knowledge17

WORK at LIGHTSPEED™

Working with DevOps Ready Data Center

LUC RAESKIN
PRODUCT OWNER ESA
APG

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servicenow

Speaker Introduction



NAME: Luc Raeskin

TITLE: Product Owner Enterprise Service Automation (ESA)

FUNCTION: Architect / Teamlead ESA / IT Geek

COMPANY: APG Group NV

EXPERIENCE: Lead Architect DevOps Initiative, Lead Architect Runbook Automation & ServiceNow

EXPERTISE: DevOps, IT Infrastructure, Automation, Development, Architecture

ACHIEVEMENTS: Delivered ServiceNow 2.0 in 5 months, Proof of Concept/Value of DRDC. Reduced delivery time of IT Infrastructure from weeks till 27 minutes.

CURRENT PROJECTS: Building DRDC (This presentation), Maintaining and Developing ServiceNow within my team ESA.

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Agenda



The Team

Quick intro into my Team and My Company. The Setup and why it worked in a traditional organization.

The Project

What was it all about? What is the DevOps Ready DataCenter?

The How

What is the high-level Architecture? How did we built it? And what products did we use? Hint, we are at Knowledge17. Hell yeah!

The Demo (!)

The thing you are waiting for, I hope. The Demo. How does it look?

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Enterprise Service Automation

Not just any team! Focus on 4 points:

WE WANT TO BE THE BEST



DevOps Ready DataCenter



ServiceNow 2.0



IT Process Automation

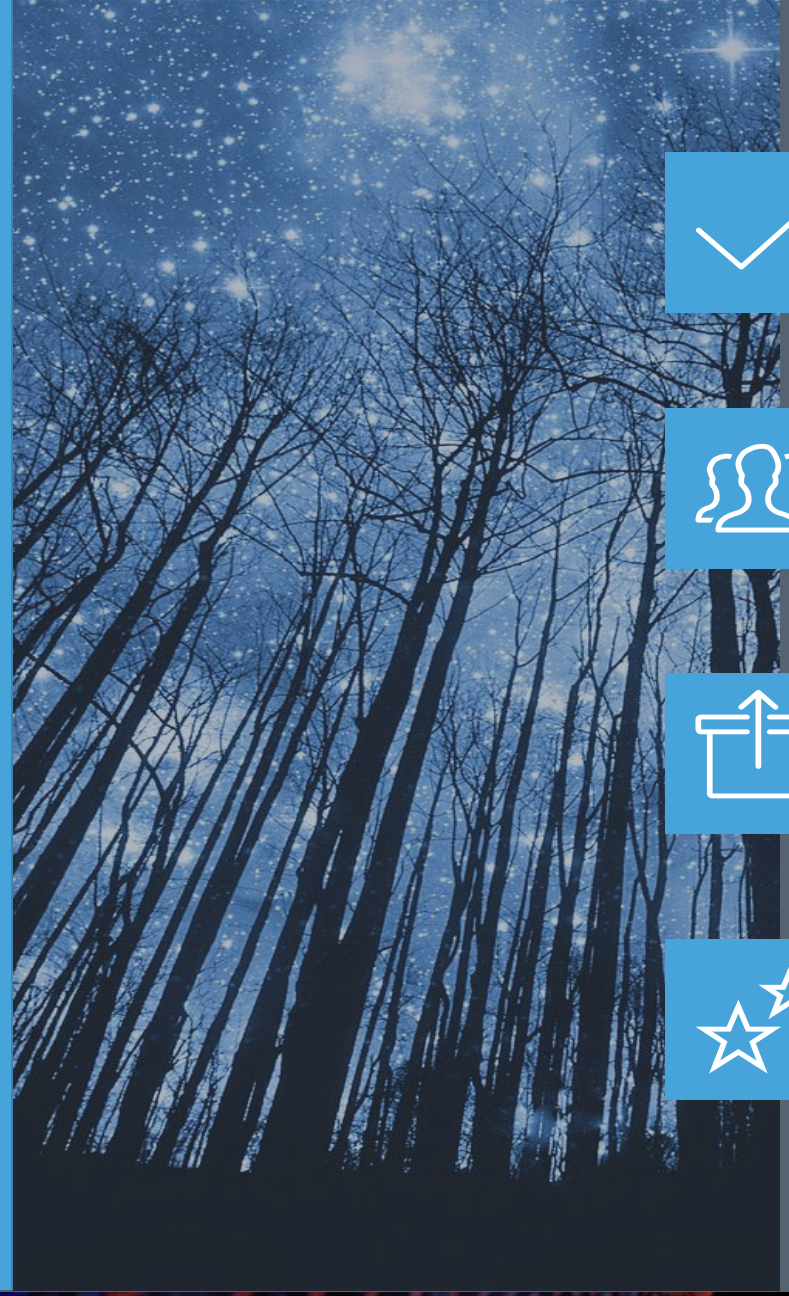


Skills: Infra Developers

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“If you keep on doing what you've always done, you'll keep on getting what you've always got. “

W.L. Bateman



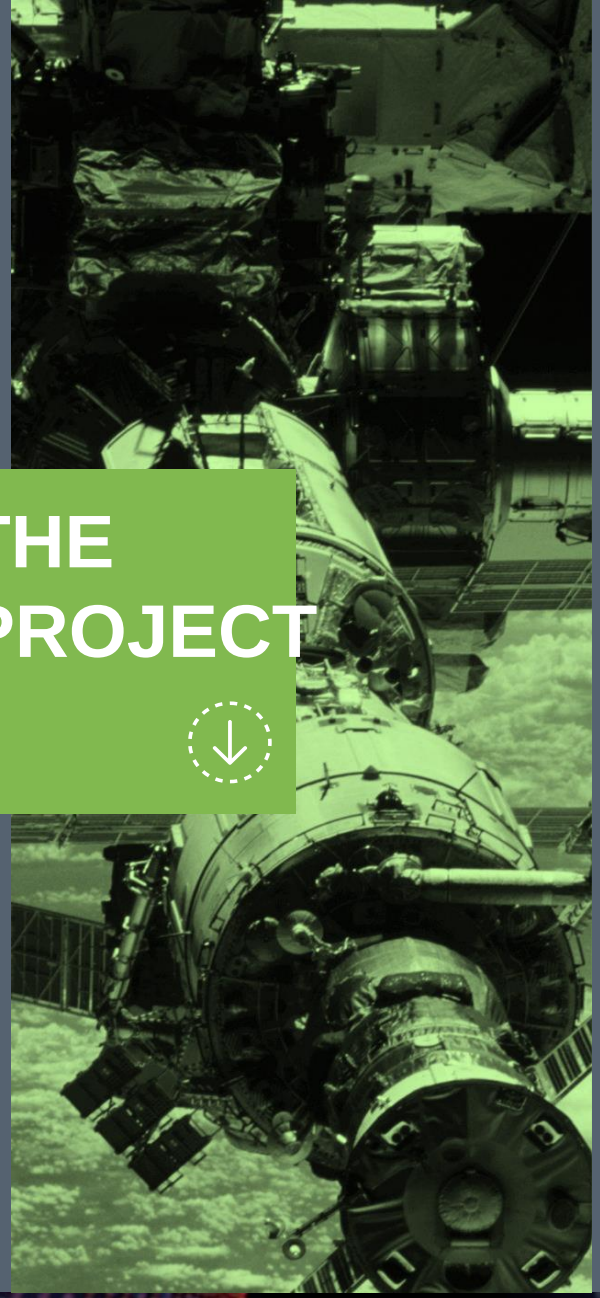
- SIMPLE GOVERNANCE
- DEDICATED TEAMMEMBERS
- SEPARATED FROM THE CURRENT DEPARTMENTS
- FREEDOM TO EXPERIMENT

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THE DRDC

"Don't tell me the sky's the limit, when there are footprints on the moon."

— Paul Brandt



THE PROJECT



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TIMELINE: ENTERPRISE SERVICE AUTOMATION (ESA) TEAM



DEVOPS INITIATIVE

2014



PLAN FOR ESA

2015



EXPERIMENTING BUILDING

2016



IMPLEMENTING GO-LIVE!

2017

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THE WHY

- RAPID CHANGING MARKETS
- DEVOPS AS THE WAY OF WORKING
- LEGACY APPLICATION SUPPORT
- FASTER, CHEAPER, BETTER QUALITY

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ACCOMPLISHMENTS

- 6 weeks to 27 minutes
- 0% manual actions
- DRDC Portal for autonomous DevOps Teams
- 100% integrated in CMDB and Change Process
- 12 Infrastructure Developers Trained







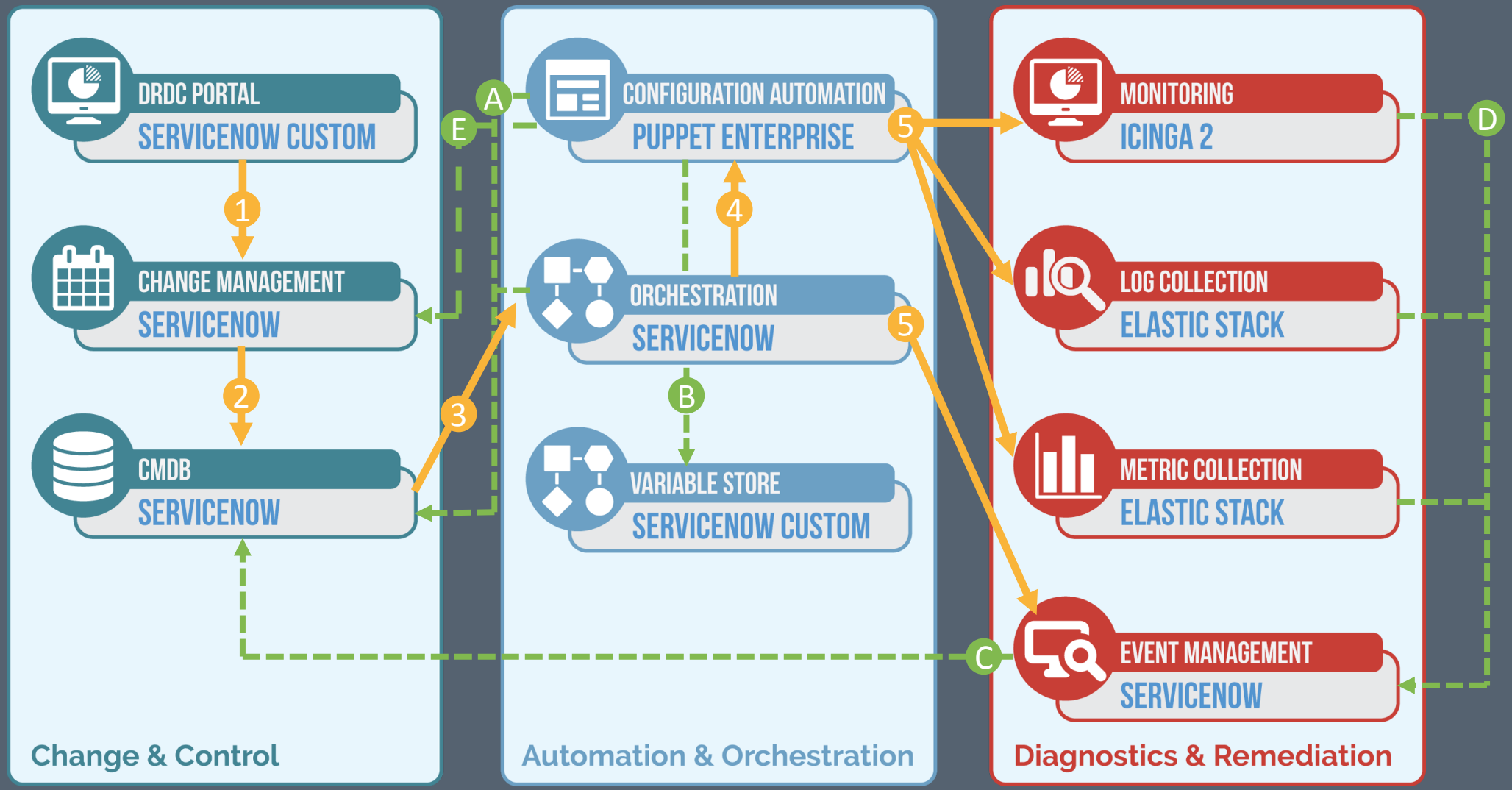
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THE PRODUCTS

DRDC Portal	Event Management	Change Management	Incident Management
CMDB	Discovery	Orchestration	Variable Store
Puppet	Elastic Stack	Icinga2	Git Lab

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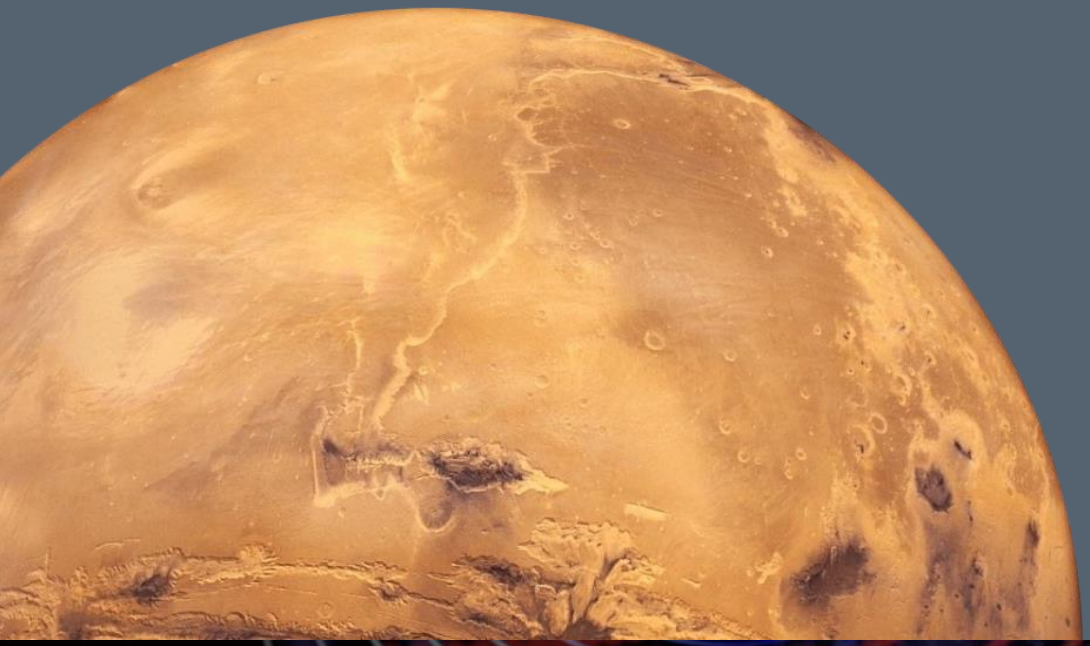
SIMPLIFIED ARCHITECTURE



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INTEGRATIONS

Everything is integrated in ServiceNow. The platform is the source of all data for each of the products used. We needed to build a couple of integrations. Some but not all:



- Config As Code
- Variable Store
- Puppet Integration
- Monitoring Integration

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Solution – Demo

Live DEMO

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TOP TAKE AWAYS

So what tips can we give you?



Start with a Vision

Work from a vision. Have a clear goal in mind. Make sure everyone involved is working towards this goal. The vision should help make decisions a long the way.



People & Skills

Automation of IT is not new. But many tools are new, so ensure your team has the freedom to take time and make mistakes while they acquire these new skills. Help them where needed.

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Thank You

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Q & A

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Thank You

Luc Raeskin

Business Information Architect

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