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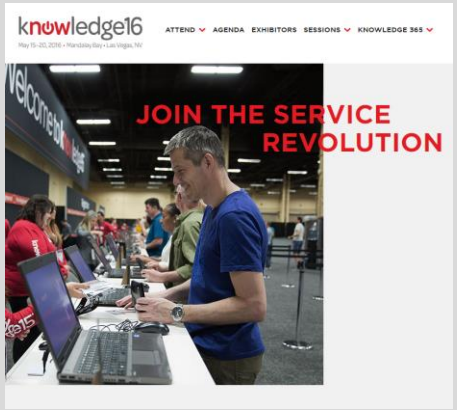
Supporting the Growth of Cloud Infrastructure and Automation in Delphi

JAROSLAW BLASZCZAK
MANAGER, ENTERPRISE COLLABORATION APPLICATIONS
Delphi

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Speaker Introduction



NAME: Jaroslaw Blaszczak

TITLE: Manager, Enterprise Collaboration Applications

COMPANY: Delphi Automotive (17+ years)

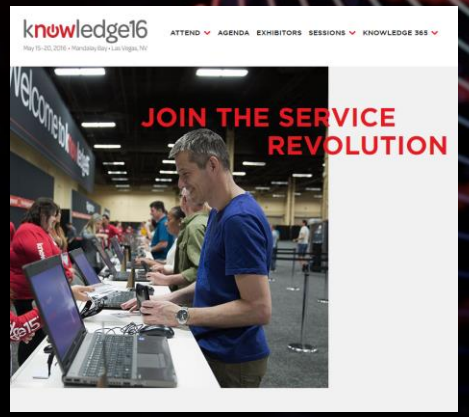
Located in Krakow, Poland

EXPERTISE: 25 years experience in IT, Responsible for ServiceNow growth in Delphi since 2011, 5th time at Knowledge

HOBBIES: running, biking, travelling, solving puzzles

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Speaker Introduction



Name: Jaroslaw Blaszczak

Title: Manager, Enterprise Collaboration Applications

Company: Delphi Automotive (17+ years)

- Located in Krakow, Poland
- 25 years of experience in IT and responsible for ServiceNow growth in Delphi since 2011
- 5th time on knowledge conference – speaking again
- Hobbies : running, biking, travelling, solving puzzles

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Agenda

- An Introduction to Delphi
- Delphi ServiceNow road map
- Automation in Service Catalog
- Growth of Cloud Management in Delphi
- Benefits of integrating Azure with ServiceNow

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Delphi Automotive – Changing the Way Transportation is Delivered

In the next 10 years

- 50% more vehicles on the road
- Stricter fuel economy regulations
  @ 54.5 MPG or 4.32 l /100km by 2025
- Automated driving reality

And, Delphi technologies are creating a world with

- ✓ 50% fewer accidents
- ✓ 50% fewer emissions
- ✓ 100% better fuel economy
- ✓ 1000% more computational power in the vehicle



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An Introduction to Delphi

Delphi's IT Operation

300+ locations in 30+ countries

10,000 changes*

200,000 requests*

300,000 incidents*

99.5% uptime of major systems





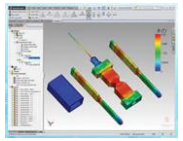
46,000+ users



55,000+ PCs



3,800 servers



1,000+ engineering applications for 19,000 engineers

* yearly

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Automation – Why, What, How

WHY

- ✓ Reduce costs
- ✓ Reduce time of delivery
- ✓ Reduce errors—increase quality (repeatability)
- ✓ Enforce accountability, responsibility

WHAT

- ✓ Repeatable actions
- ✓ Easy to implement
- ✓ Easy to control
- ✓ Big volume
- ✓ Stable solution over time

HOW (IN SERVICENOW)

ACTIVE DIRECTORY

- ✓ User provisioning, deprovisioning
- ✓ Access, access tracking
- ✓ Software deployment

AUTOMATED SERVERS/CLOUD MANAGEMENT

- ✓ Typical administration tasks execution (service or server restart, patching)

SCHEDULING AND PLANNING DIFFERENT ACTIVITIES

- ✓ Technician visit upon hardware arrival

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Delphi Automation Road Map

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Provides cloud provisioning and management



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Streamlines request processes outside IT

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Automates most requests either fully or partially

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Workflows with approvals, conditions, and some automation

Portal: submit – approve – execute
(all manual)

Web form: submit – execute

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Automation in Service Catalog

SHARE FOLDER ACCESS

- ✓ No automation prior to ServiceNow—everything executed manually
- ✓ Long delivery: SLA – 5 days
- ✓ Average lead time – 5 days*
- ✓ Highest volume – ~15% of all requests (1,900 per month) in 2014

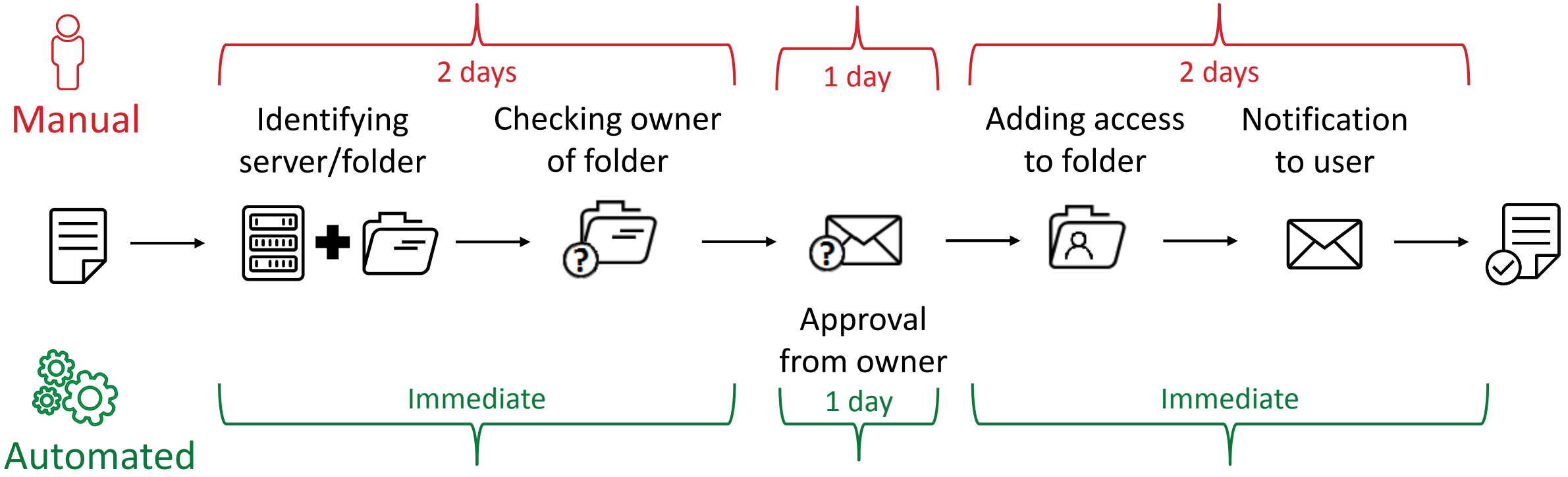
*Lead time includes approval follow-up

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Automation in Service Catalog

5 days

SHARE FOLDER ACCESS



1 day

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Automation in Service Catalog

SHARE FOLDER ACCESS



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Automation in Service Catalog

ACCESS AND APPLICATION PROVISIONING BASED ON ACTIVE DIRECTORY GROUP

- ✓ No automation prior to ServiceNow – everything executed manually
- ✓ Long delivery: SLA – 5 days
- ✓ Average lead time – 3 days*
- ✓ High volume – 48 request types ~27% of all requests (3,400 per month) in 2014

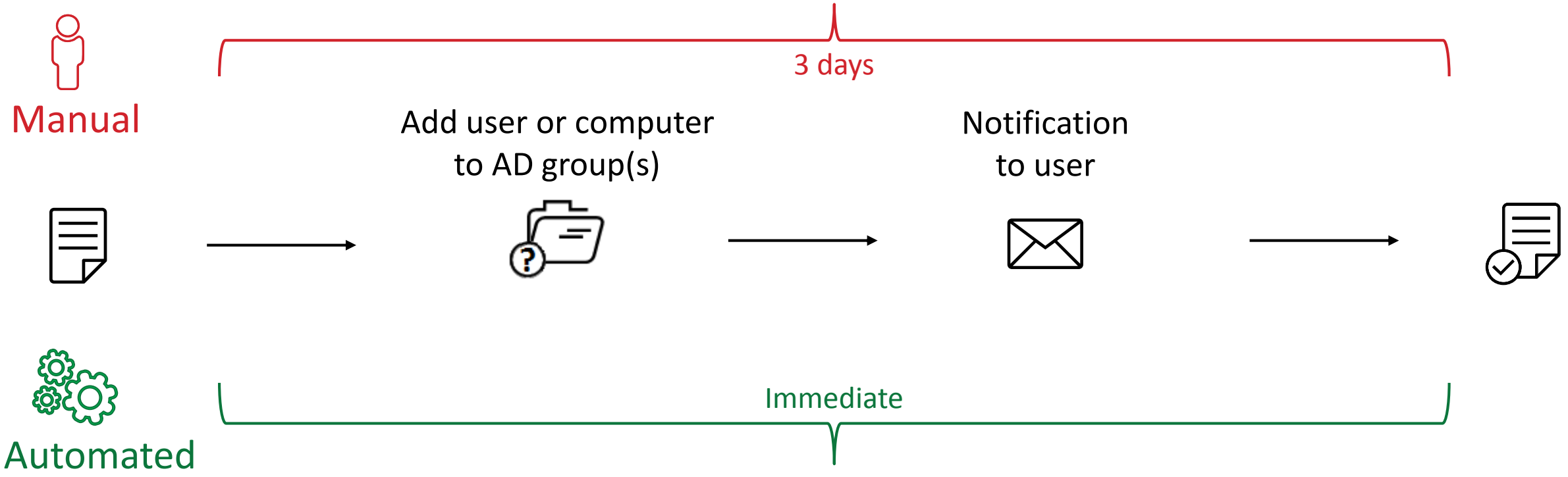
*Lead time does not include approval

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Automation in Service Catalog

3 days

ACCESS AND APPLICATION PROVISIONING BASED ON ACTIVE DIRECTORY GROUP



15 mins

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Automation in Service Catalog

ACCESS AND APPLICATION PROVISIONING BASED ON ACTIVE DIRECTORY GROUP



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Automation in Service Catalog

USER ACCOUNT PROVISIONING

- ✓ No automation prior ServiceNow—everything executed manually
- ✓ Long delivery: SLA – 10 days
- ✓ Average lead time – 6 days*
- ✓ High volume – ~7% of all requests (1,200 per month) in 2015

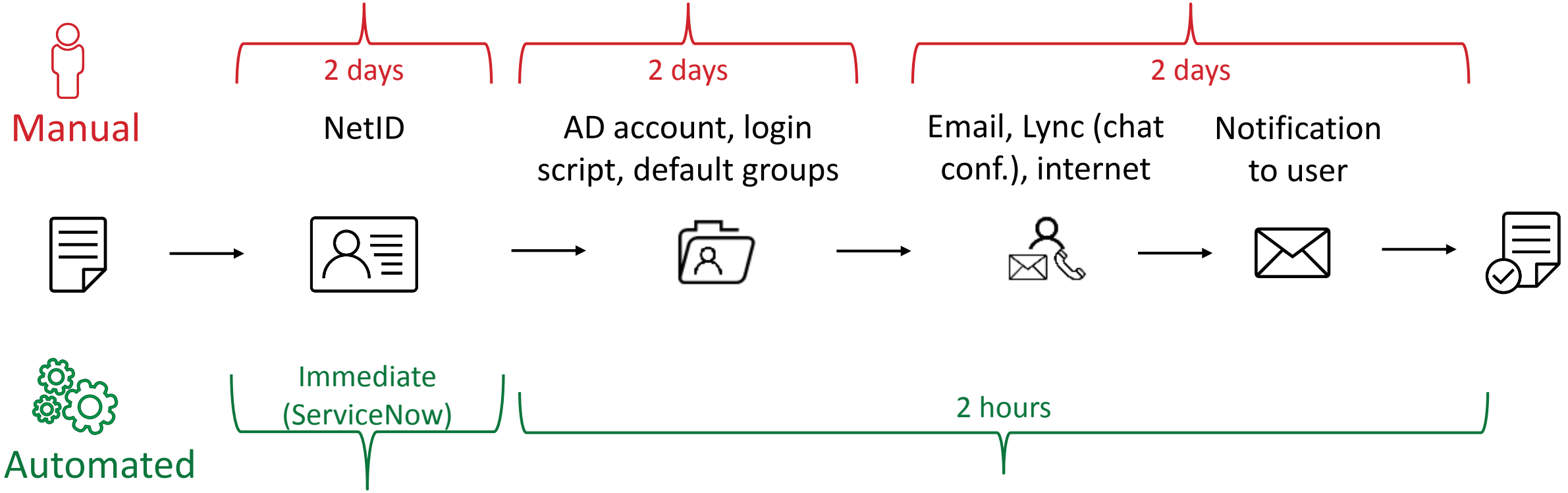
*Lead time does not include approval

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Automation in Service Catalog

6 days

USER ACCOUNT PROVISIONING



2 hrs

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Automation in Service Catalog

USER ACCOUNT PROVISIONING



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Automation in Service Catalog

OTHER REQUESTS: USER ACCOUNT DEPROVISIONING, PROFILE UPDATE, MOBILEIRON, ETC.



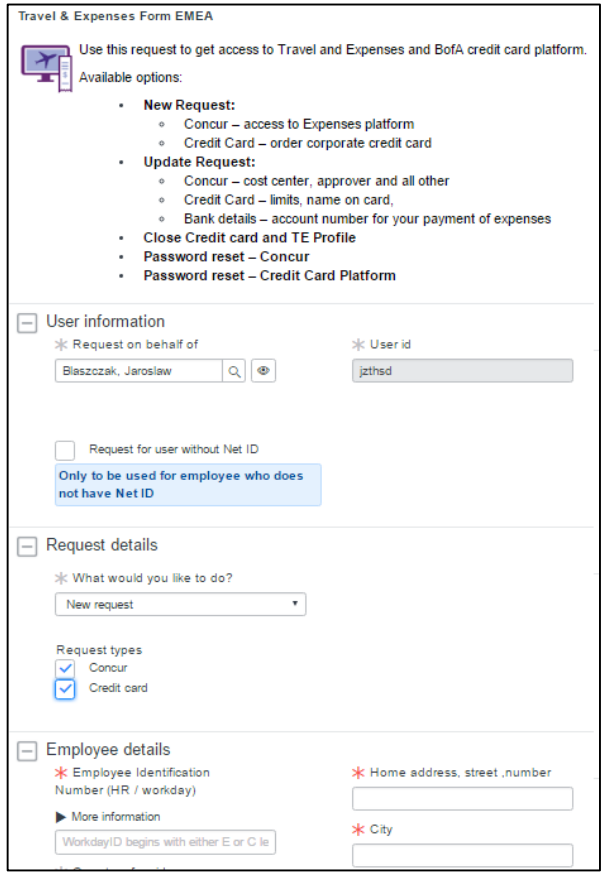
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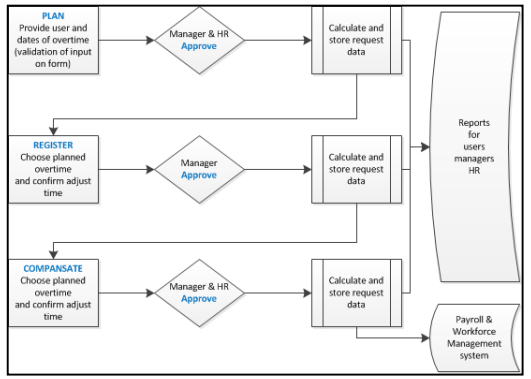
Automation in Service Catalog – Non-IT

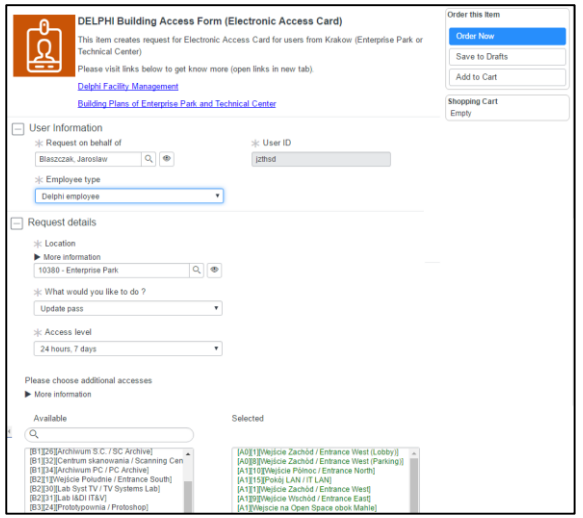
NON-IT REQUESTS IN SERVICE CATALOG

- ✓ HR – overtime and training requests
- ✓ Facility building access requests
- ✓ Travel & expense requests

Over 2,000 requests on monthly basis







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Cloud Management

- First request without Azure plugin
- Azure plugin and first POC
- Scenario 1 - Cloud application development environment
- Scenario 2 - Automate changes (upgrades/patches) to applications
- Scenario 3 - Cloud application development environment
- Scenario 4 - Dynamically allocate the size of Azure image

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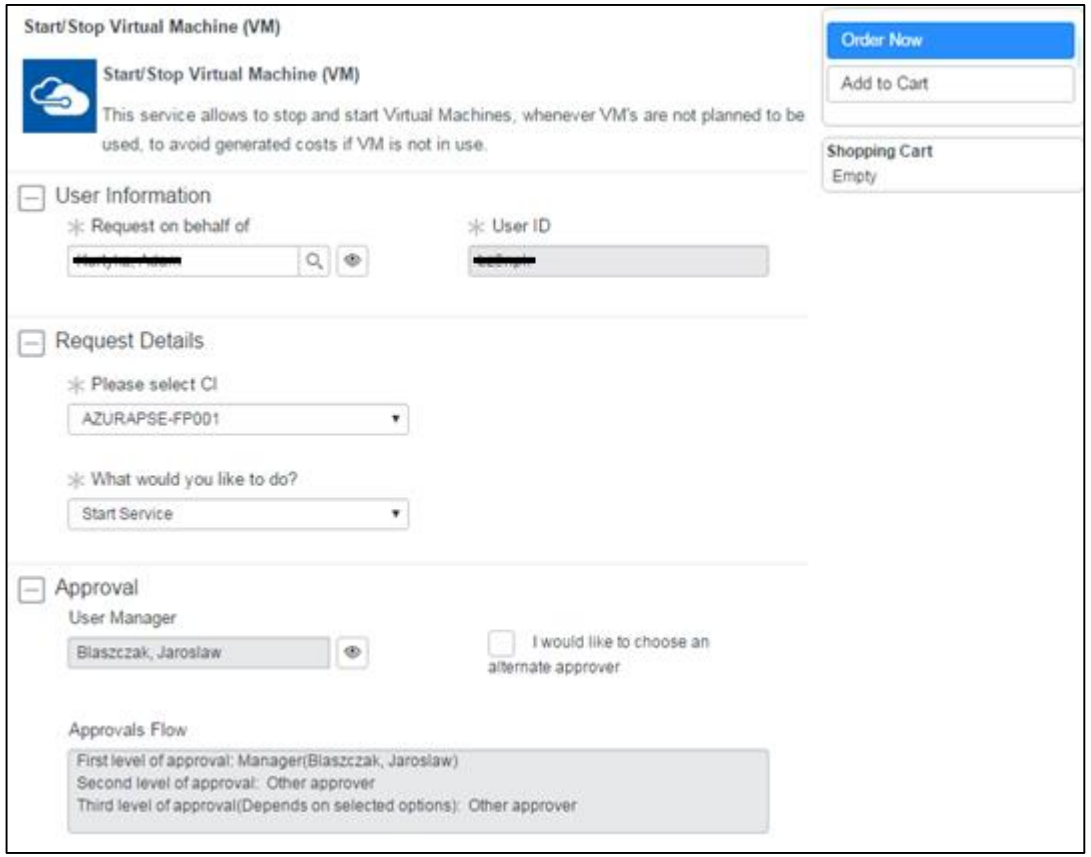
Cloud Management

START/STOP VIRTUAL MACHINE

- ✓ First attempt to automate cloud
- ✓ Request driven by cost reduction

Issues

- ✓ No clear ownership of VMs – approval from manager and cloud management team
- ✓ Limited usability



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Cloud Management – Azure

DEPLOYMENT IN DEVELOPMENT INSTANCE

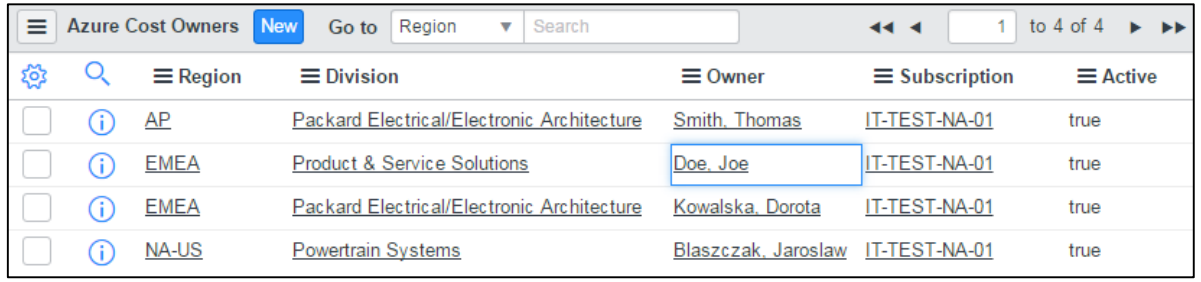
- ✓ Initial problems with setup and configuration – resolved
- ✓ Immediate benefits – BILLING
  - All v1/v2 billing data pulled via web service on daily basis
  - Transform tables converts/split data as you like
- ✓ Immediate benefits – CMDB AND OTHER DATA
  - Virtual instances and snapshots
  - Subscription, resource groups, images, virtual network, subnets, NICs

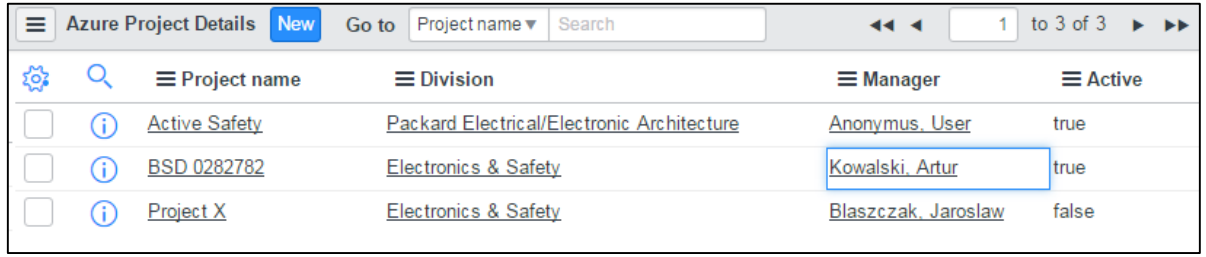
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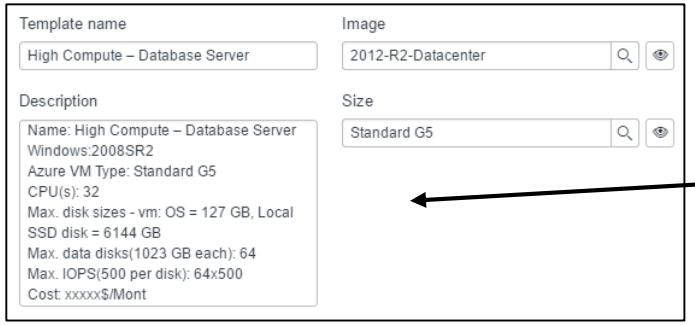
Cloud Management – First POC

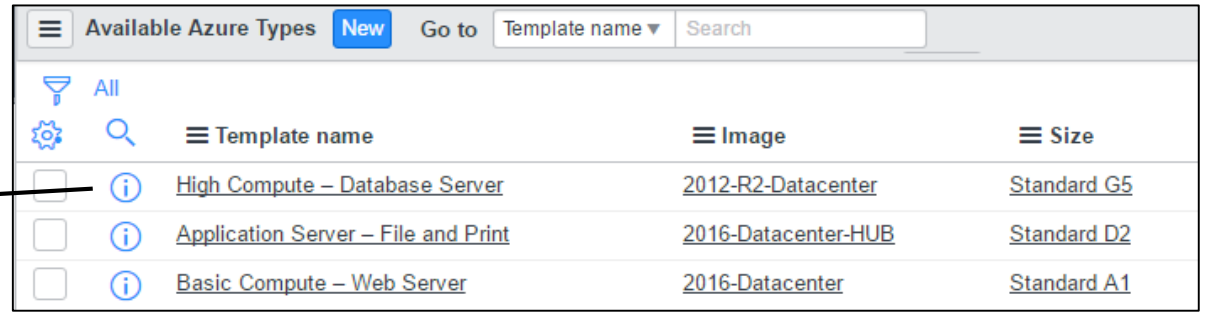
ASSUMPTIONS

- ✓ We did not want to publish approved images as Service Catalog items
- ✓ We wanted COST CENTER OWNERS to be able to approve images for projects managed within same organizational unit
- ✓ We did not want all mixes or images/sizes – we created list of templates where image and size are connected and named in more natural way



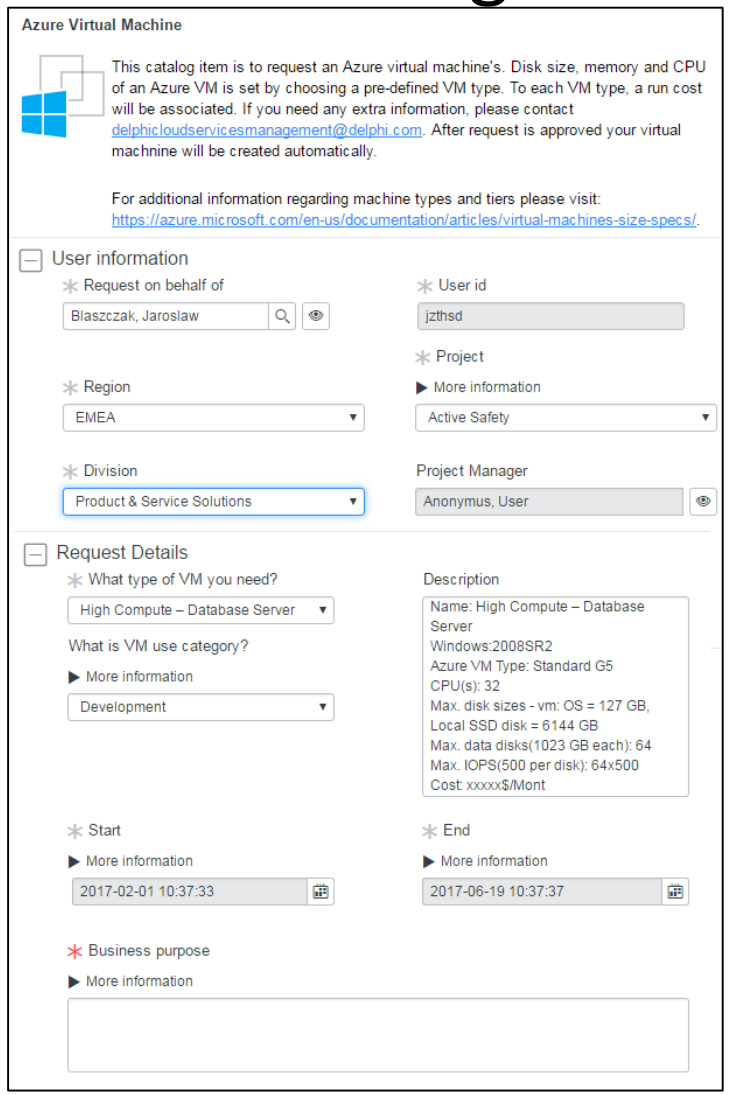






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Cloud Management – First POC



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Cloud Management – Scenario 1

Cloud application development environment

- ✓ Use predefined type of VMs (image + size + DB + set of tools + set of accesses)
- ✓ Request building a full application development environment
- ✓ Spawn and activate each group of VMs in different stages of process
- ✓ Allow image management (state/cost) via dashboard
- ✓ Connect stages of development to lifecycle of image – start/stop (deallocate)
- ✓ Standardize VM names (sets of VMs)
- ✓ Deallocate but keep images available for future development

THE FUTURE – DEMAND MANAGEMENT BECOMES THE STARTING POINT FOR INITIATING THE SETUP OF AN ENVIRONMENT.

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Cloud Management – Scenario 1

		Development	Unit Testing	System Integration Testing	User Testing
1	Windows + .NET Framework + IDE (Visual Studio) + Tools + Base Configuration for Tools	A	A		
2	Windows + Java + IDE + Tools + Base Configuration for Tools	B1	B1	B1	B1
3	Windows + SQL Server + Tools + Base Configuration for Tools	B2	B2	B2	B2
4	Windows + Oracle + Tools + Base Configuration for Tools	B3	B3	B3	B3
5	Windows + MySQL + Tools + Base Configuration for Tools	B4	B4	B4	B4
6	Tools	B5	B5	B5	B5
7	Windows + .NET Framework + IDE (Visual Studio) + Testing Tools + Base Configuration for Testing Tools			C1	
8	Windows + .Java Framework + IDE (Visual Studio) + Testing Tools + Base Configuration for Testing Tools			C2	
9	Windows + Web Application				D

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Cloud Management – Scenario 2

Automate changes (upgrades/patches) to applications

- ✓ Quality test the application instance hosted in cloud
- ✓ Use the change request to initiate restarting an instance
- ✓ Apply and test new upgrade/patch

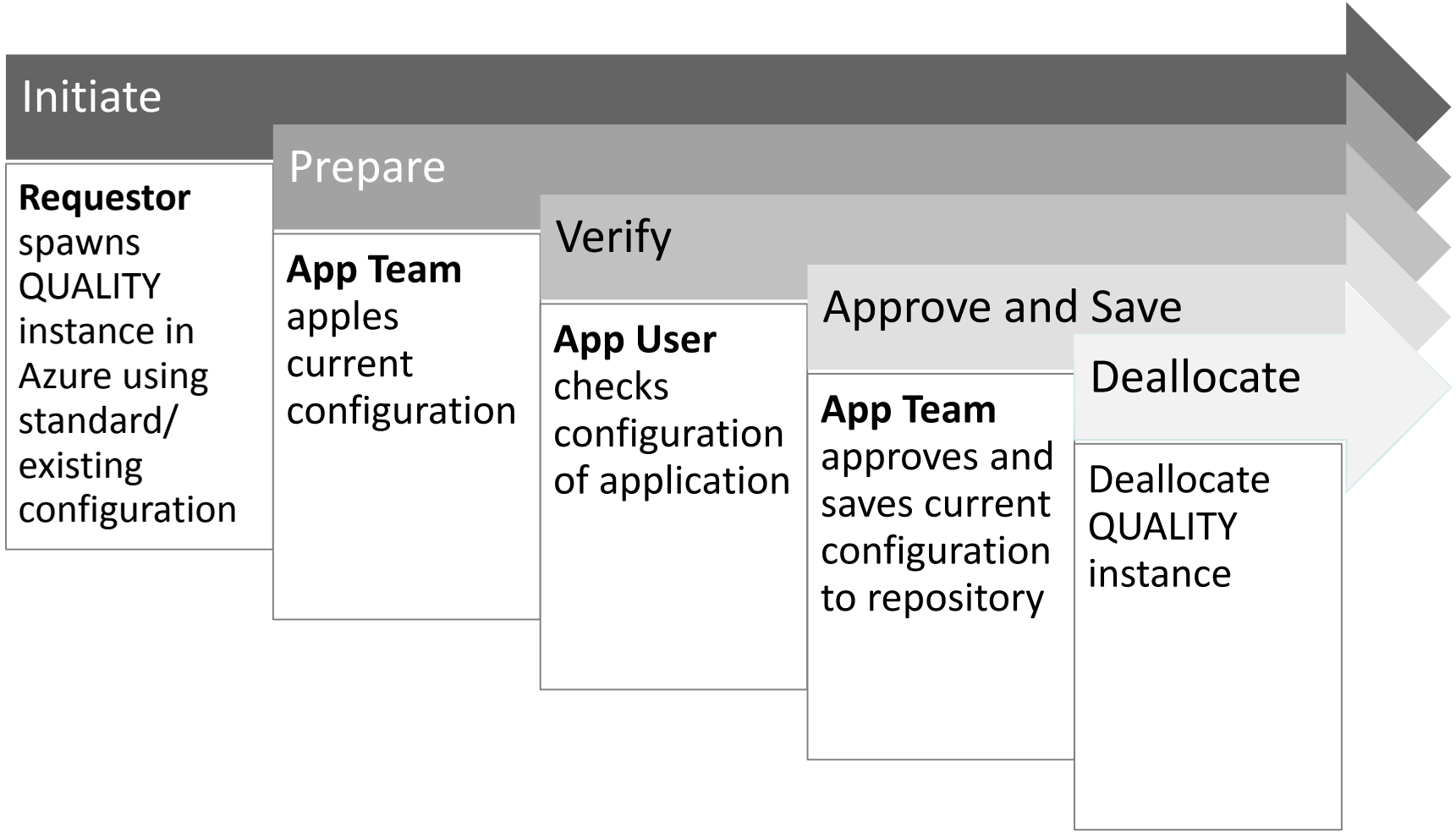
Benefits

- ✓ The team can control the full process from one place, receiving immediate input from users via the same flow
- ✓ The process ensures the VDI is active only for the time of tests and suspended when UAT complete

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Cloud Management – Scenario 2

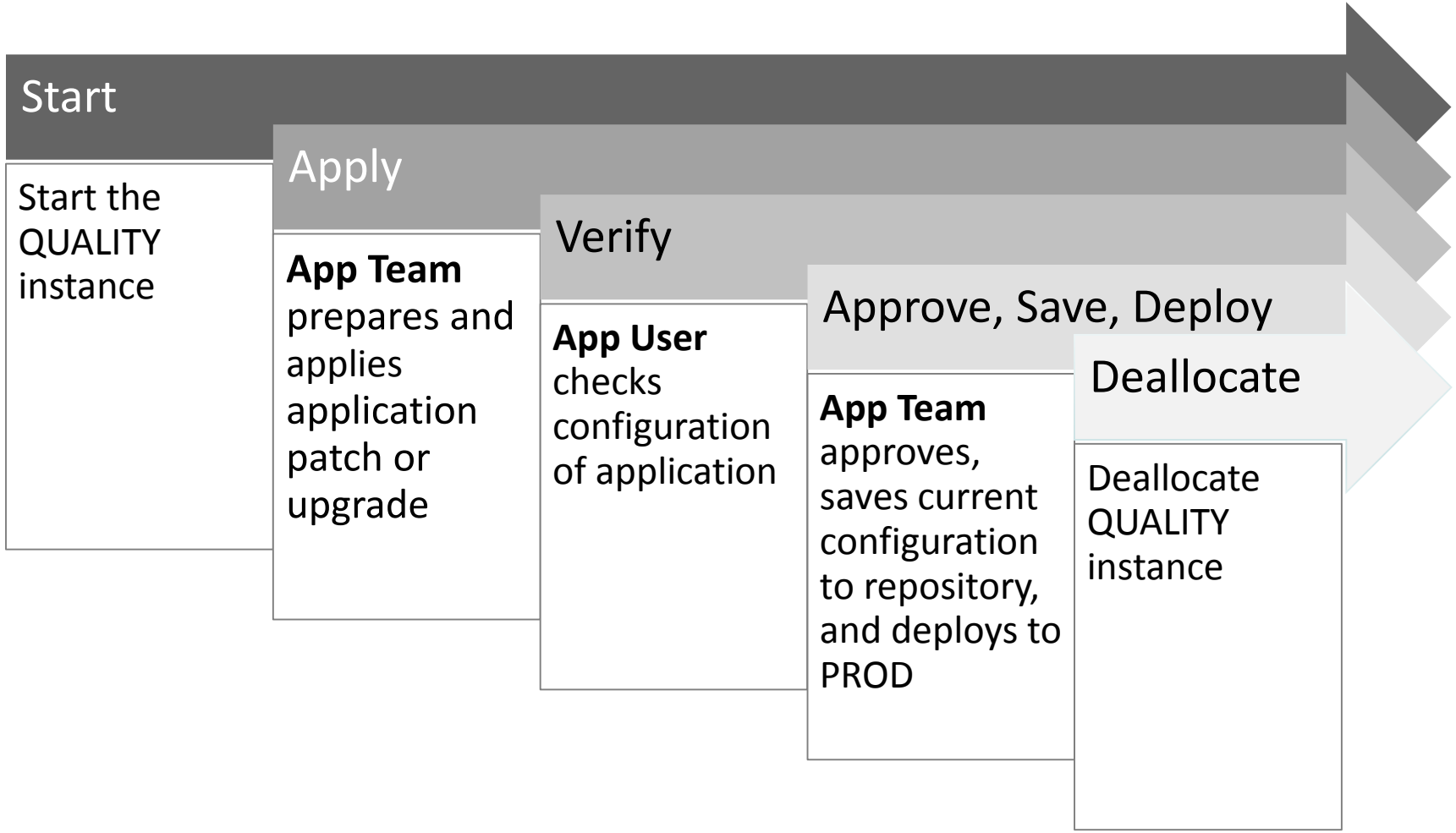
Step 1: Initiating application changes (upgrades/patches)



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Cloud Management – Scenario 2, Continued

Step 2: Upgrade/Patch Loop



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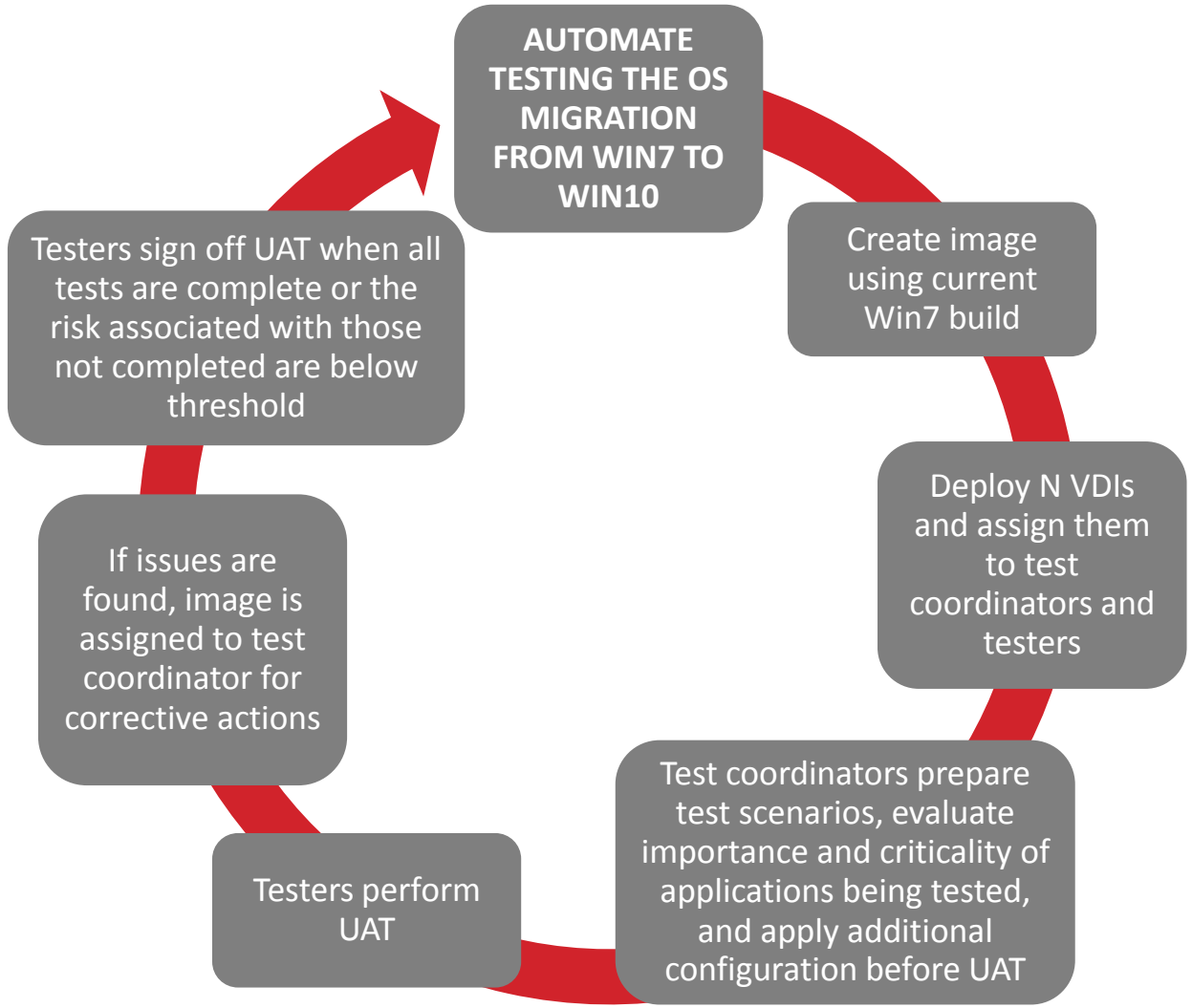
Cloud Management – Scenario 3

AUTOMATE TESTING THE OS MIGRATION FROM WIN7 TO WIN10

Benefits

THE PROJECT MANAGER CAN

- ✓ Control the process
- ✓ Validate the status and timeline of sequenced tasks
- ✓ Set a time limit, using the ServiceNow workflow, that shows when images are being used and allocated in Azure
- ✓ Reduces costs and adds visibility to the process



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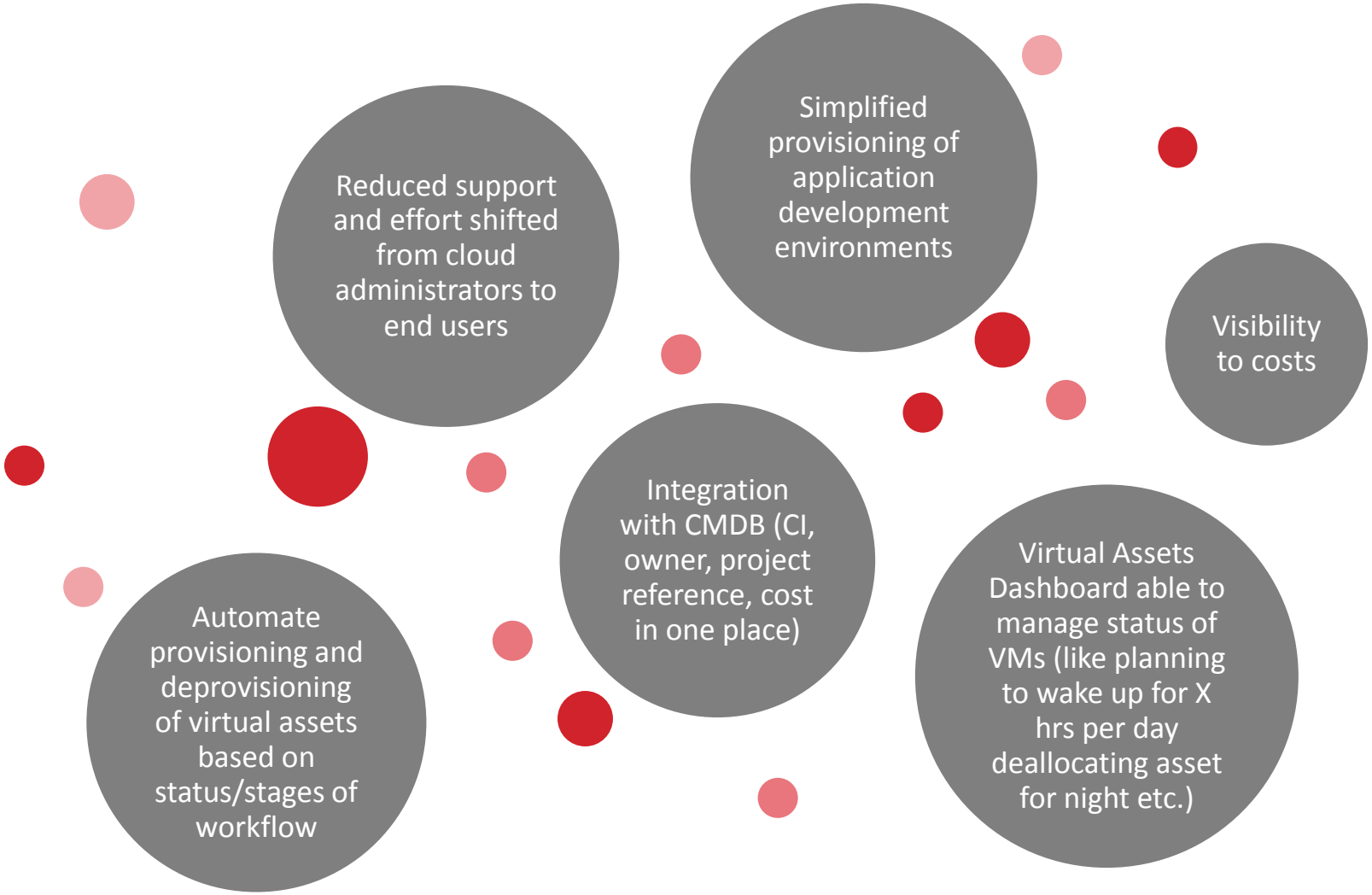
Cloud Management – Scenario 4

DYNAMICALLY ALLOCATE THE SIZE OF AZURE IMAGE

- ✓ Expensive application with standalone license
- ✓ No other reasonable model of licensing
- ✓ Typical usage few times per month
- ✓ Rarely requires higher performance
  (complex scenarios to calculate which can run few days)
- ✓ Azure allows you to run application in cloud
- ✓ ServiceNow allows you to use My Virtual Assets dashboard
  to dynamically change CPU and RAM size
- ✓ ServiceNow allows you to stop/deallocate virtual image to limit costs

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Benefits of Using ServiceNow Cloud



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Q & A

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Delphi

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Take the Survey

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

Thank You

Jaroslaw Blaszczak

Manager, Enterprise Collaboration Applications

Delphi

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