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WORK at LIGHTSPEED™

BRE4117 – Worried about Cloud Sprawl? Fix it Before it Becomes a Problem

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servicenow

Agenda

- Speaker Introduction
- A new business reality for TransAlta
- Our journey to the cloud
- What happens when we get there?
- Challenges moving forward
- Top Takeaways

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Speaker Introduction



NAME: Jamie Duncalf

TITLE: Manager, IT Operations

FUNCTION: Efficient operation of business services

COMPANY: TransAlta Corporation

EXPERIENCE: Accountable for designing and implementing IT business operations structure and processes to support the corporation as a competitive advantage

AREAS OF RESPONSIBILITY: Include development and delivery of IT General Controls, Finance, Vendor Management, Supplier Relationship Management, Technical Change Control, PMO, Collaboration applications development & Service desk support

CURRENT PROJECTS: Include cloud migration and business transformation

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My Company



NAME: TransAlta Corporation, Canada

INDUSTRY: Electrical Power Generation and Wholesale Marketing

MARKET FOCUS: To efficiently operate wind, hydro, solar, natural gas and coal facilities in order to provide customers with a reliable, low-cost source of power

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: TransAlta Corporation is a 100 year old company headquartered in Calgary, Canada. It operates 64 power plants in Canada, the United States and Australia

COMPANY-WIDE INITIATIVES: Accelerating the pace of decision-making. Streamlining all systems and processes for greater agility in the face of new competition. Repositioning the corporation for imminent and emerging market and regulatory changes

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Session Overview



Objectives

- Agility – offensive weapon to stay ahead in today's market conditions
- Guardrails (security, compliance, & cost control) – defense to protect business from outside risks
- How to achieve both?

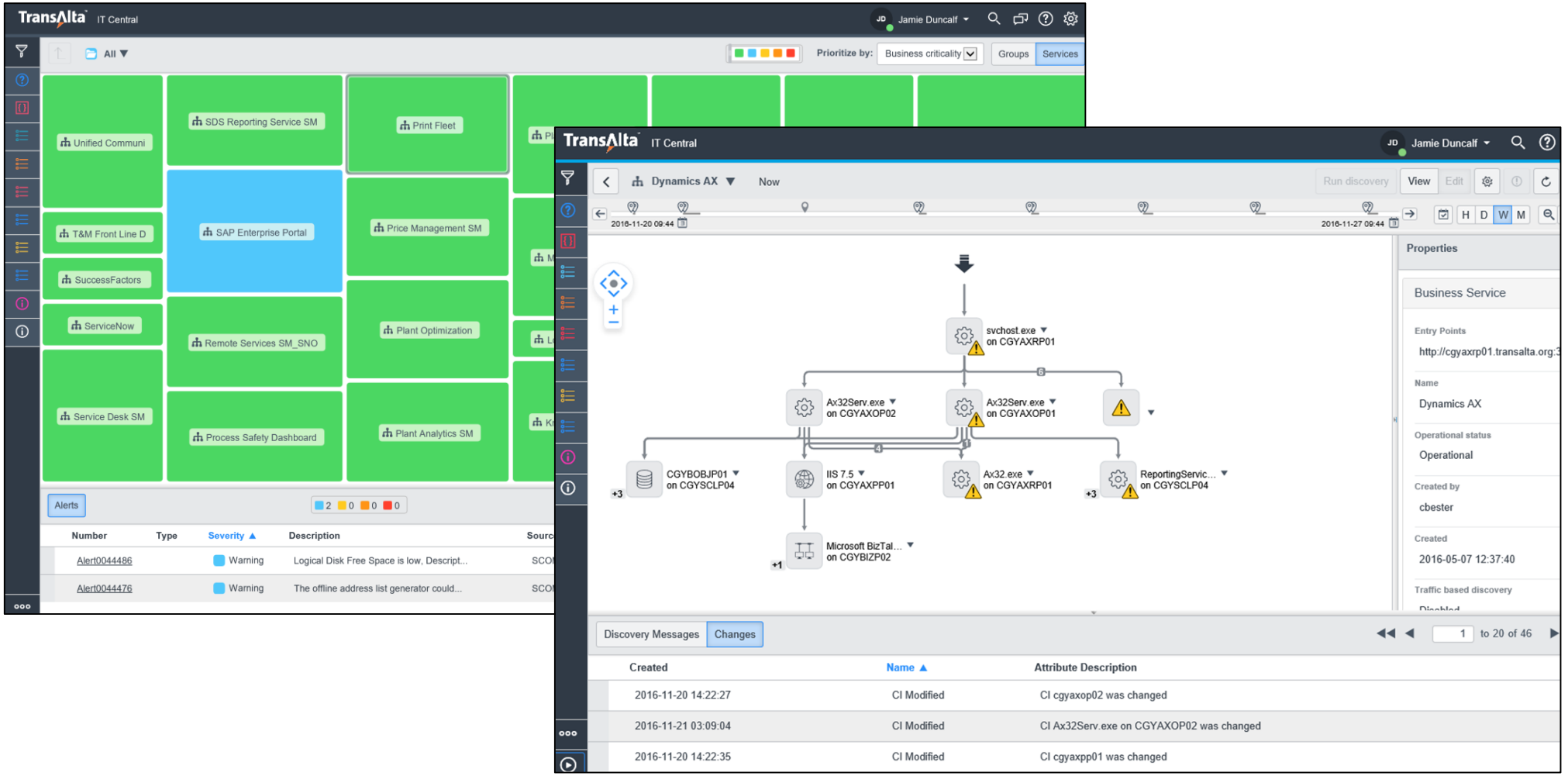


What You Will Learn

- How do you benefit from the agility offered by public & private cloud?
- How do you do so without compromising security, compliance, and maintaining costs within control?
- What does ServiceNow offer to help you in the process?

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Cloud Migration Planning with ServiceWatch & Service Mapping



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TransAlta – ServiceWatch Mapping



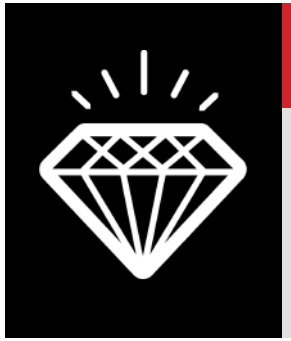
Business Driver & Use Case

Business Driver:	Heavy reliance on tribal knowledge to maintain an inaccurate CMDB
Use Cases:	SERVICE MAPPING



Customer Challenges – Current State (“before”)

1. Relying on tribal knowledge for key dependencies on infrastructure for key business services
2. IT only notified of a business service outage if someone complained
3. Timely to figure out what was happening with service outages, 3-4 hours just to find out



Value Realized – Future State (“after”)

1. Reduced service outages by 80%
2. IT able to work on service outages before users log tickets or raise issue, no more surprises
3. Visibility into which business services are affected by any given change, helping to assess associated impact or risk of changes
   Fact-based cost/benefit discussions can be had with business partners, IT no longer seen as a tax on the business

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Zero Data Center at TransAlta

ELIMINATE DESIGN FOR PEAK, REDUCE INFRASTRUCTURE FOOTPRINT BY 25%

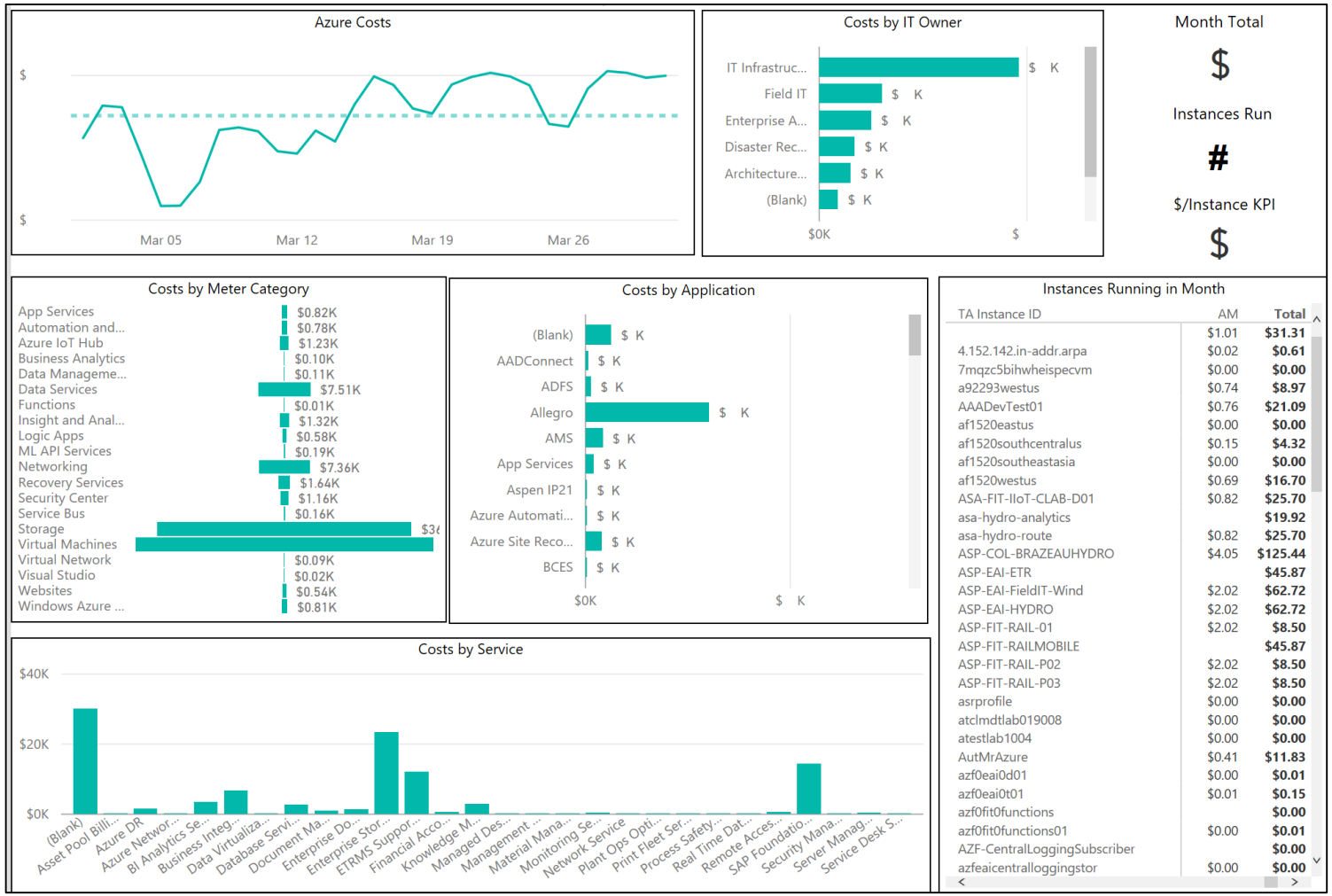
- Multi-year initiative to decommission the Calgary Data Center
- All servers are mapped to a service and business owner
- Performance and usage metrics will be gathered as a baseline
- Each server evaluated against a scoring framework
- Production Servers started moving to Microsoft's Azure cloud platform starting in April of 2017
- It is estimated that 25% of the total Azure server migration are candidates for decommissioning



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Cost Monitoring During Zero Data Center Project





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SERVICENOW ITOM PORTFOLIO: JOURNEY TO VALUE

	PHASE 1 VISIBILITY Establish the Service-Aware CMDB GOOD	PHASE 2 AVAILABILITY Eliminate Service Outages BETTER	PHASE 3 AGILITY Service Lifecycle Management BEST
	SERVICE MAPPING	SERVICEWATCH	IT OPERATIONS SUITE
DISCOVERY	✓	✓	✓
SERVICE MAPPING	✓	✓	✓
OPERATIONAL INTELLIGENCE		✓	✓
ORCHESTRATION		✓	✓
CLOUD MANAGEMENT			✓

TransAlta™ We are here

STATIC/REACTIVE → **PROACTIVE**

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Forward-looking statements include all statements that are not historical facts and can be identified by terms such as “anticipates,” “believes,” “could,” “seeks,” “estimates,” “expects,” “intends,” “may,” “plans,” “potential,” “predicts,” “projects,” “should,” “will,” “would” or similar expressions and the negatives of those terms, although not all forward-looking statements contain these identifying words. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. We cannot guarantee that we actually will achieve the plans, intentions, or expectations disclosed in our forward-looking statements and you should not place undue reliance on our forward-looking statements.

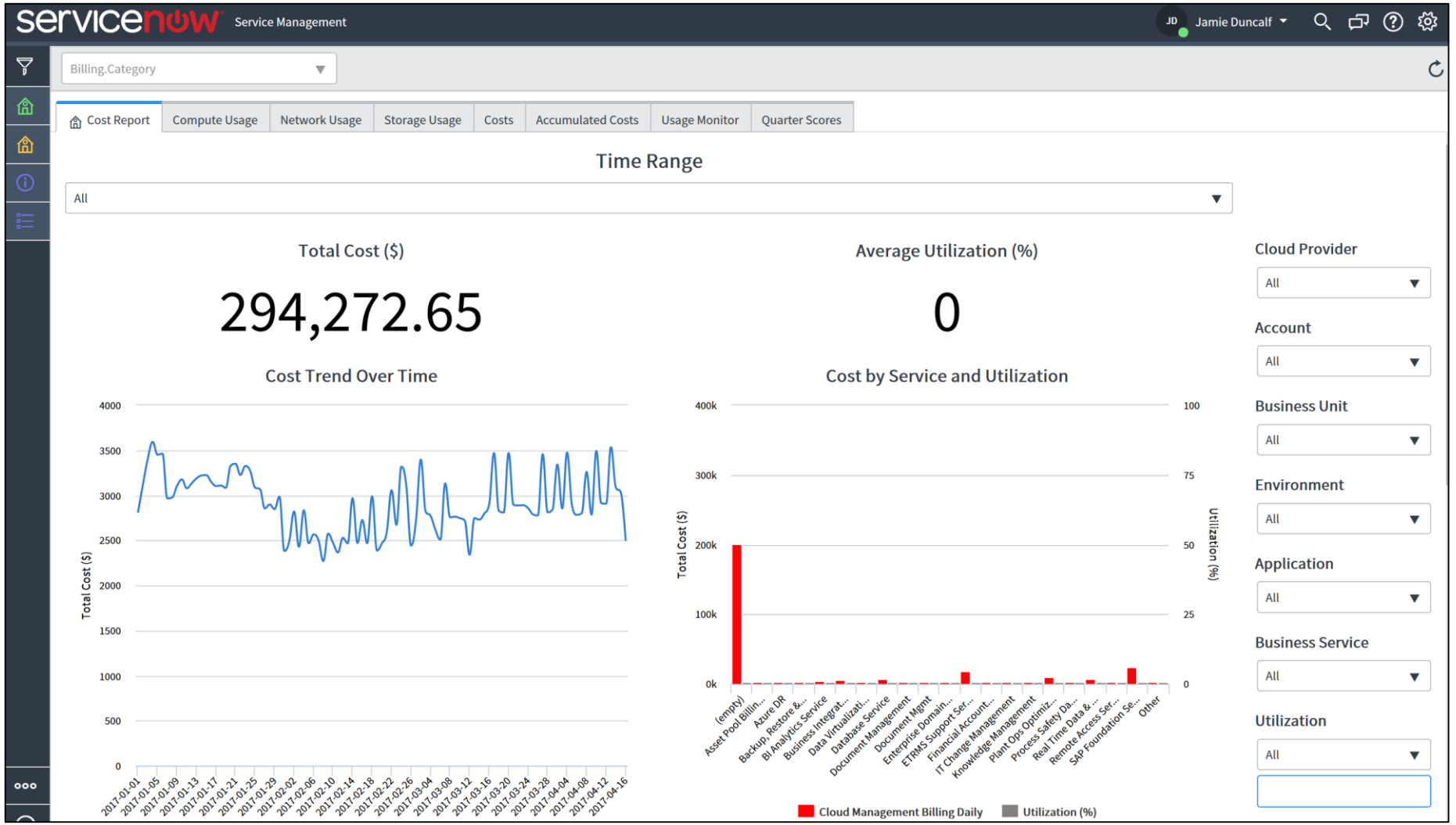
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This presentation includes certain non-GAAP financial measures as defined by SEC rules. We have provided a reconciliation of those measures to the most directly comparable GAAP measures in the Appendix.

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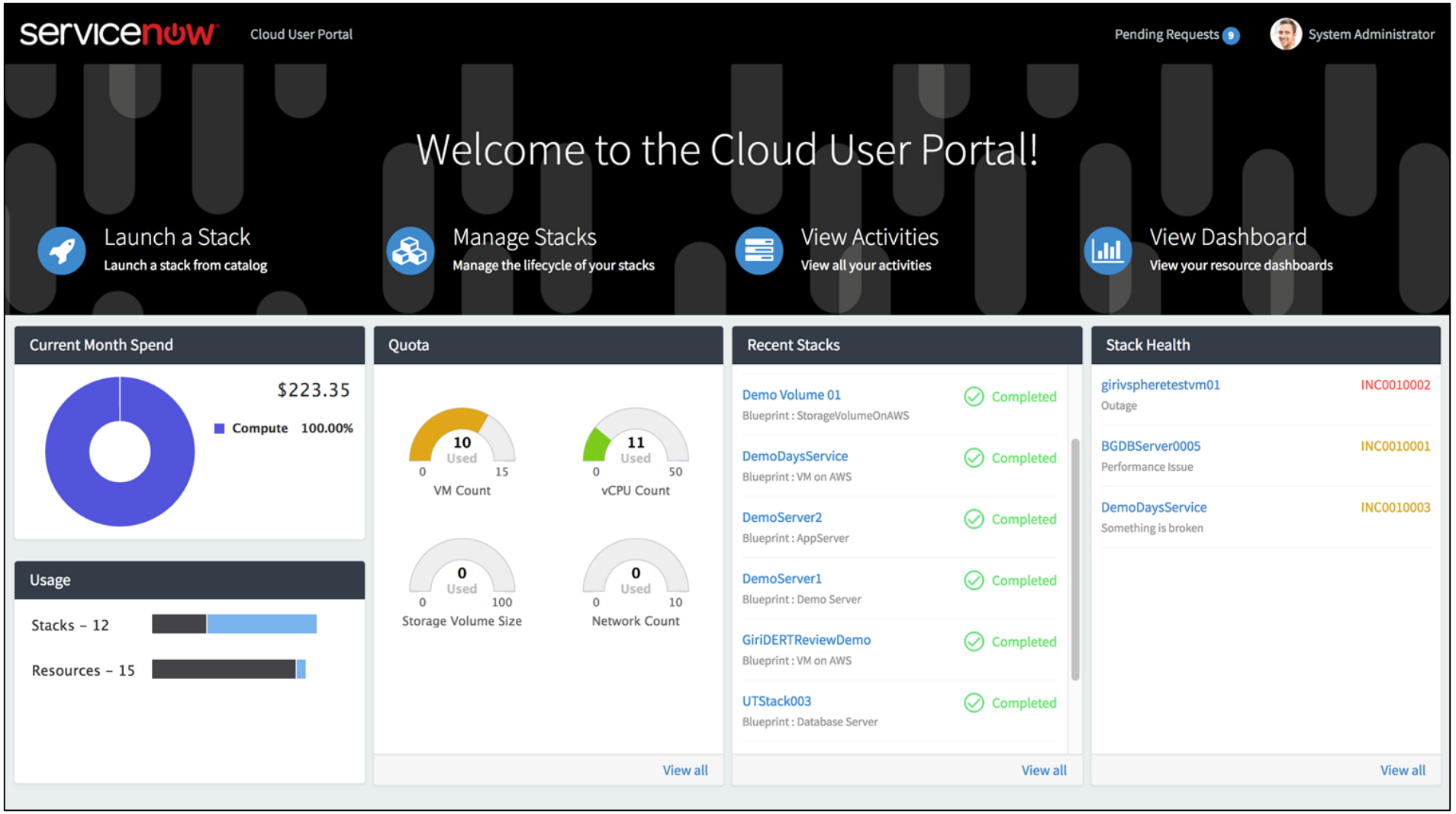
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Cloud Value Management in a Single Dashboard



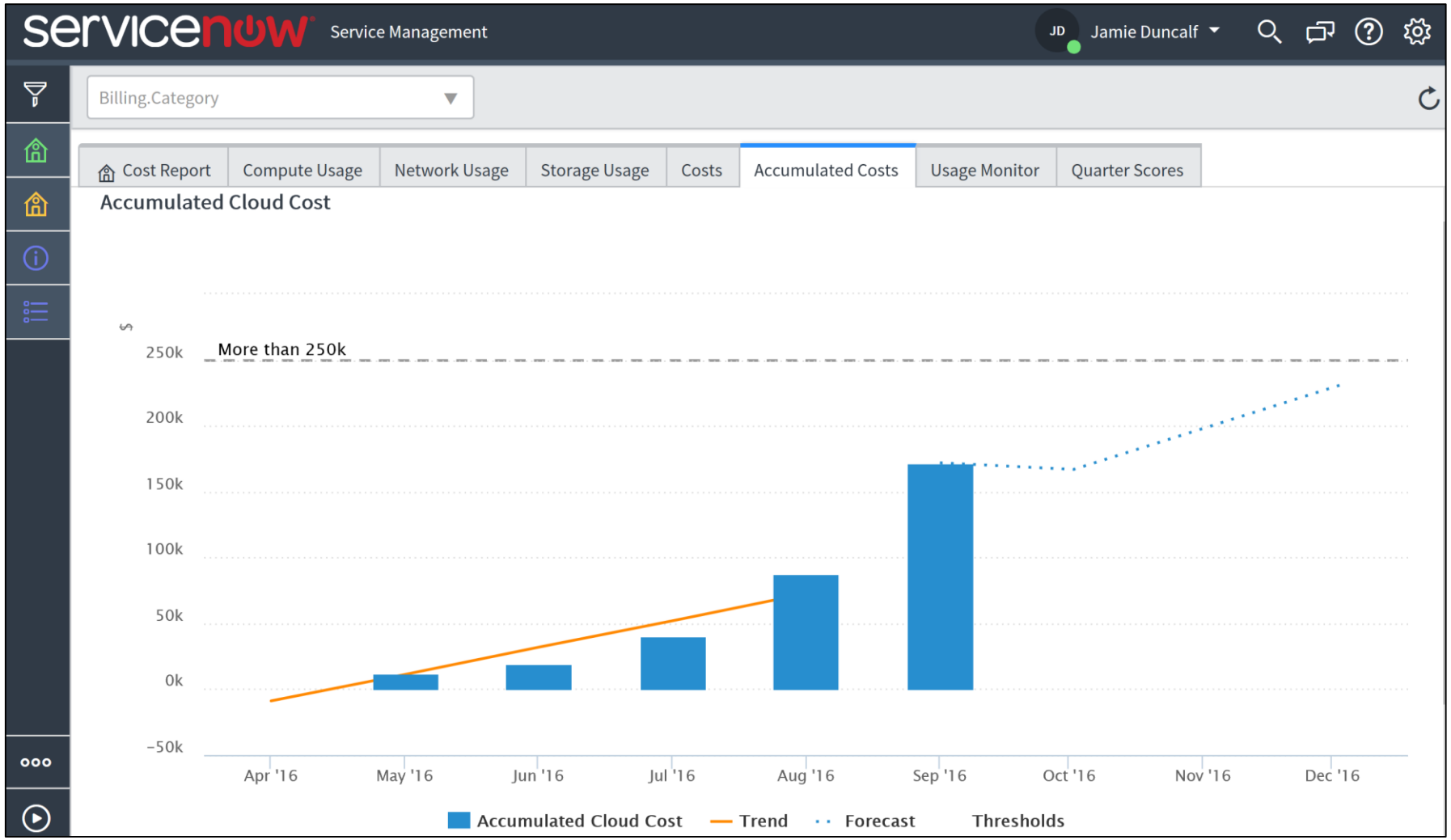
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Cloud Provisioning Simplified in Jakarta



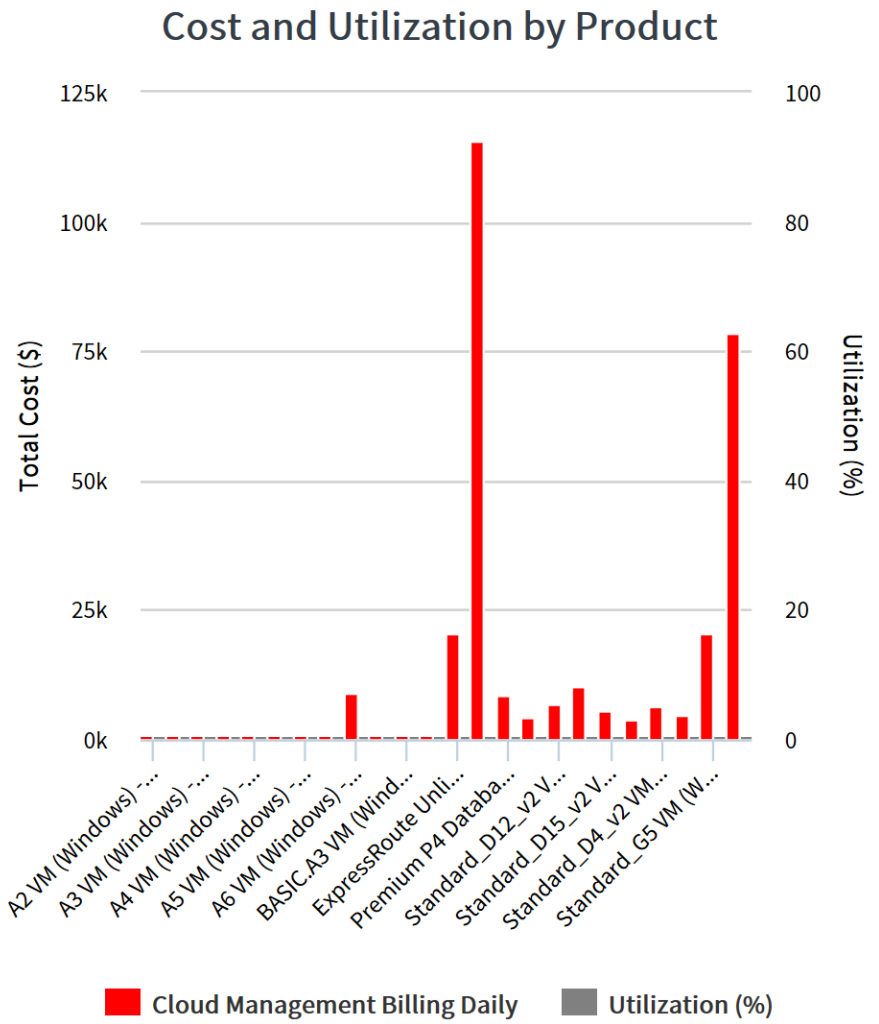
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Manage Cloud Consumption Against Forecast



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Derive Business Value Finding High Cost Areas of Underutilization



Context is king

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Our Next Steps

- Work through the ServiceNow Design Partner Program to fully implement cost utilization in or before the Kingston Release
- Understand new challenges that will arise through mapping services in a dynamic cloud environment

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Top Takeaways

1

Service Watch allowed us to fully understand our services and optimize our data center before planning our cloud migration

2

Service Mapping allowed for 25% savings in infrastructure cost as we moved to the cloud, but this is only the first part of the problem

3

Operating in the Cloud provides a unique opportunity to enhance the value of IT services for the business

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Thank You

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Q & A

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Manager, It Operations

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