knowledge17

WORK at LIGHTSPEED™

Nationwide® Configuration Management: A Journey to the Center of the Service Foundation

MIKE D'IPPOLITO
RUN IT SERVICE DELIVERY ASSOCIATE VICE PRESIDENT
Nationwide®

BEN TROUTMAN
STRATEGIC RUN IT SERVICE DELIVERY PROCESS OWNER
Nationwide®

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servicenow

Speaker Introduction



NAME: Mike D'Ippolito

TITLE: Associate Vice President

FUNCTION: Run IT Service Delivery

COMPANY: Nationwide®

EXPERIENCE: Over 30 Years experience in IT leadership positions across all lines of Insurance applications (P&C, Financial, Banking) as well as Infrastructure management

EXPERTISE: Leading large IT initiatives (applications and Infrastructure), IT Service Management, IT Operations, Business partner relationships, leading large organizations in transformational initiatives

ACHIEVEMENTS: Led large Data Center conversions at two companies, led large Insurance application conversions off legacy systems to current systems (Life, Annuity, P&C), led implementation of ServiceNow at Nationwide, led numerous transformational projects, organizational re-alignments.

CURRENT PROJECTS: Run Optimization initiative, Run Roadmap focusing on maturity in Configuration Management, Asset Management, and simplification of IT systems, Cybersecurity initiatives, Next Generation Infrastructure initiative moving to Cloud technologies

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Speaker Introduction



NAME: Ben Troutman

TITLE: Strategic Process Owner – Asset and Configuration Management

FUNCTION: Run IT Service Delivery

COMPANY: Nationwide®

EXPERIENCE: 3 years in Run IT Service Delivery, 11 years in IT Operations Management at Nationwide

EXPERTISE: IT Asset Management, Configuration Management, and Incident Management

ACHIEVEMENTS: Redesigned and rolled out simplified Configuration Management Process. Implemented ServiceNow IT Asset and Configuration Management Applications at Nationwide

CURRENT PROJECTS: Consolidating Configuration Management Databases, Asset Repositories, and all associated operations into ServiceNow. Extending and Enhancing CI Discovery to support Security Operations. Continual Service Improvement. Automation and Orchestration

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My Company



NAME: Nationwide®

INDUSTRY: Banking, Investing and Insurance

MARKET FOCUS: Life has many sides — personal, professional, financial and planning for the future

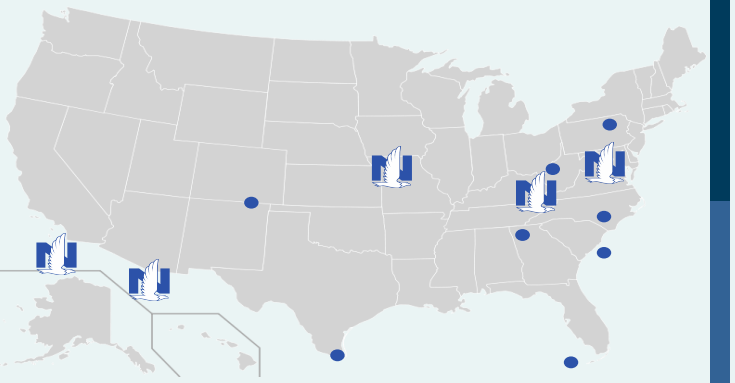
NATIONWIDE® PRIMARY PRODUCTS/SERVICES: #1 Writer of Corporate Life Insurance, #1 in 457 plans based on number of plans, #1 total small business insurer, #1 Writer of farm and ranch insurance, #1 Pet Insurer | 7th Largest Homeowner Insurer, 8th Largest auto insurer

NATIONWIDE® CORPORATE DETAILS: Named FORTUNE 100 Best Companies to Work For® and FORTUNE World's Most Admired Companies® , Nearly $400 Million committed to nonprofit organizations by the Nationwide Foundation since 2000, $30 Million Grants committed by the Nationwide Foundation since 2014 for the creation and operation of the Nationwide Foundation Pediatric Innovation Fund

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Nationwide IT Technology Footprint

Nationwide®
is on your side

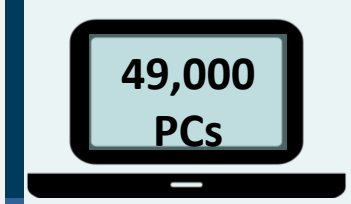


33,000 Associates
18 Different Locations

Major Locations
Columbus | Des Moines | Harleysville
Scottsdale | Brea

Over 2,000 Business and IT Applications











12,000 Servers

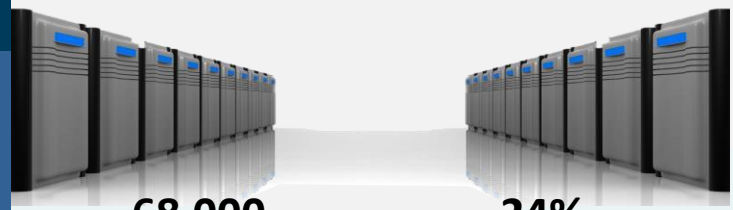


78% Virtualized
6,000 Linux Servers
5,250 Windows Servers
650 ESX hosts

4,464 Wireless Access Points



2 Data Centers



68,000
Combined square feet of Raised Floor

24%
more square footage than the White House



ITSM Data

Configuration Items (CIs): 228,249
IT Change Volume (6 mo.): 10,100
# of CIs changed (6 mo.): 114,952



Enterprise Mainframe
200 Apps
300M transactions per month
1,500 MSU (Million Service Unit)

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Agenda

- Where we started out in our Service Foundation Journey
- How far we have traveled
- Our destination
- What's working well and what lessons we have learned



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Session Overview



Objectives

Our main objectives are to enable faster delivery and effective decision making with trustworthy configuration item data. In order to do this, we are transforming Nationwide's® Run IT Service foundation to be less about tools and more about an automated and inherently integrated platform.



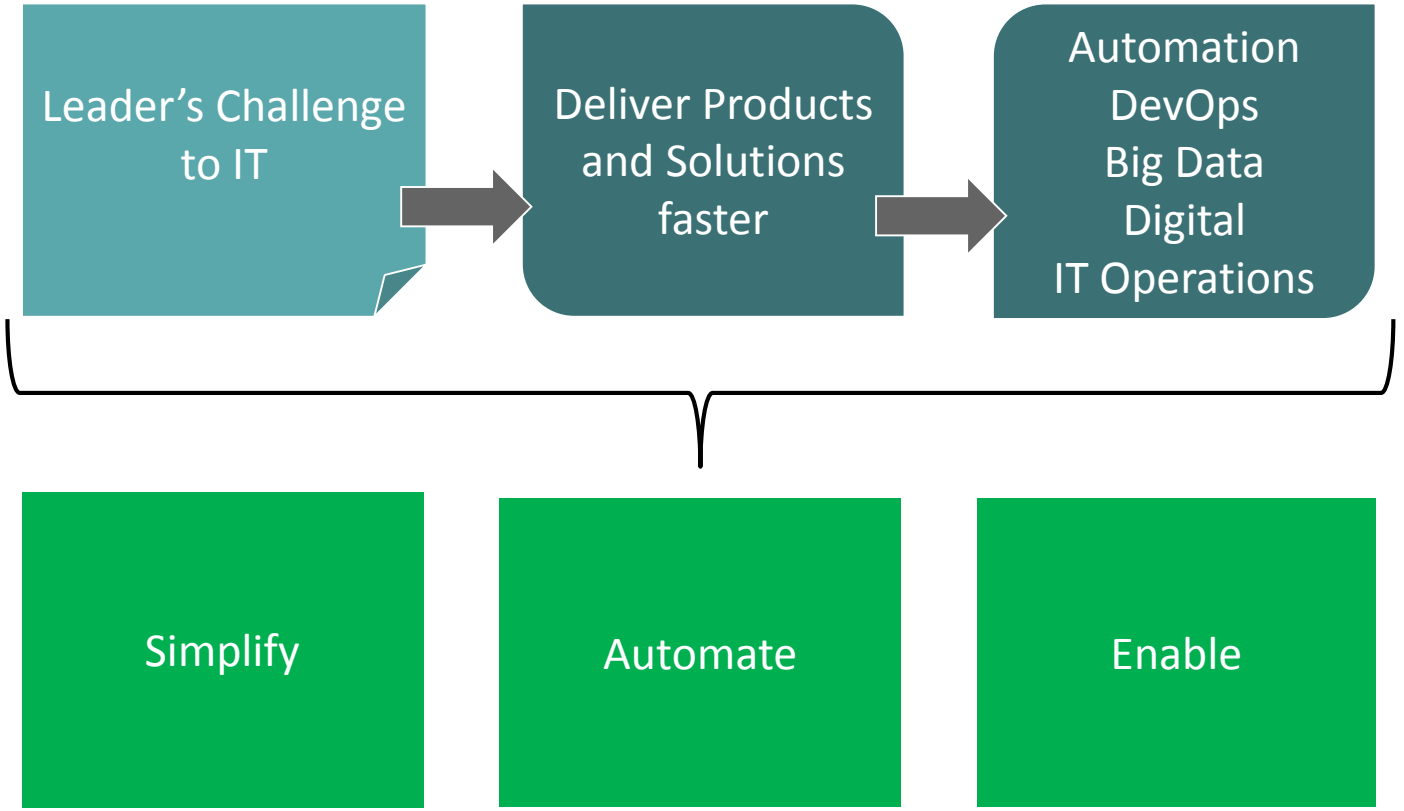
What You Will Learn

Key enablers

- Continuous Delivery and DevOps
- Digital
- Big Data
- IT Operations

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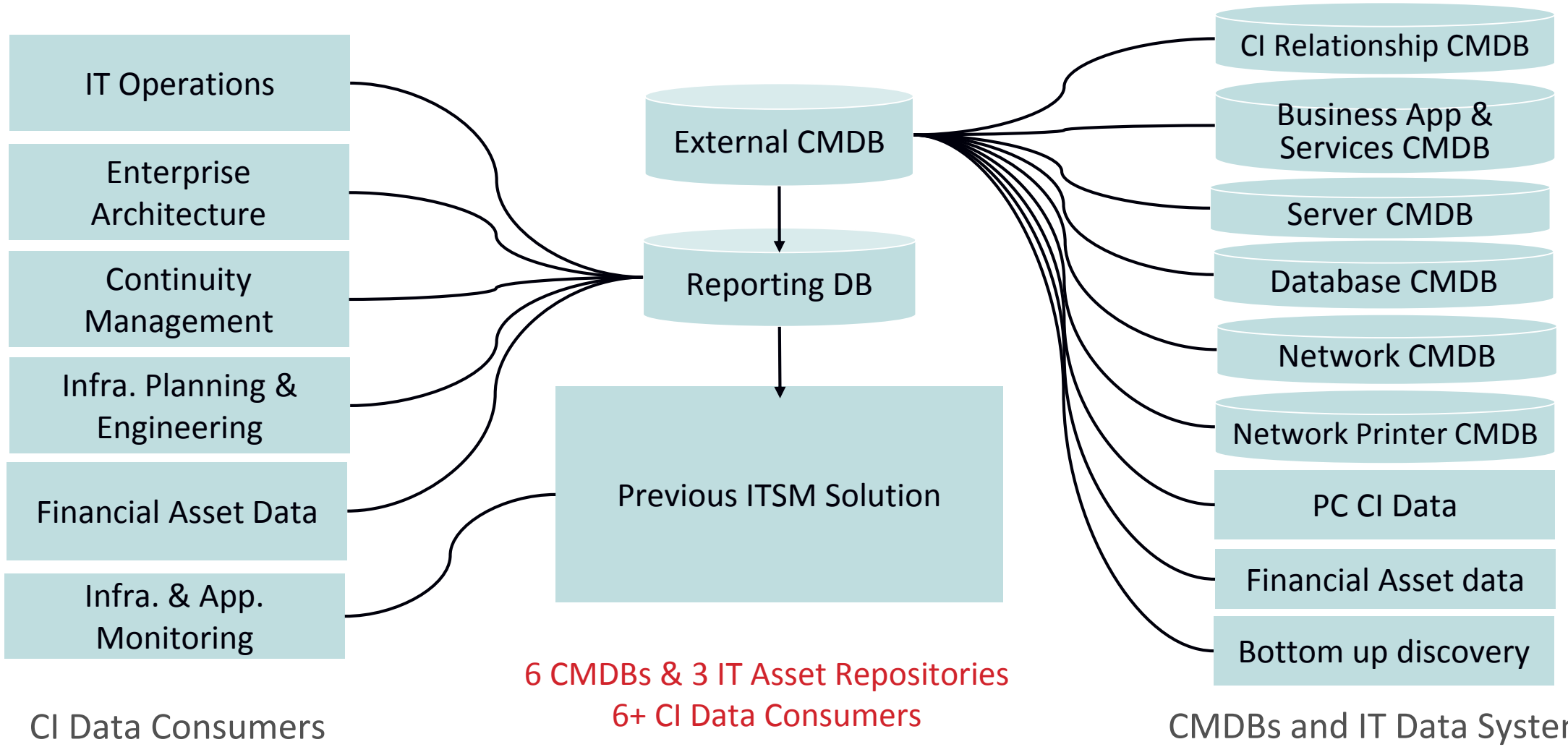
Setting Up Our Service Foundation Journey



"Out of clutter, find simplicity. From discord, find harmony. In the middle of difficulty lies opportunity." **- Albert Einstein**

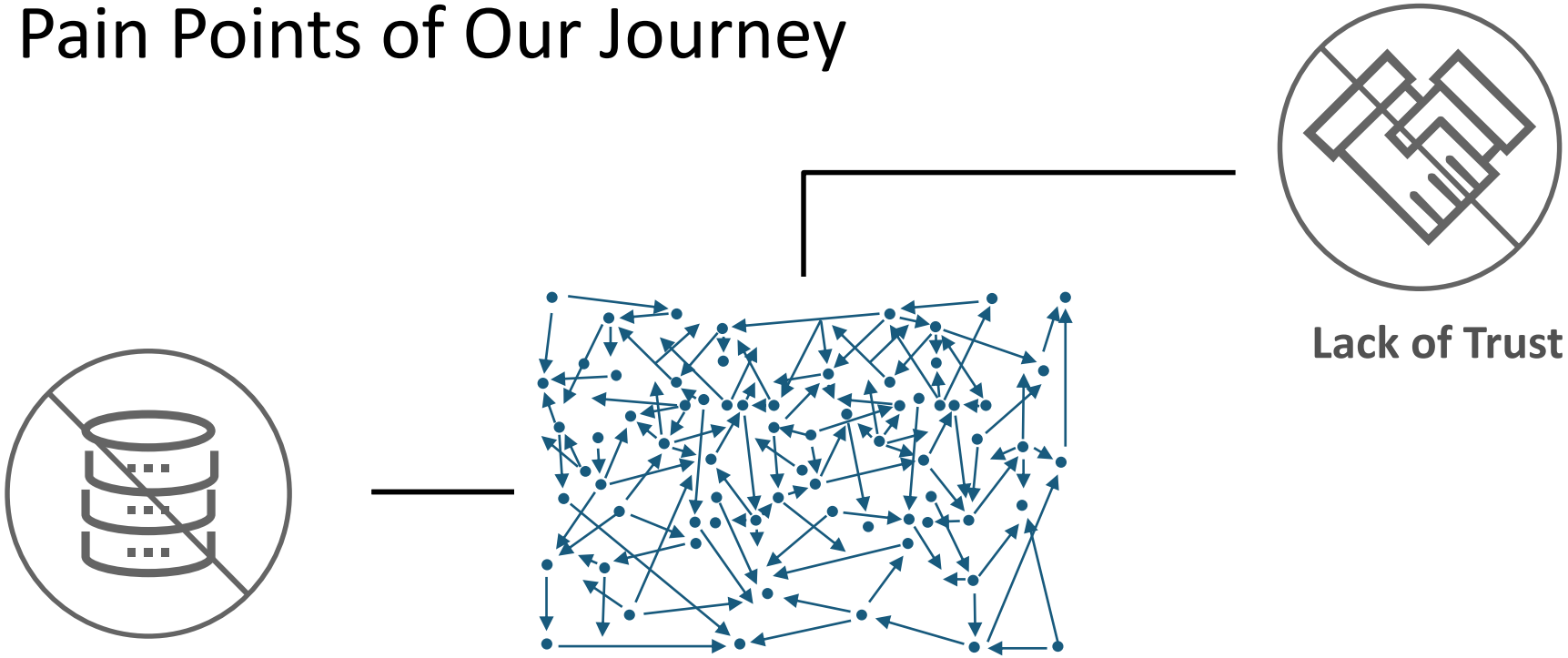
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Where We Started Our Journey



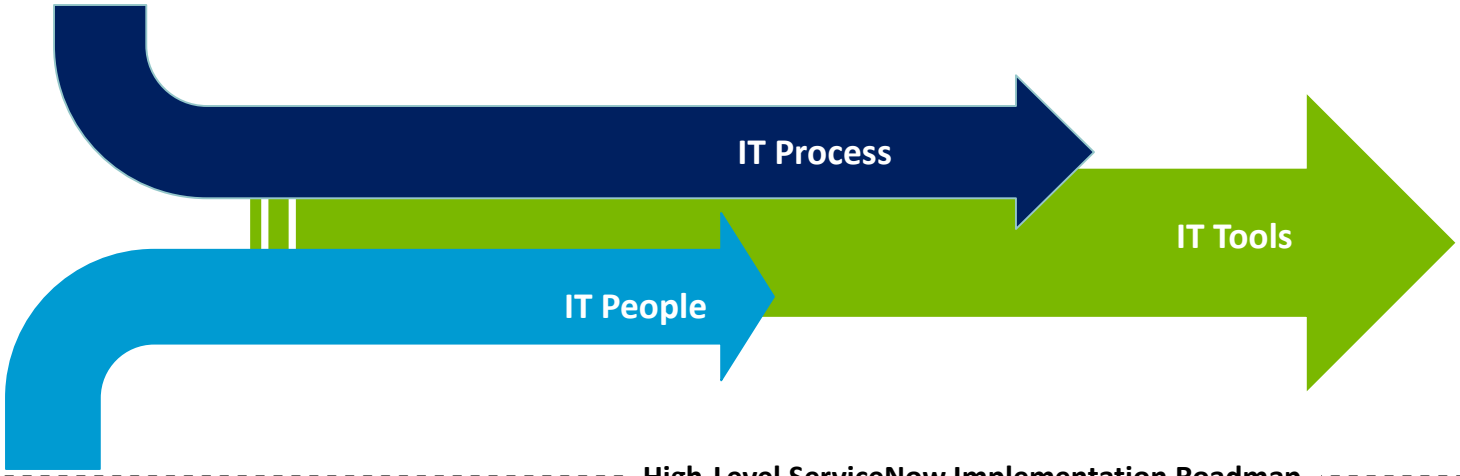
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Historical Pain Points of Our Journey



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Let the Real Journey Begin!



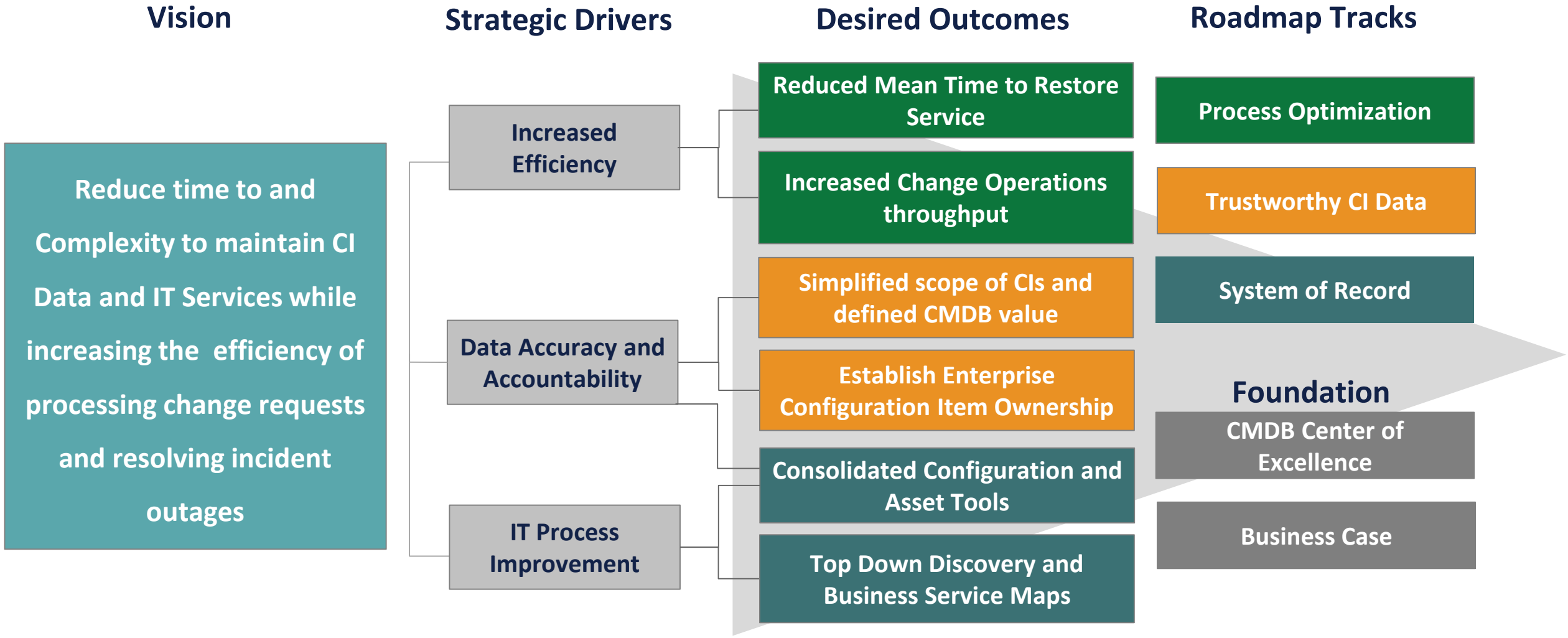
Common IT Process and People supported by one technology suite to deliver solutions faster and enable automation

High-Level ServiceNow Implementation Roadmap

2015	2016	2017
Plan and Build		
Requirements Gathering and Refinement		
Build & Test		
Release 1		
ServiceNow Fuji Implementation		
	Go LIVE!	
	Define Strategy, Business Case and Service Foundation Roadmap	
		Upgrade to Helsinki
		Implement Service Foundation
		Next Upgrade!

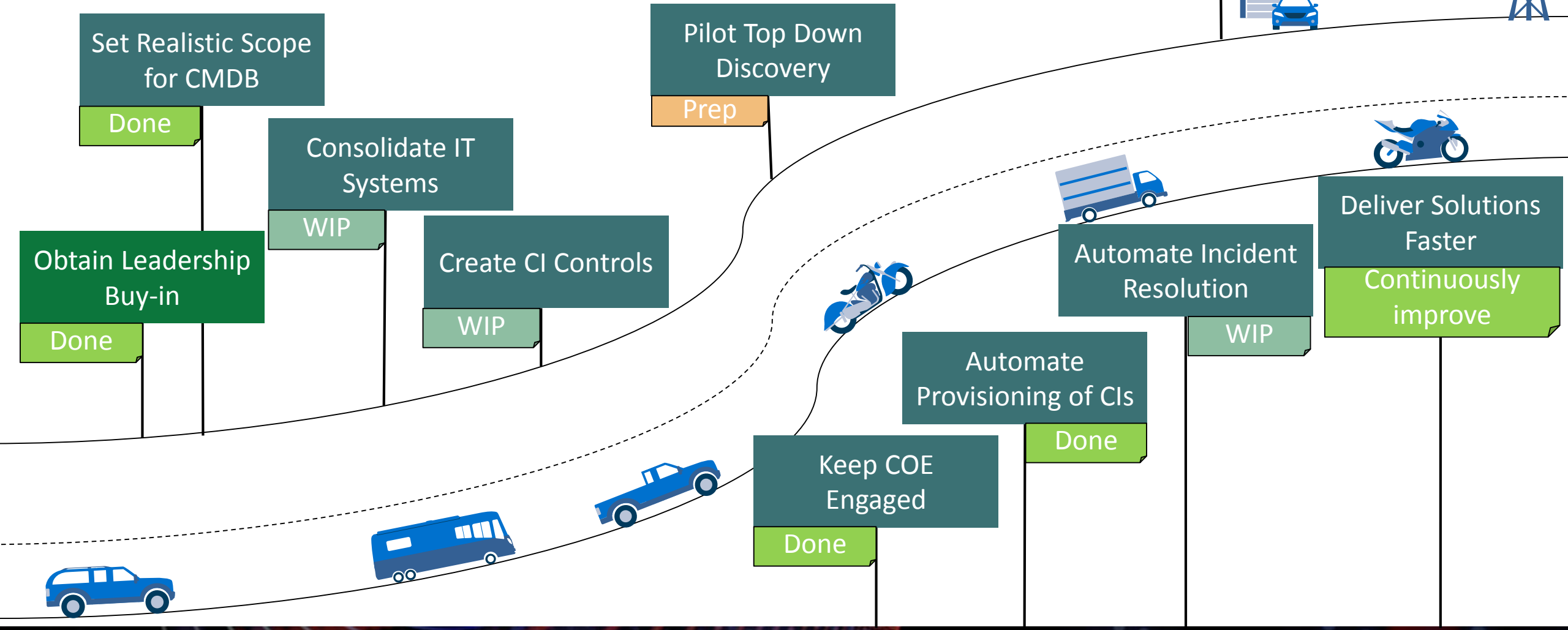
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The Next Step on Our Journey:
Nationwide IT and ServiceNow Strategic Roadmap Planning



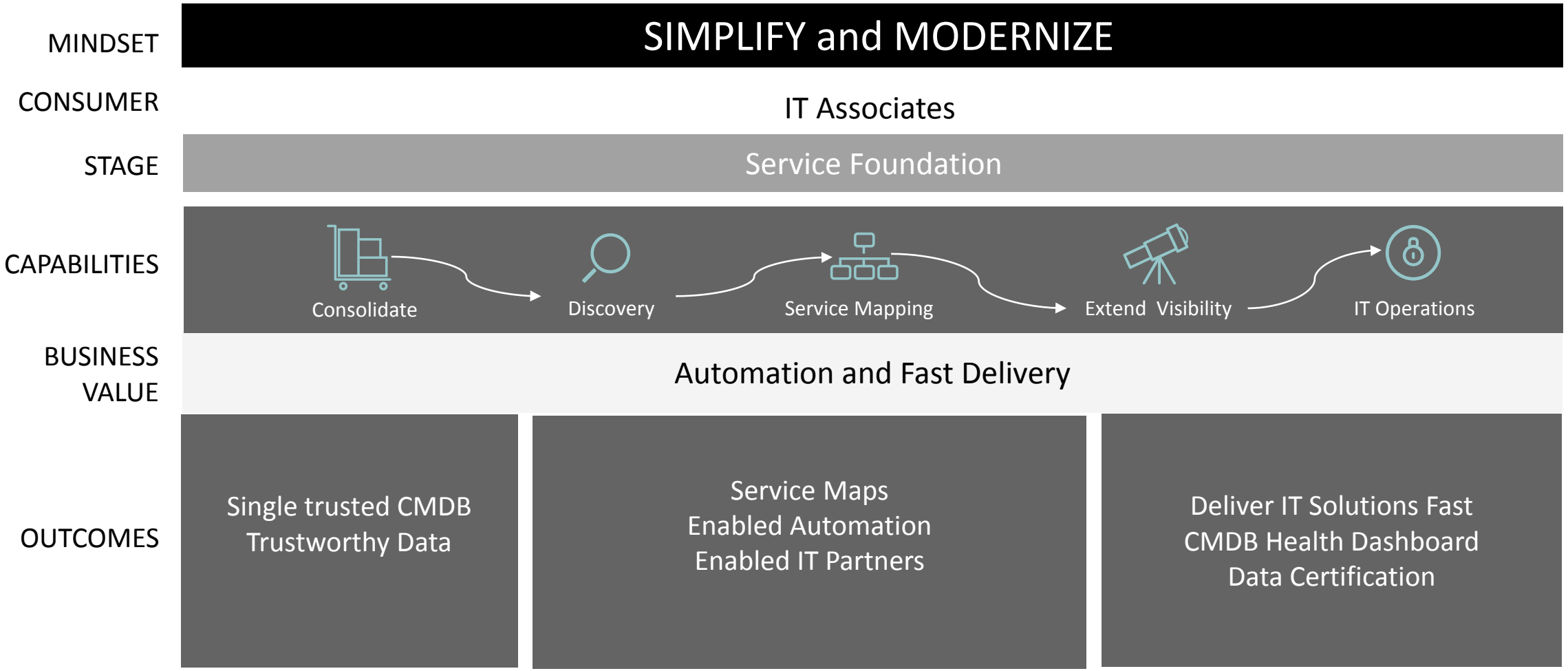
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Current State of Our IT Service Foundation Journey



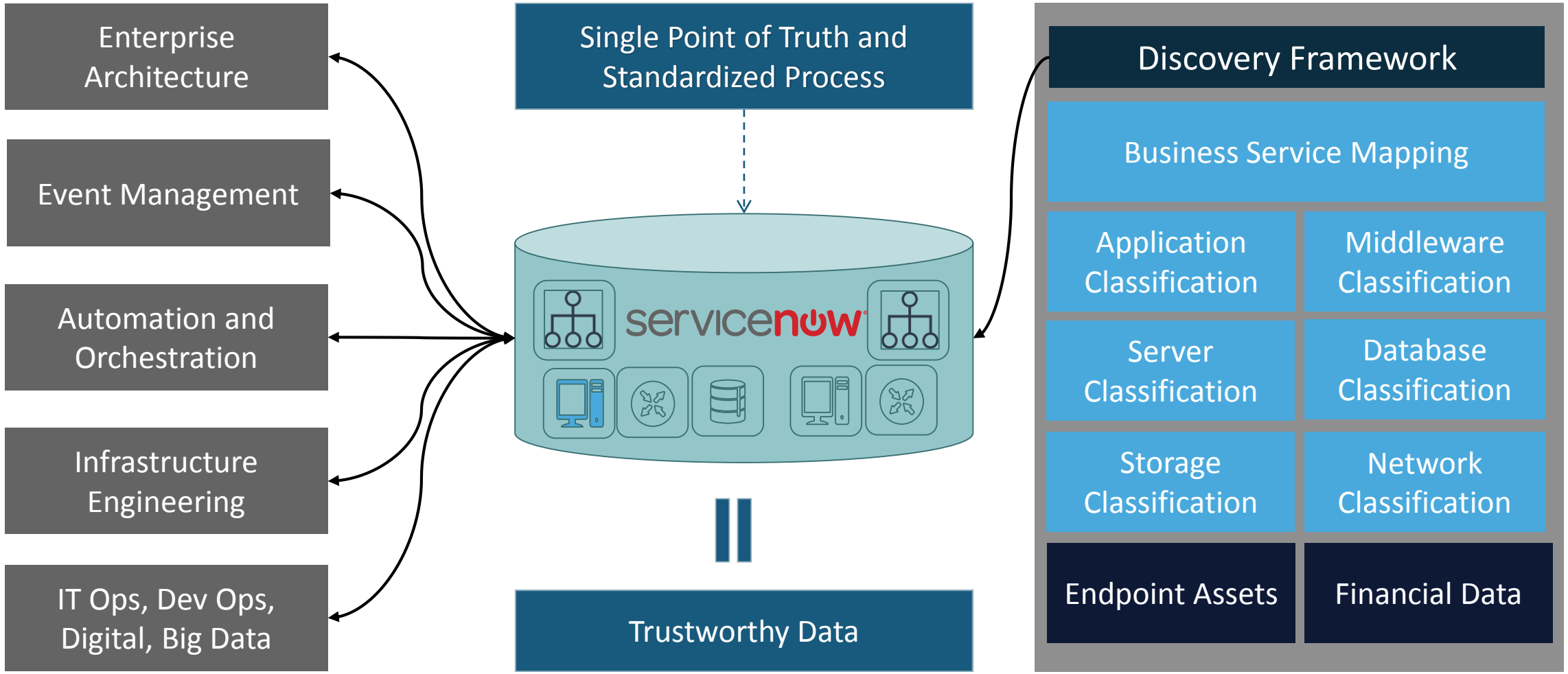
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A Closer Look at the Nationwide IT Service Foundation



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IT Service Foundation CMDB

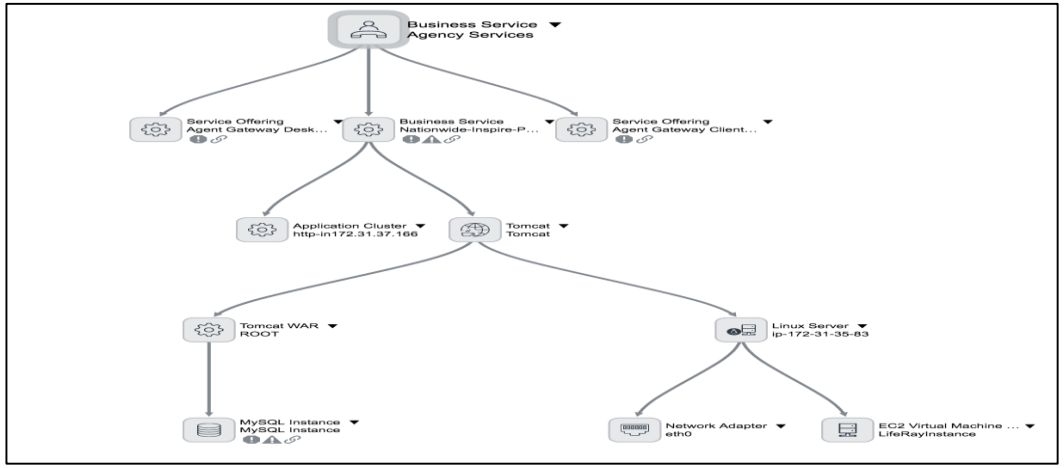


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What We Will Get from Our Journey



Accountability and Trusted CI Data



Quickly Visualizing Impact



Enabling Automation and Agility

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Service Foundation Strategic Value Goals



With each system we migrate to ServiceNow, we are seeing evidence of these goals in several verticals



40% Reduction in the time it takes to plan for changes and releases



5% Reduction in MTRS

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Service Foundation Top Takeaways

1

Don’t boil the ocean of CIs – Segment CIs that support a critical business service and control that data first

2

Partner with leadership and teams that need a good CMDB - Show the value they gain

3

Simplify process, tools and build automation - Enable IT operations, continuous delivery, digital, etc.

Don’t forget to Have Fun!

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Q & A

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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

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