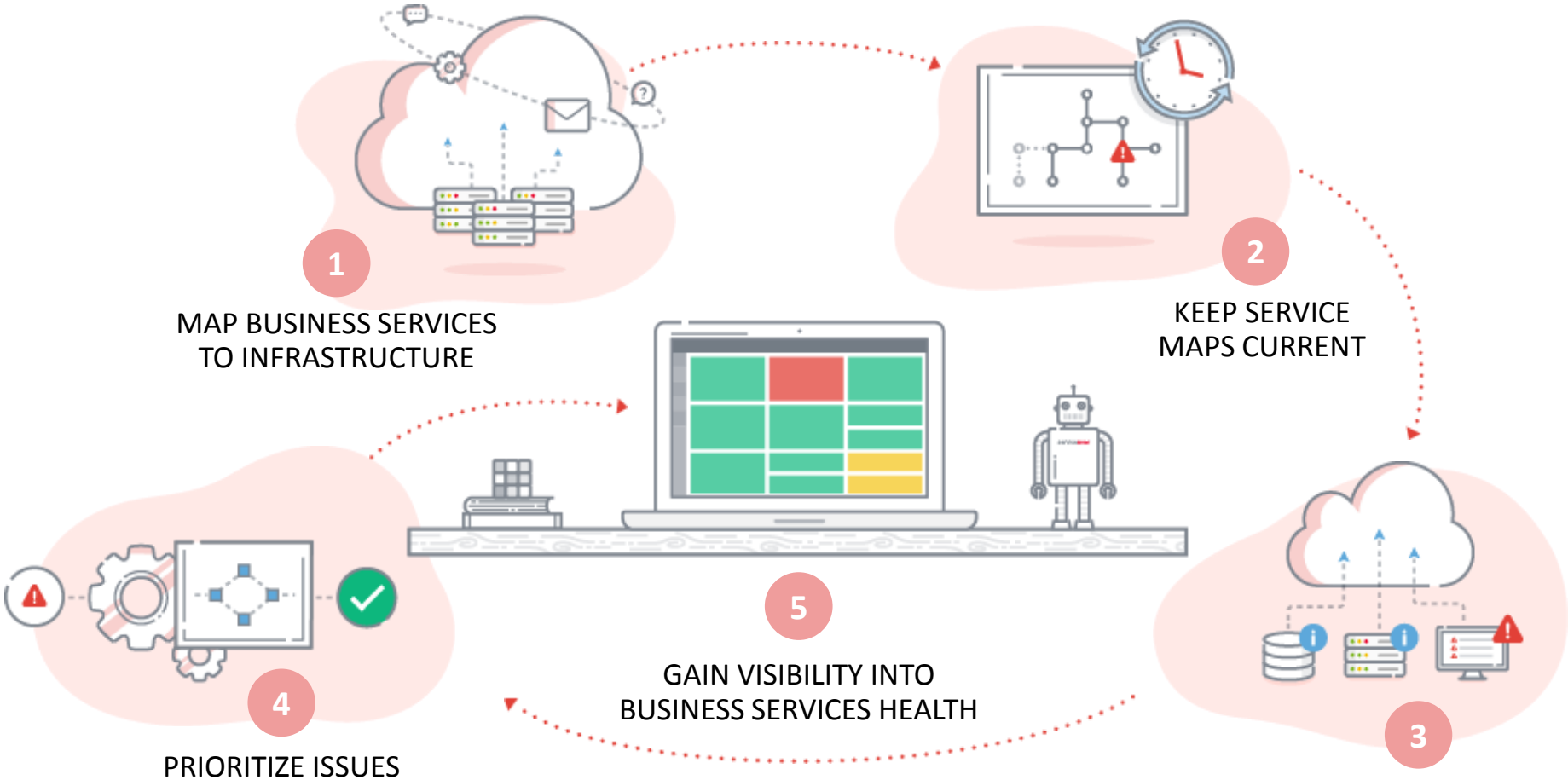
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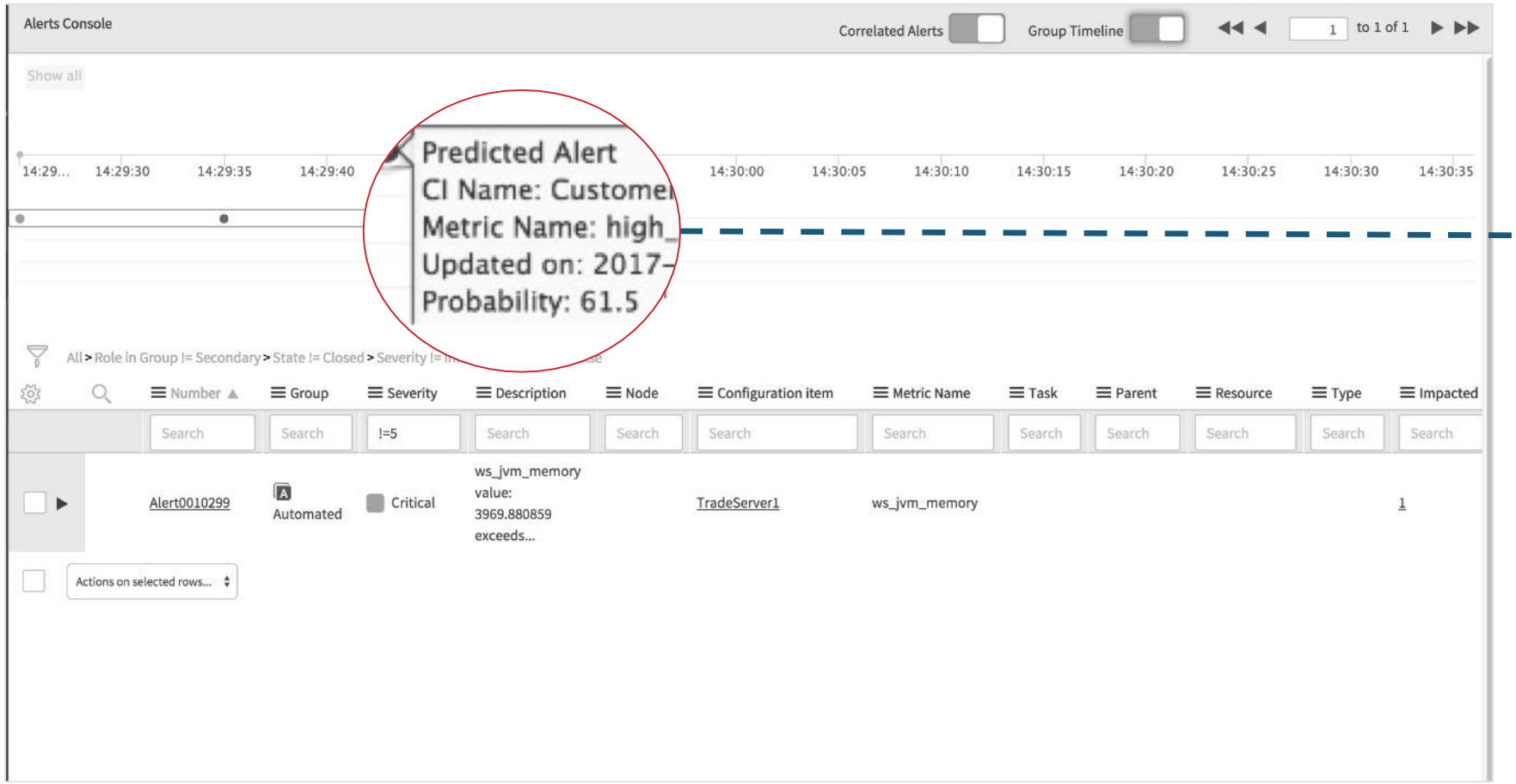
Eliminate Service Outages

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How to Eliminate Service Outages



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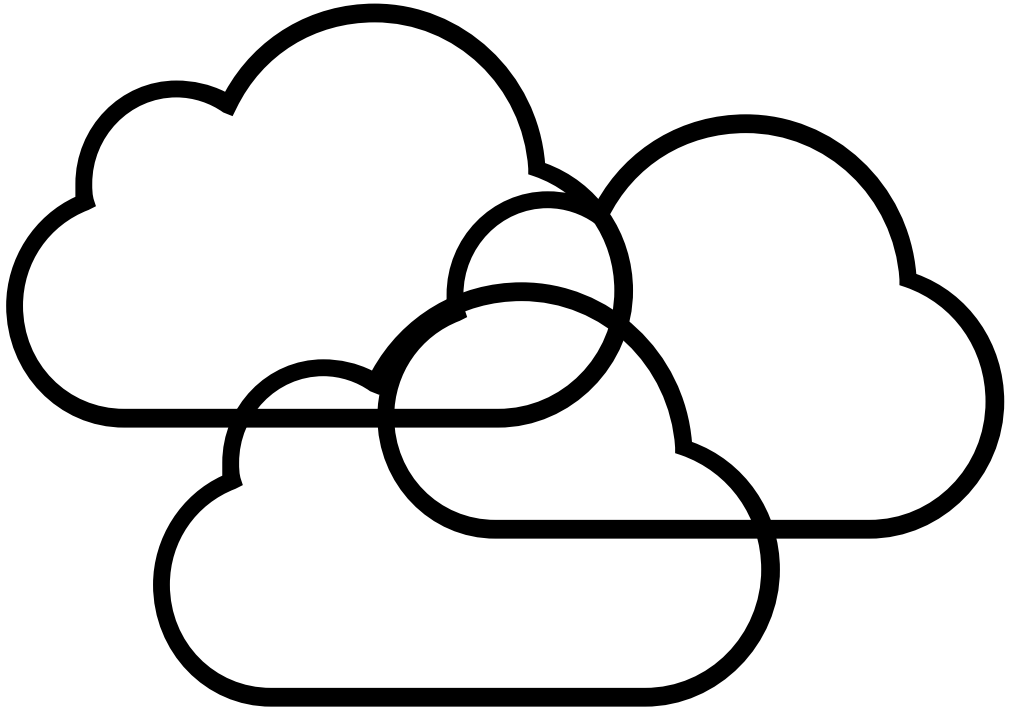


Predictive Alerts

From Descriptive to Predictive

with machine learning & AI driven analytics

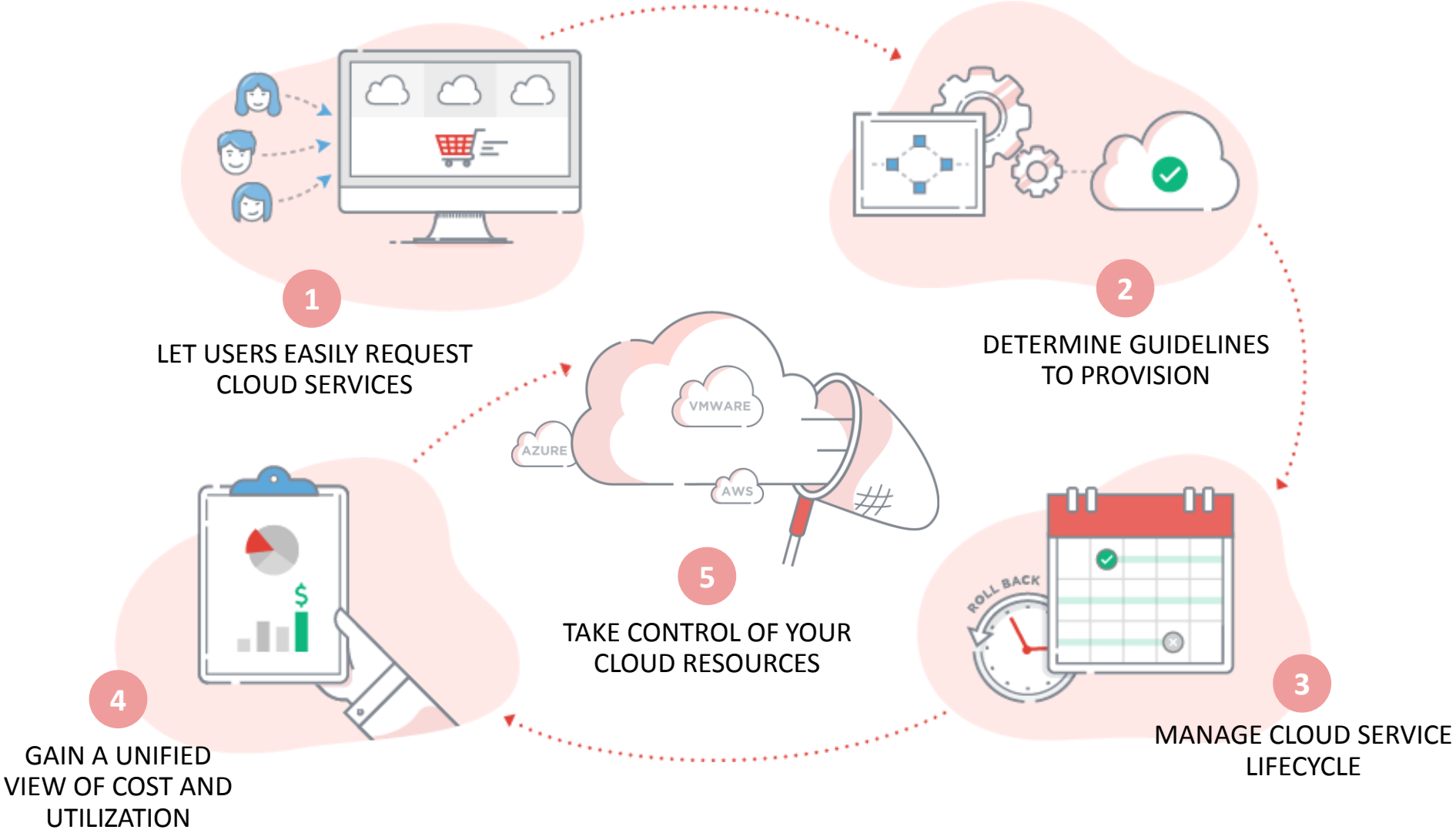
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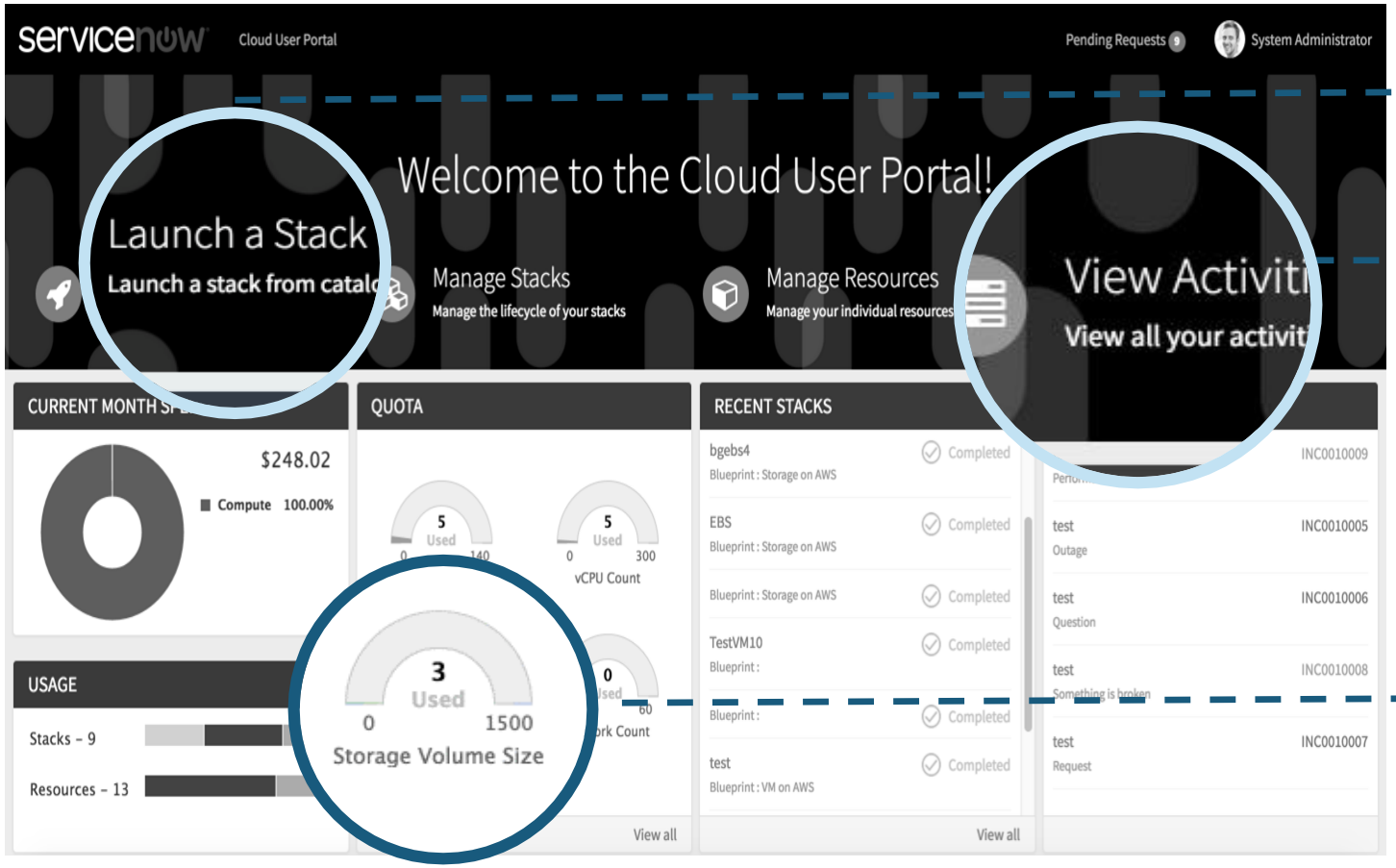
Manage Cloud Sprawl

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How to Manage Cloud Sprawl



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Self-manage cloud service lifecycles

View activities and make new requests

Visualize spending, quotas, and usage

Empowering users with extensive self-support

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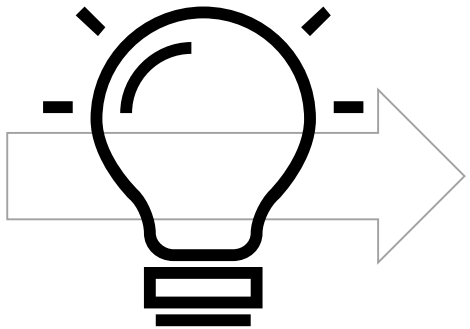
ITOM in the World

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datAvail

Legacy ticketing system

Manual processes



ITOM

250% ROI through Basic Automation

Accurate Map of IT Infrastructure

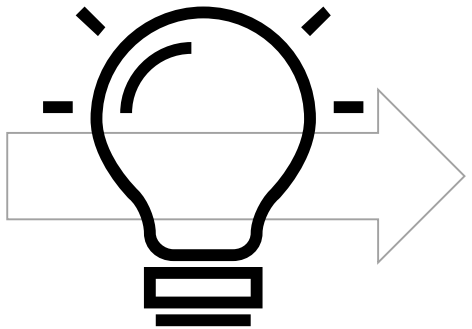
IT Service Management with Discovery and Automation

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TimeWarner

120,000 events per week



Reduced to 1,000 incidents per week

ITOM

Noise Reduction through Operational Intelligence

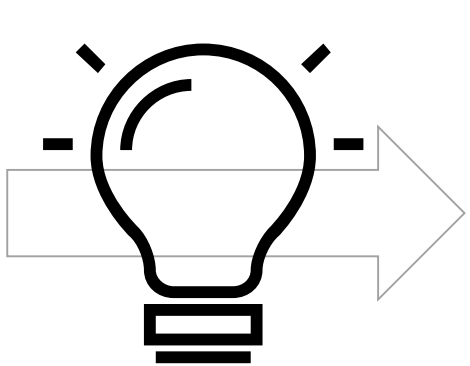
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TransAlta

Legacy ticketing system

Escalations bypassing tool



ITOM

80% reduction

in major incidents

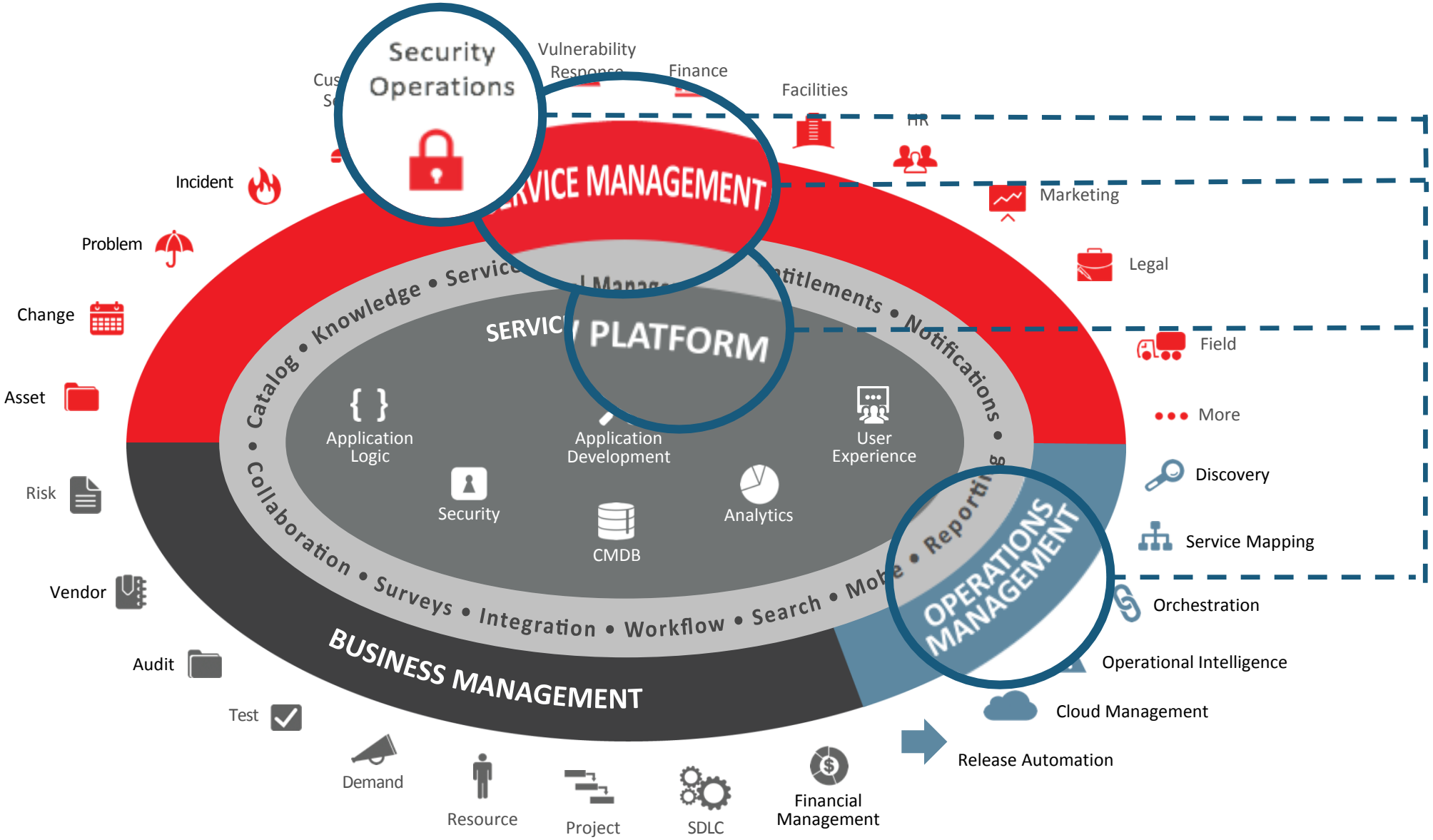
Service-Centric Visibility through Service Mapping

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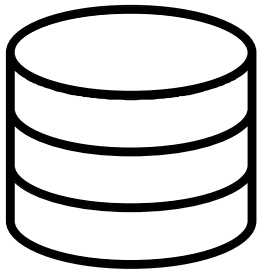
ITOM Today

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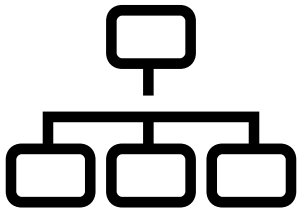
Jakarta



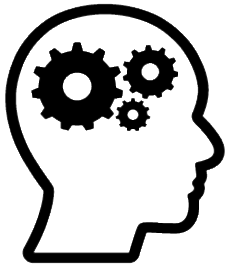
CMDB



Discovery



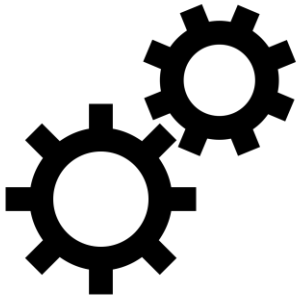
Service Mapping



Operational Intelligence



Cloud Control Center

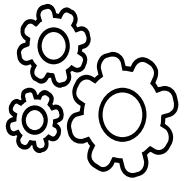
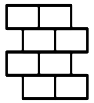


Release Automation

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ITOM Tomorrow

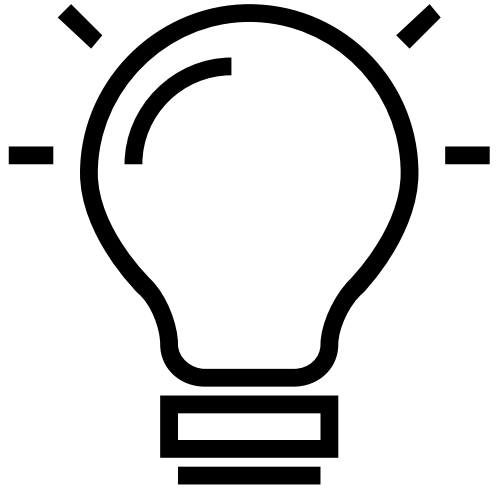
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 Visibility	Bulk mapping w ML	Cloud native application support
 Machine Learning	Advanced Root Cause Analysis Advanced Correlation ML-driven Remediation	Correlation, prediction and recommendation Additional models
 Automation	Cloud Control Center Release Automation	Additional cloud provider support Additional cost and capacity management Seamless release management support
 Foundation	Unified Service Model Mapping enhancements	Usability enhancements

Kingston London Moscow

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Join us



ITOM

Service Intelligence & Automation for the Enterprise Hybrid Cloud

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Thank You

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VP & GENERAL MANAGER IT OPERATIONS MANAGEMENT
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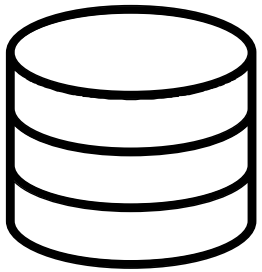
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Agenda

- Vision / Goal / Promise
- Trends
- Responses
- Our Vision
- Use cases for ITOM
- Actual Customer journeys
  - ITSM → discovery
  - ITSM → event management
  - ITSM → Service Mapping
- Roadmap

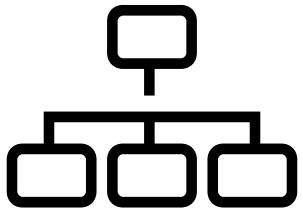
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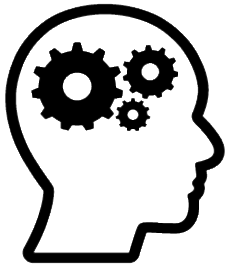
CMDB



Discovery



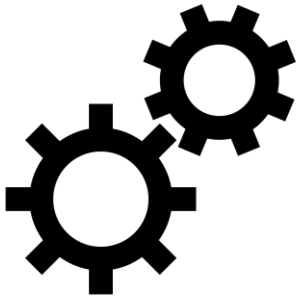
Service Mapping



Operational Intelligence



Cloud Control Center



Release Automation

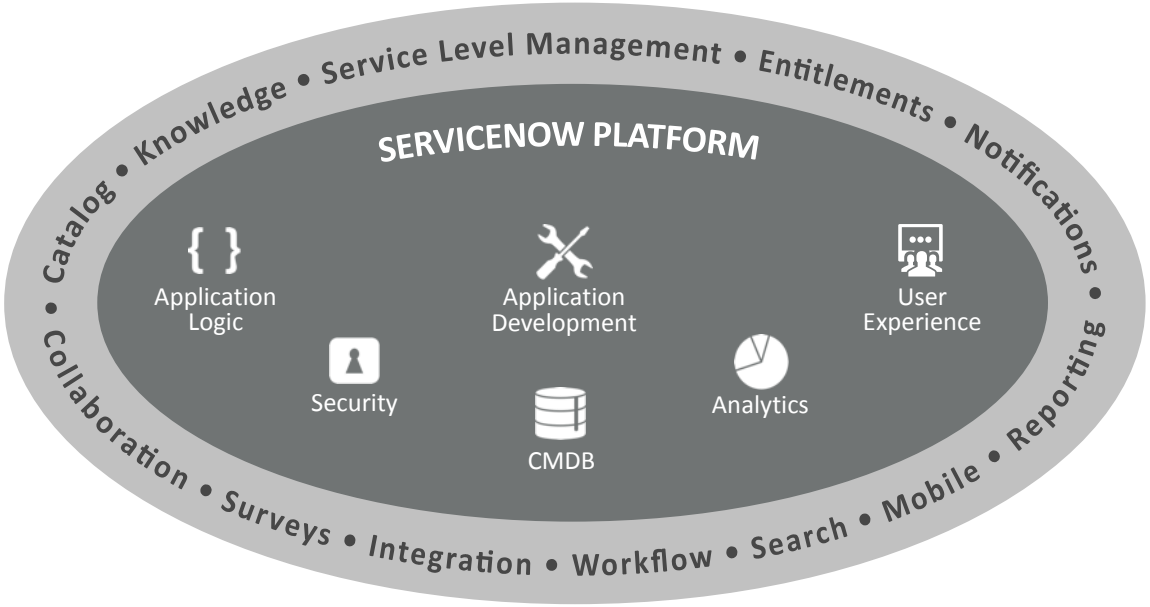
Jakarta

Kingston

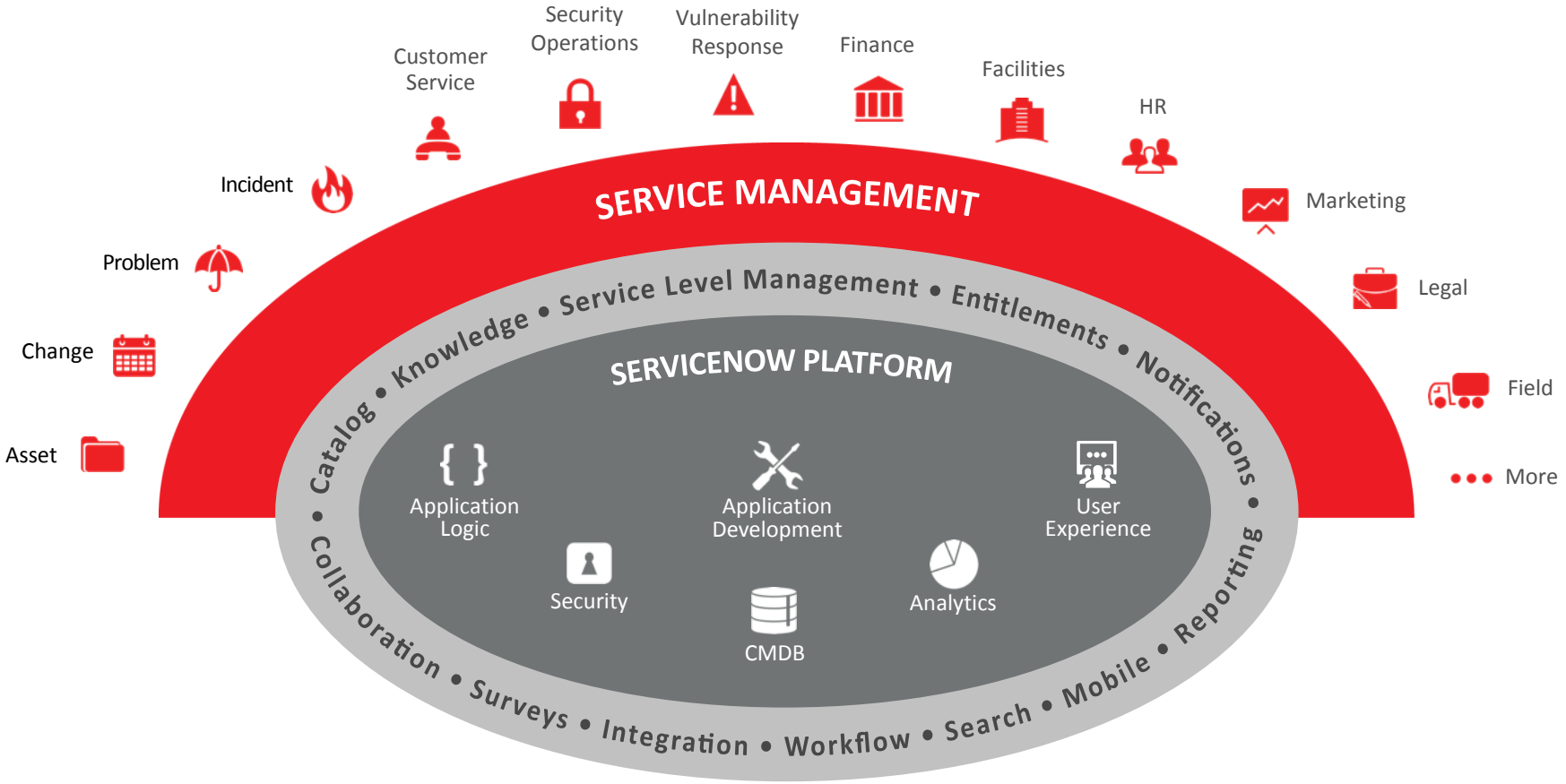
London

Moscow

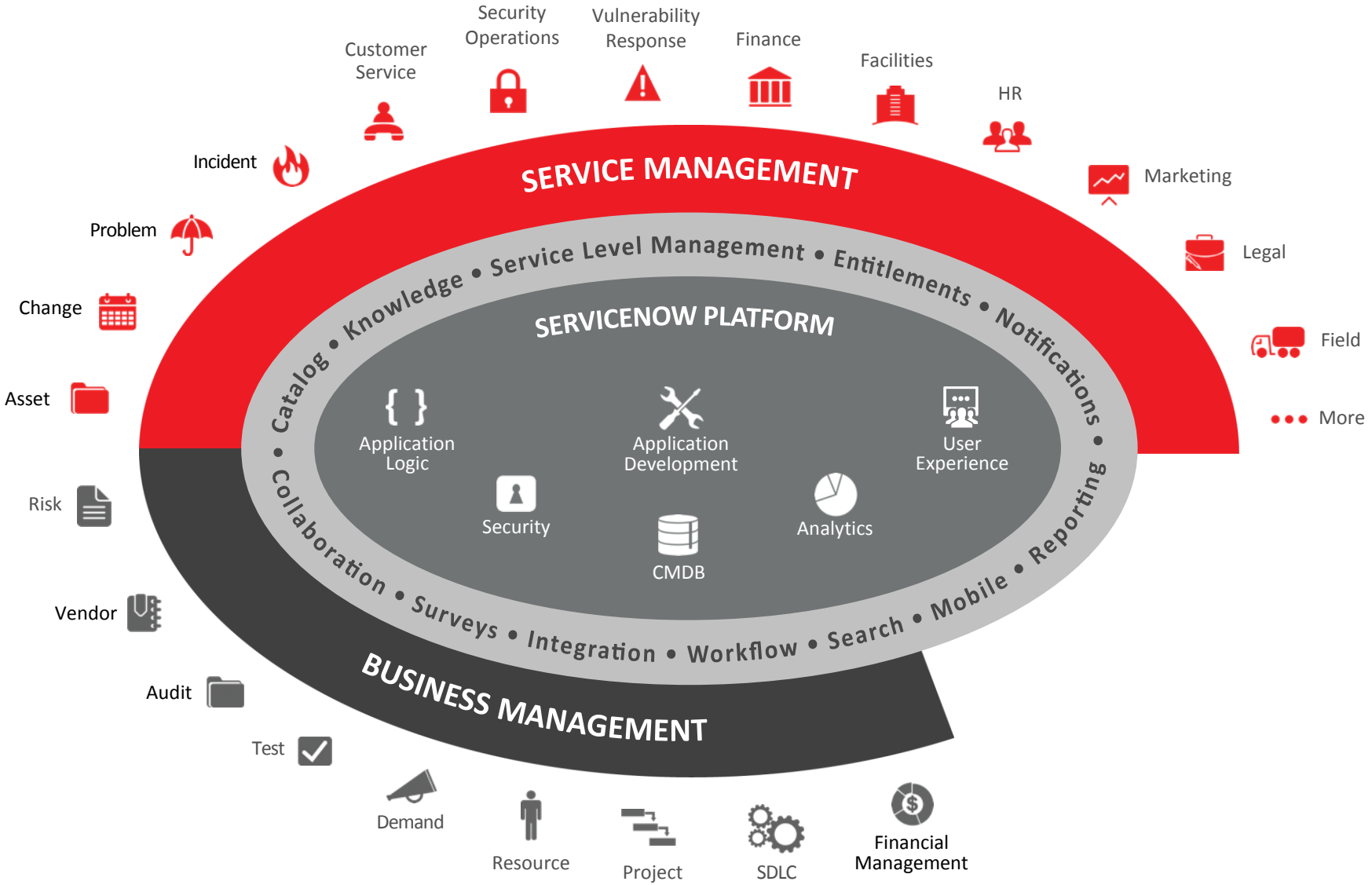
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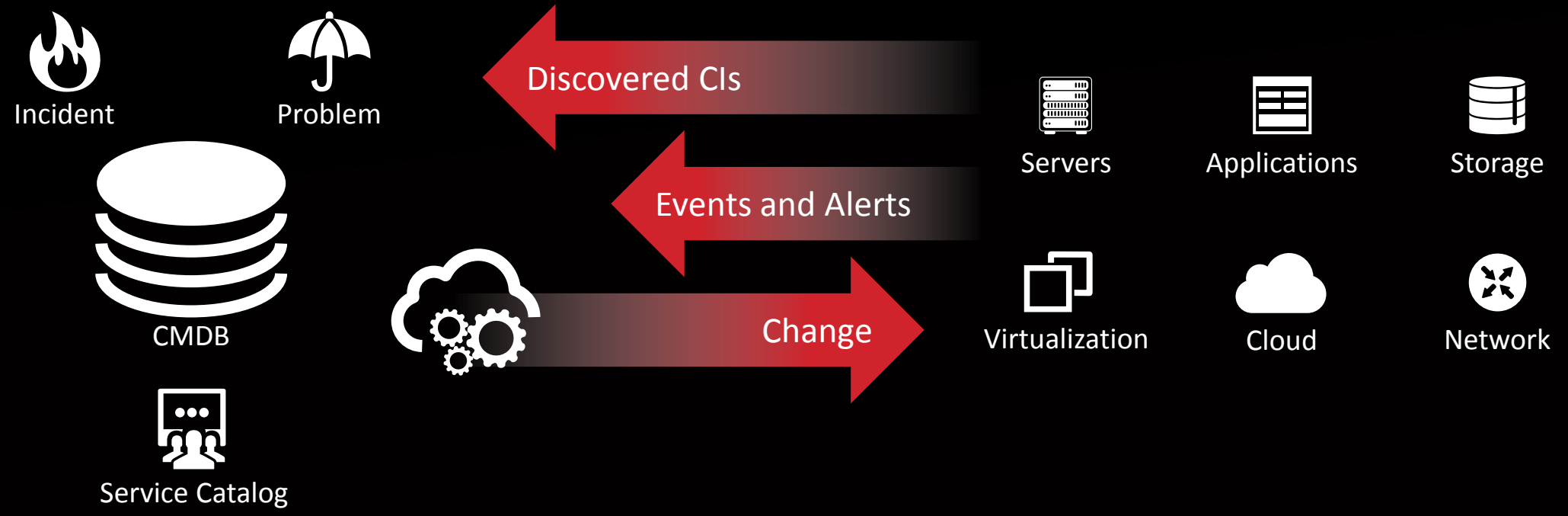
servicenow®

Service Management

Service-Oriented

Operations Management

Infrastructure-Oriented



NOW is focused on Expanding Beyond The Service Management Market Into IT Operations Management



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Journey to Service-Aware Operations Management

From Static/Reactive to Service-Awareness

Service Desk → Service Operations Management

Phase I: Visibility

Establish a single system of record for IT

- Incident, Problem, Change, Configuration, CMDB
- Discovery
  - Asset, Inventory
  - Service Mapping
- Automation Begins

Phase II: Availability

Enable service-centric operations management

- Monitoring
- Root Cause Analysis
- Service Operations Dash-boarding
- Automation Expands

Phase III: Agility

Improve governance, remediation, self-service

- Automated Remediation
- Service Delivery
- Cloud Management
- Self-service

Maturity Level

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Eliminating Service Outages (Operations Intelligence)

"With ServiceNow, we're much more proactive. Because of this, we've actually reduced the number of high-impact incidents, and we're resolving them more quickly."

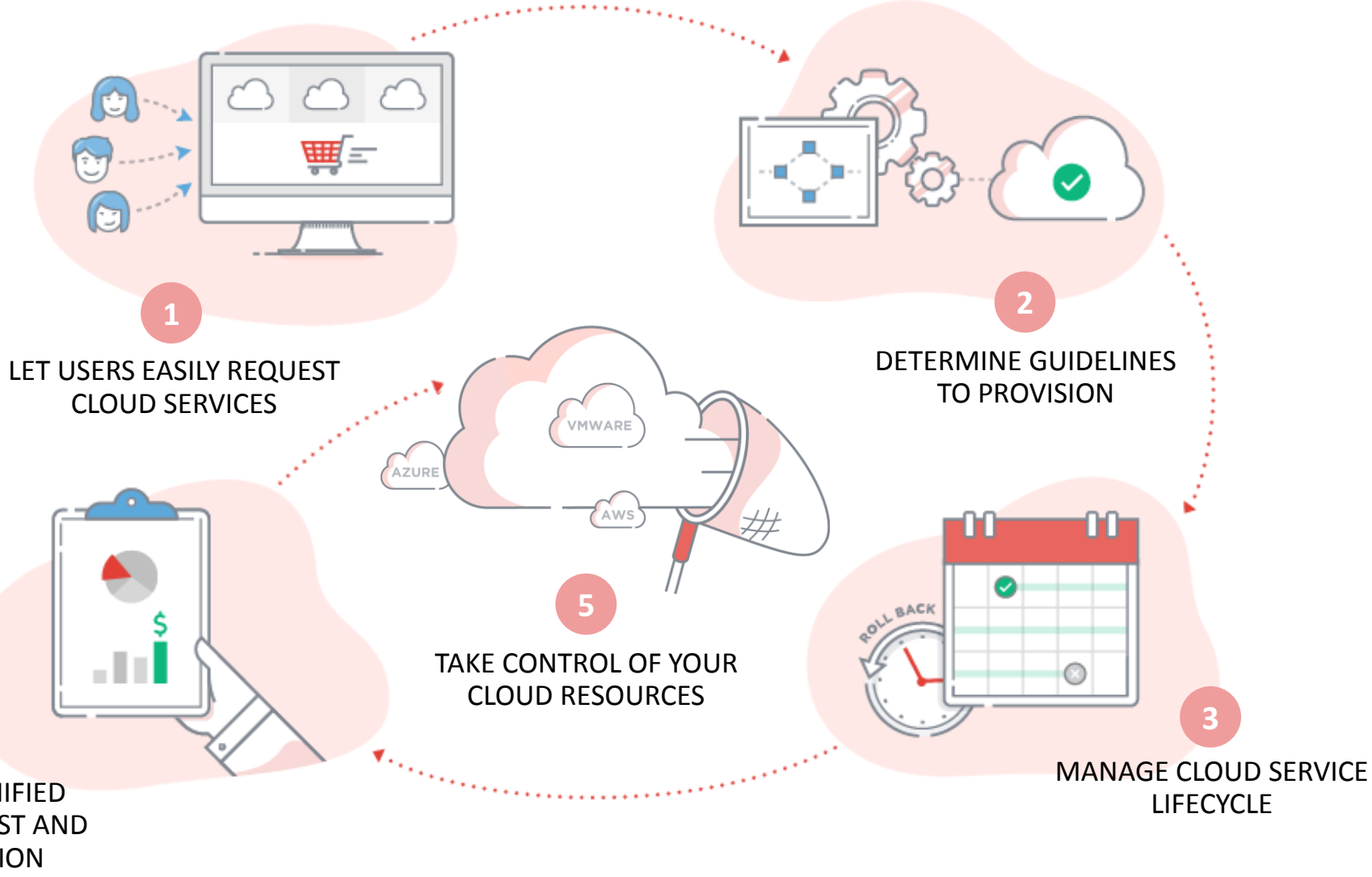
– Olga Krasovski, Director of Service Management at Time Warner



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Managing the Enterprise Hybrid Cloud



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"We've been impressed with how easily ServiceNow integrated into our AWS environment. We now have complete visibility and control of the cloud-based services we offer our customers – allowing us to enhance service quality while managing profitability."

– Tameem Hourani, Senior Director Cloud Services NOC

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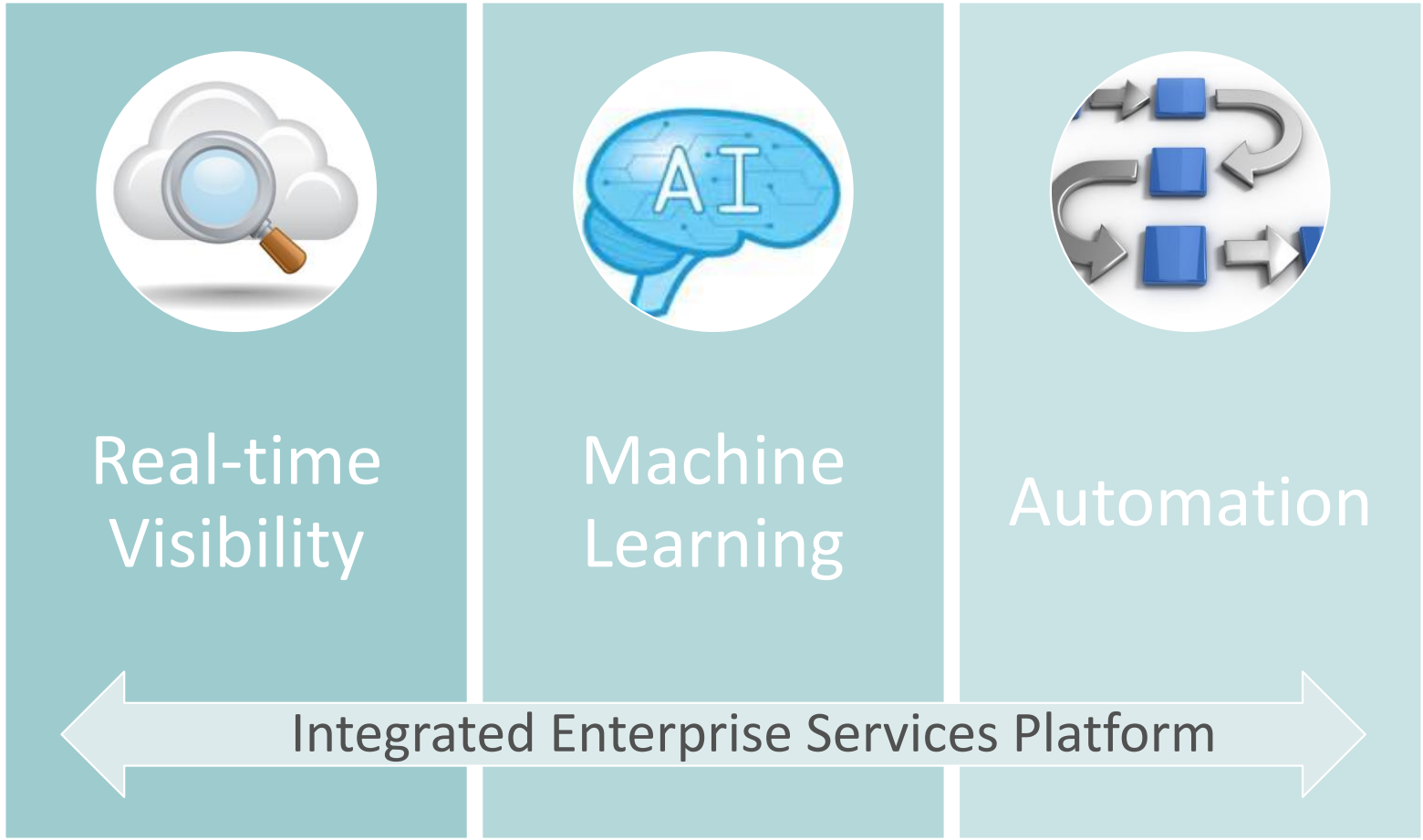
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The Road Ahead

	Istanbul Simplicity	Jakarta Cloud First	Kingston Analytics
			
Disco/ Mapping	Service Map Planner CMDB Query Builder	Pattern Designer Express CMDB Query Builder	Unified Service Model Service Mapping v.Next
ML/ Analytics	ML for Incident Reduction & Root Cause Analysis	Operations Intelligence Wizard-based Event Rules	Autonomic Service Remediation
Cloud/ DevOps	Cloud Resource Dashboard Docker Discovery	Cloud Management w ITapp Service Release Automation	Unified Cloud and Release Automation

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Engineering Priorities



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Next-gen Service Mapping



MAPPING ENGINE

PARALLEL,
PROGRESSIVE, AUTOMATED



USER EXPERIENCE

INTUITIVE
GUIDED, COMPELLING



PATTERNS

EASY TO AUTHOR,
DEBUG, SHARE

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We Have Transformed IT Operations Management for 1750+ Customers



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Customers are getting real value

TimeWarner

92%

Reduction in Events

CAESARS ENTERTAINMENT

$6m

Outage Avoidance

DELTA

$46M

BVA Estimated Savings Over 5 years

CHAMP

5d>10m

FASTER SERVER PROVISIONING

T-Mobile

$5m+

ANNUAL OPEX SAVING

apg tomorrow is today

98%

REDUCTION IN PROVISIONING TIME

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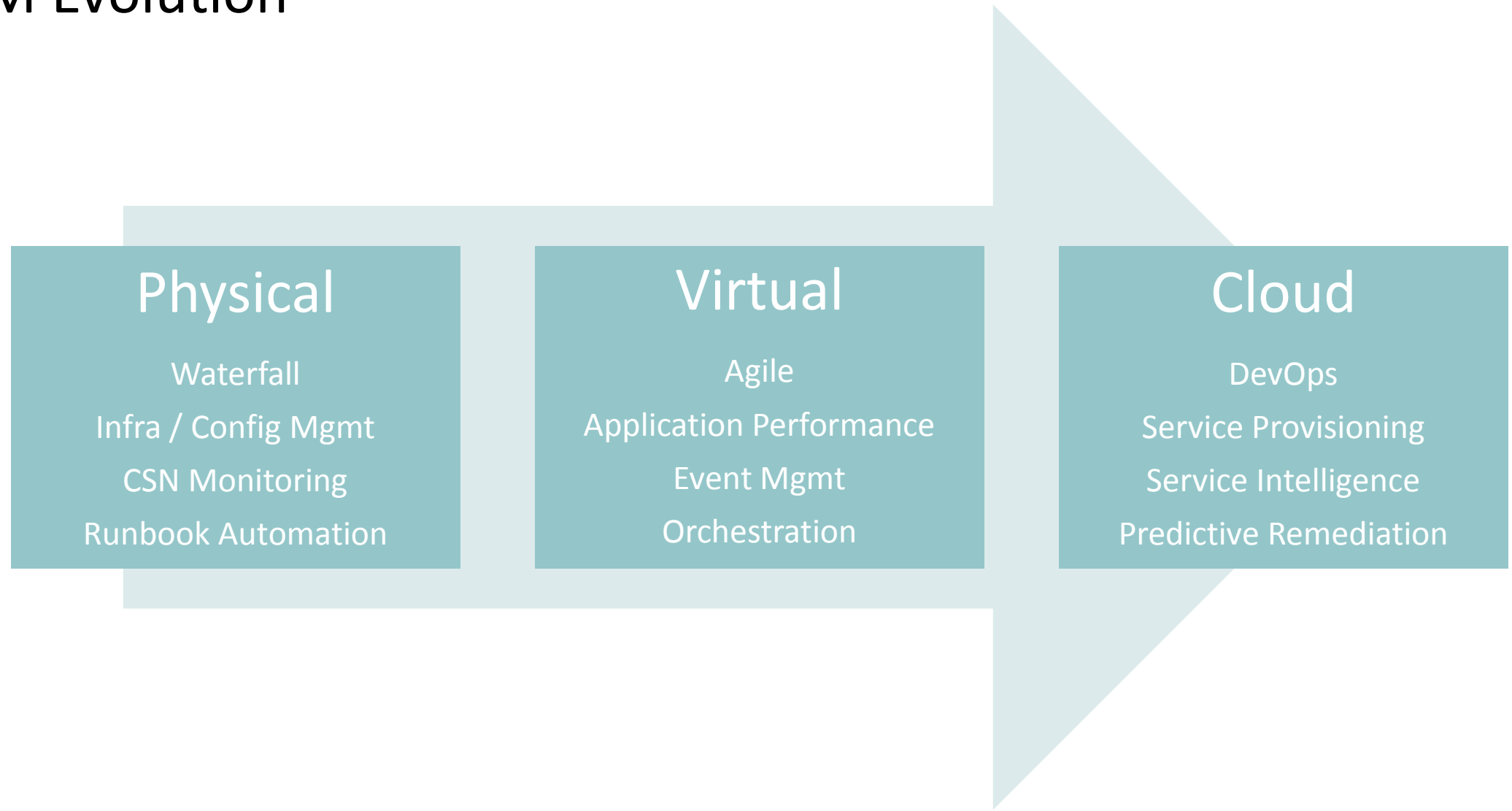
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Agenda

- ServiceNow: The Enterprise Cloud Platform
- ITOM: Industry Trends and Challenges
- IT Operations Suite: Overview and Demo
- The Road Ahead

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ITOM Evolution



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Q & A

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Thank You

Pablo Stern

VP & General Manager IT Operations Management

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