knowledge17

WORK at LIGHTSPEED™

Driving Digitalization and Gaining Full Transparency in a Multi-Provider Environment by a *Smart* CMDB

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Agenda

- Siemens - a brief look at us
- High degree of automation requires an E2E approach…
- …as well as solid and clean Data!
- 5 cornerstones for a Smart CMDB
- Key take aways: it‘s all about Data

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Siemens - a Brief Look at Us – Company Positioning



Americas		Share of total worldwide
Revenue[1]	**€22.7 billion**	29%
Employees[2]	**72,600**	21%

Germany		Share of total worldwide
Revenue[1]	**€10.7 billion**	13%
Employees[2]	**113,400**	32%

Europe (excluding Germany), **CIS[3], Africa, Middle East**		Share of total worldwide
Revenue[1]	**€31.1 billion**	39%
Employees[2]	**102,300**	29%

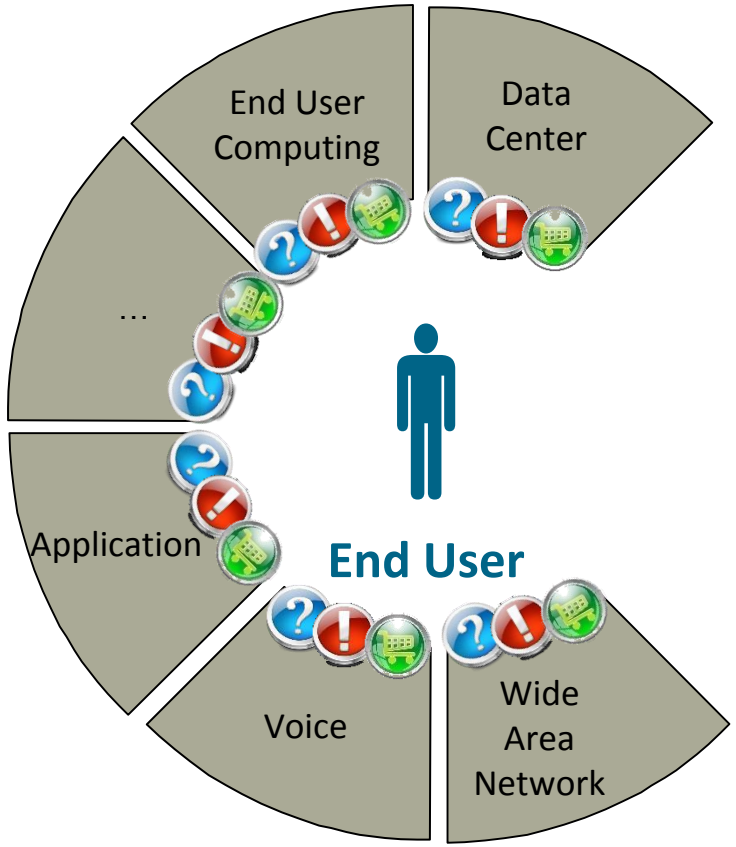
Asia, Australia		Share of total worldwide
Revenue[1]	**€15.1 billion**	19%
Employees[2]	**62,700**	18%

1 by customer location
2 as of September 30, 2016
3 Commonwealth of Independent States
All figures refer to continuing operations.

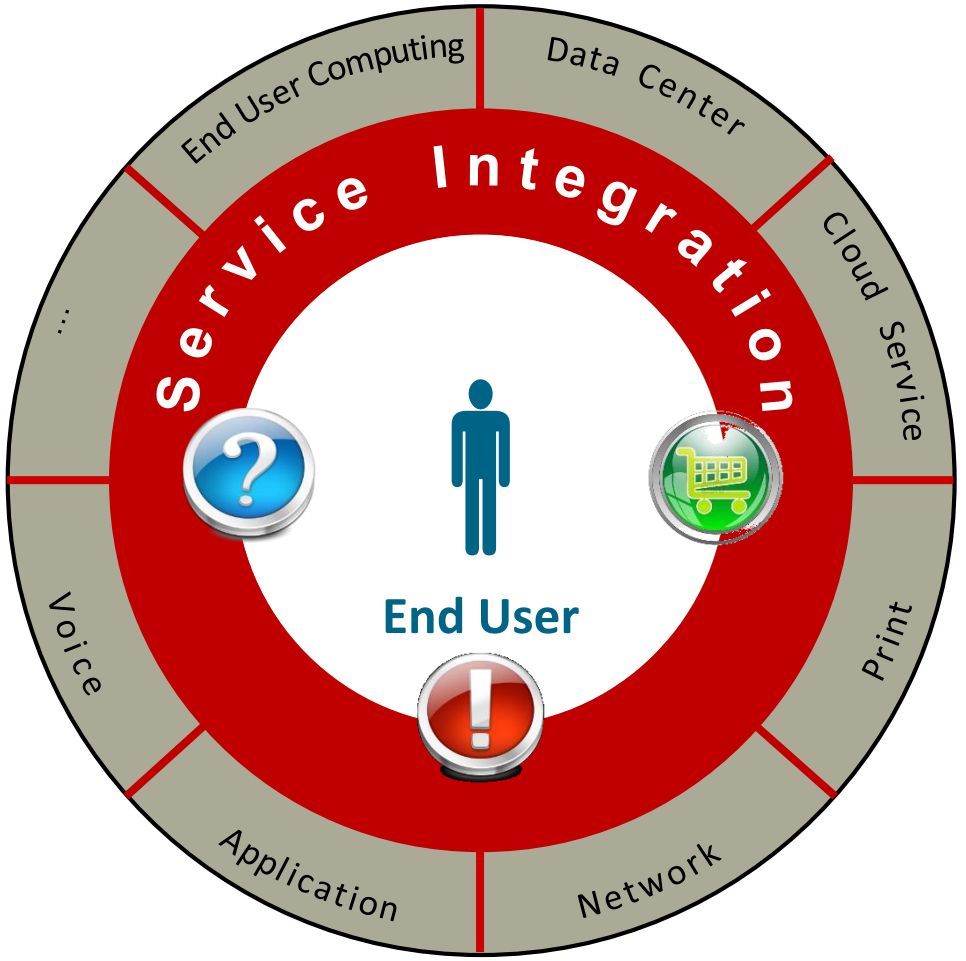
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Automation and Digitalization is also High on the IT Agenda

YESTERDAY'S IT



SERVICE INTEGRATION MODEL

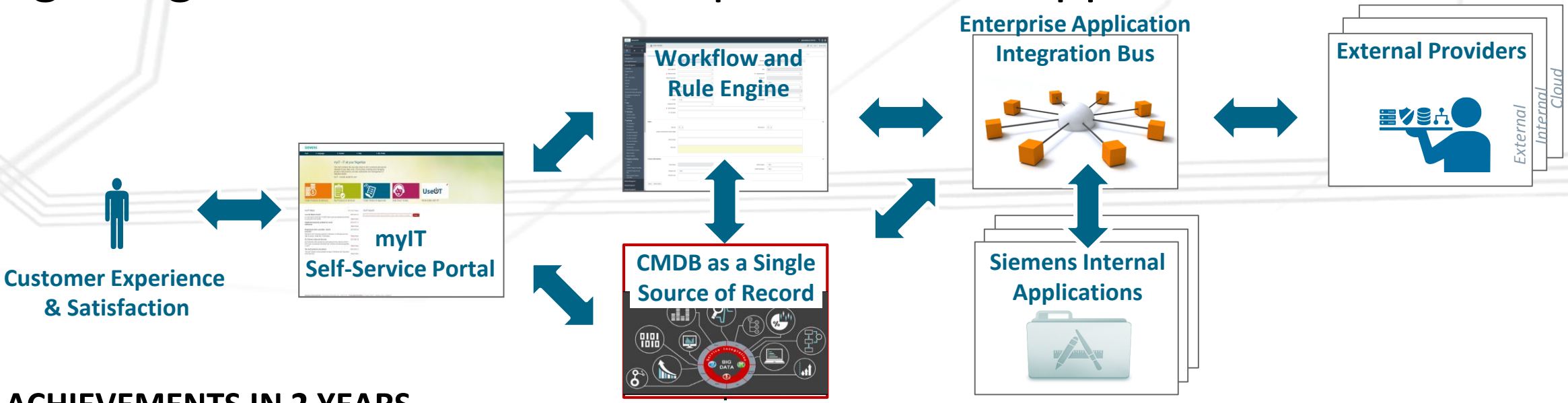


GOALS

- **Simplicity and Standardization**
- **End to End Automation**
- **Full Transparency**
- **Competition:** Easy Plug In/Out for Providers
- **Single Source of Record**

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High Degree of Automation Requires an E2E Approach…



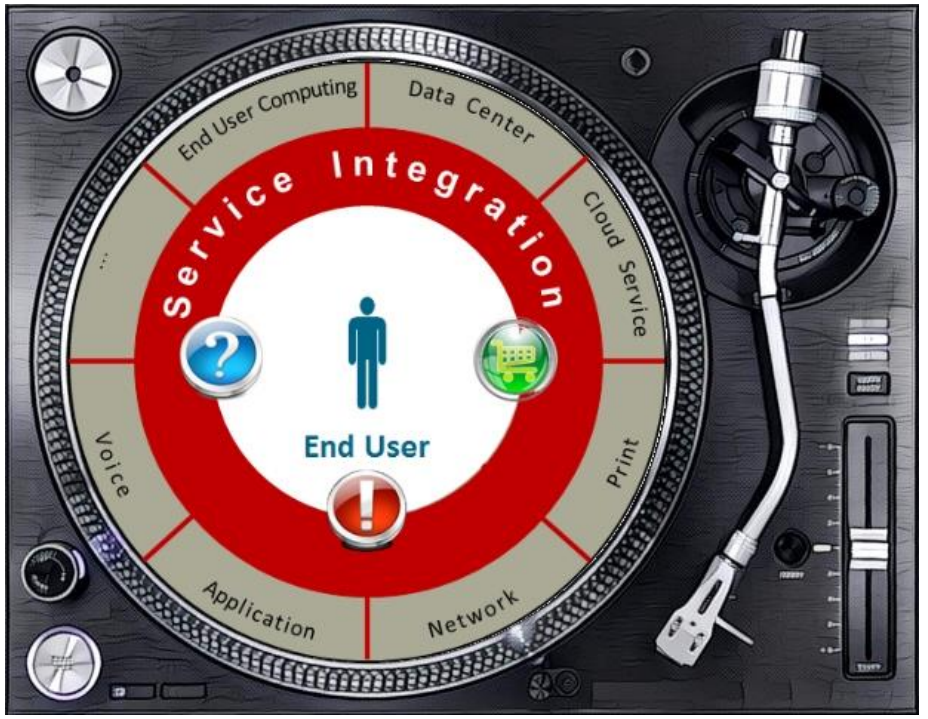
ACHIEVEMENTS IN 2 YEARS

- 36 standard interfaces to 11 Providers to build-up one CMDB
- 9M CIs loaded in dependency to Service Roadmap. No overload of attributes
- 5M CI relations to provide end-user full transparency of data ownership and access rights
- 630K (100K per month) totally automated service requests completed
- 1.5M incidents resolved. Associating CIs to incidents to improve ticket resolution
- myIT Portal is rolled out in 80 countries across Europe, Americas and Asia for 285K users and available in 5 languages

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…As Well as Solid and Clean Data!

- SERVICENOW® IS THE data turntable FOR ALL ITSM PROCESSES and LINKS INTO HR, SAP and REPORTING PLATFORMS
- No alchemy: WE DON'T TURN GARBAGE INTO GOLD! Ensure that your provider delivers high data quality and validate it
- KEEP AN EYE ON CONTRACTUAL OBLIGATIONS for your providers to TAKE CARE ON DATA QUALITY
- DEFINE A STRATEGY TO ENSURE A single source of record
- DIGITALIZATION AND FULL TRANSPARENCY: create a basis for reporting, invoicing, charging and predictive analytics in a more efficient way TO ENABLE IT costs savings and business PROCESS optimization



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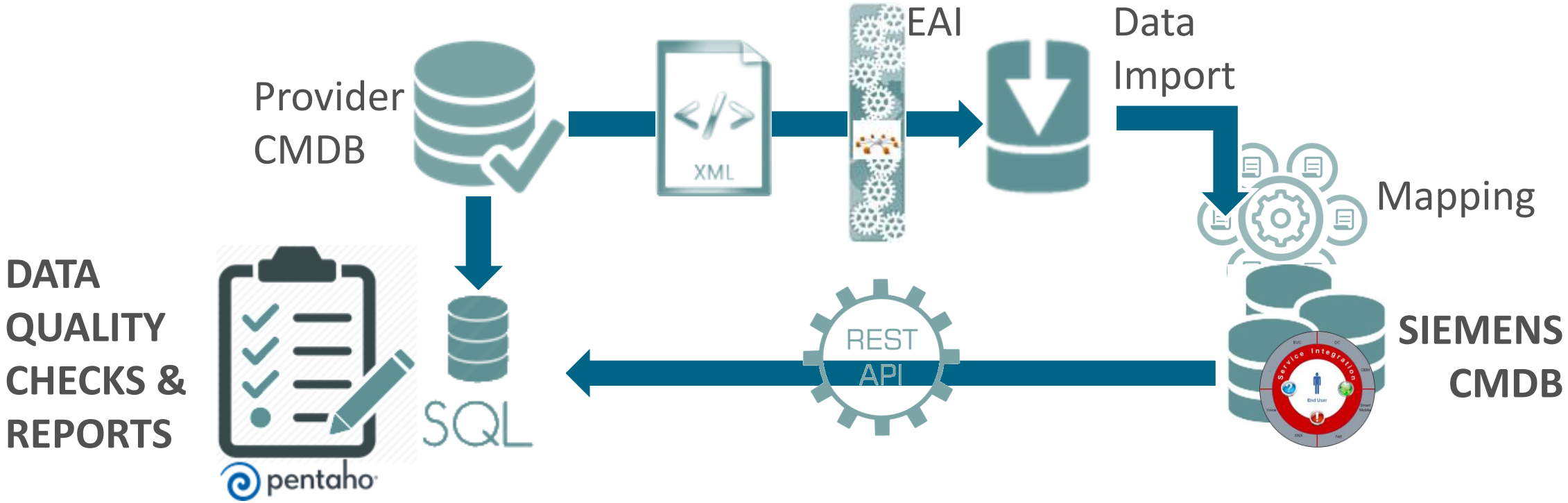
Cornerstones for a Smart CMDB

CI Class Hierarchy, Definitions and Dependencies		Create CI Data Definition Cards, identify CMDB Class Hierarchy and analyze CI dependencies
Data Quality Checks		Define Data Quality Checks to support full automation and low-error rate
Enhanced Data Lifecycle		Consider Enhanced Data Lifecycle for CIs to keep them up-to date and avoid extra costs
Build CI Relationships		Build as much relations as possible to enable Day 1 Readiness bundles and prefill templates
CMDB Access Control		Set-up CMDB Access Control to grant permissions and to limit risks

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Cornerstone 1: Data Quality Checks

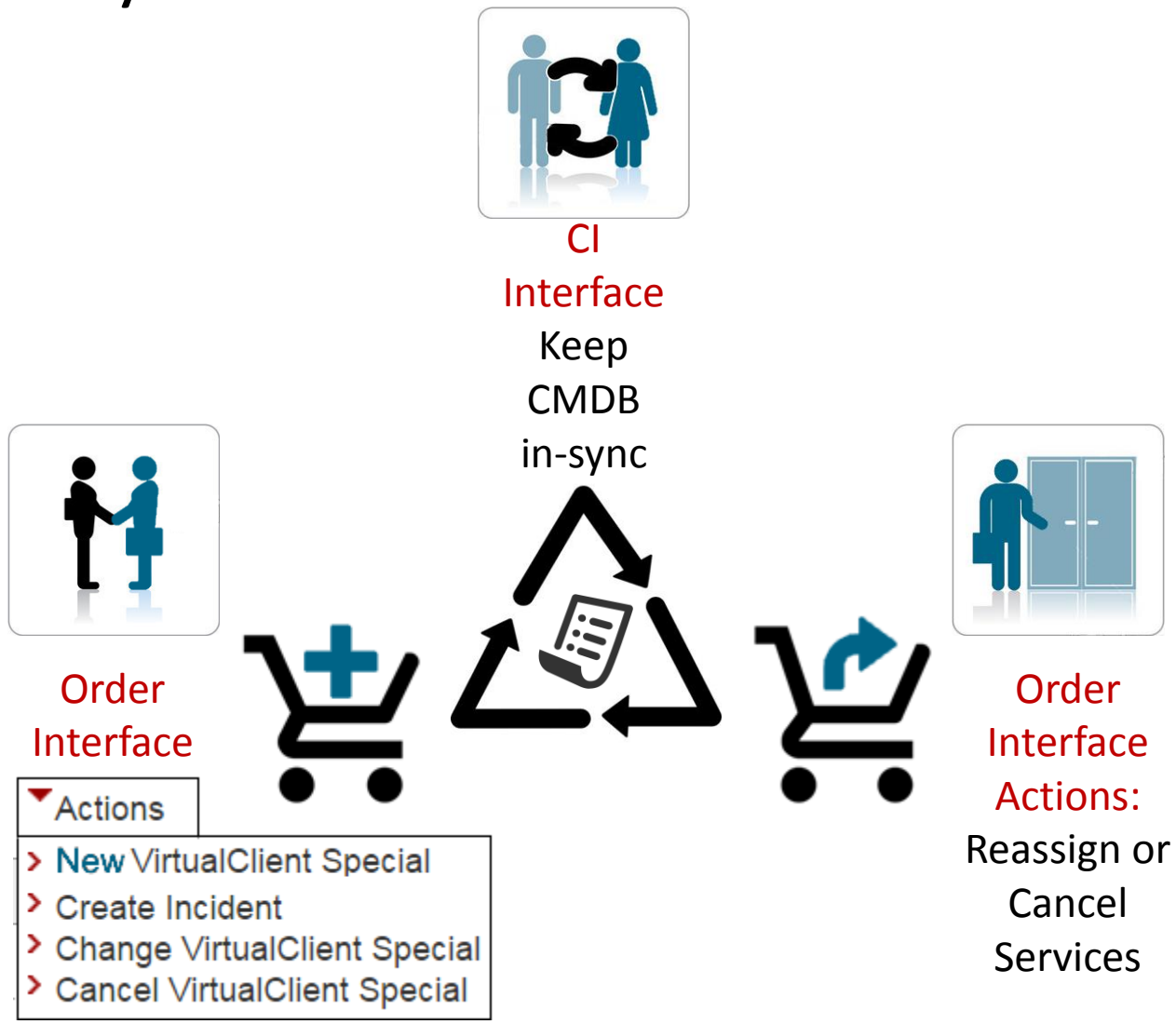
- Mirrored CMDB on SQL database via REST protocol and CONTINUOUS DATA QUALITY CHECKS
- Usage of ETL (extract/transform/load) tool Pentaho® to avoid performance losses
- DATA ANALYSTS performing the predefined tests



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Cornerstone 2: Enhanced Data Lifecycle

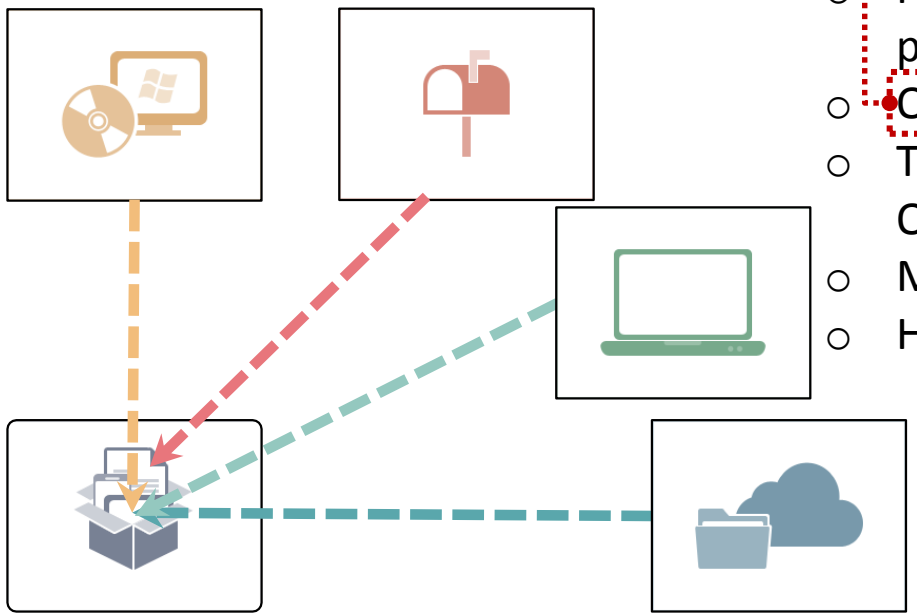
- If EMPLOYEE LEAVES the COMPANY THEIR CIs WILL BE either CANCELLED OR REASSIGNED to manager
- DATA LIFECYCLE IS CONSIDERED a part of CI class specification BEFORE SERVICE GO-LIVE
- AUTOMATED CI WORKFLOW in combination with Service Request TO CHANGE CIs
- REDUCE RECURRENT COSTS: don‘t pay for services which are no longer in use

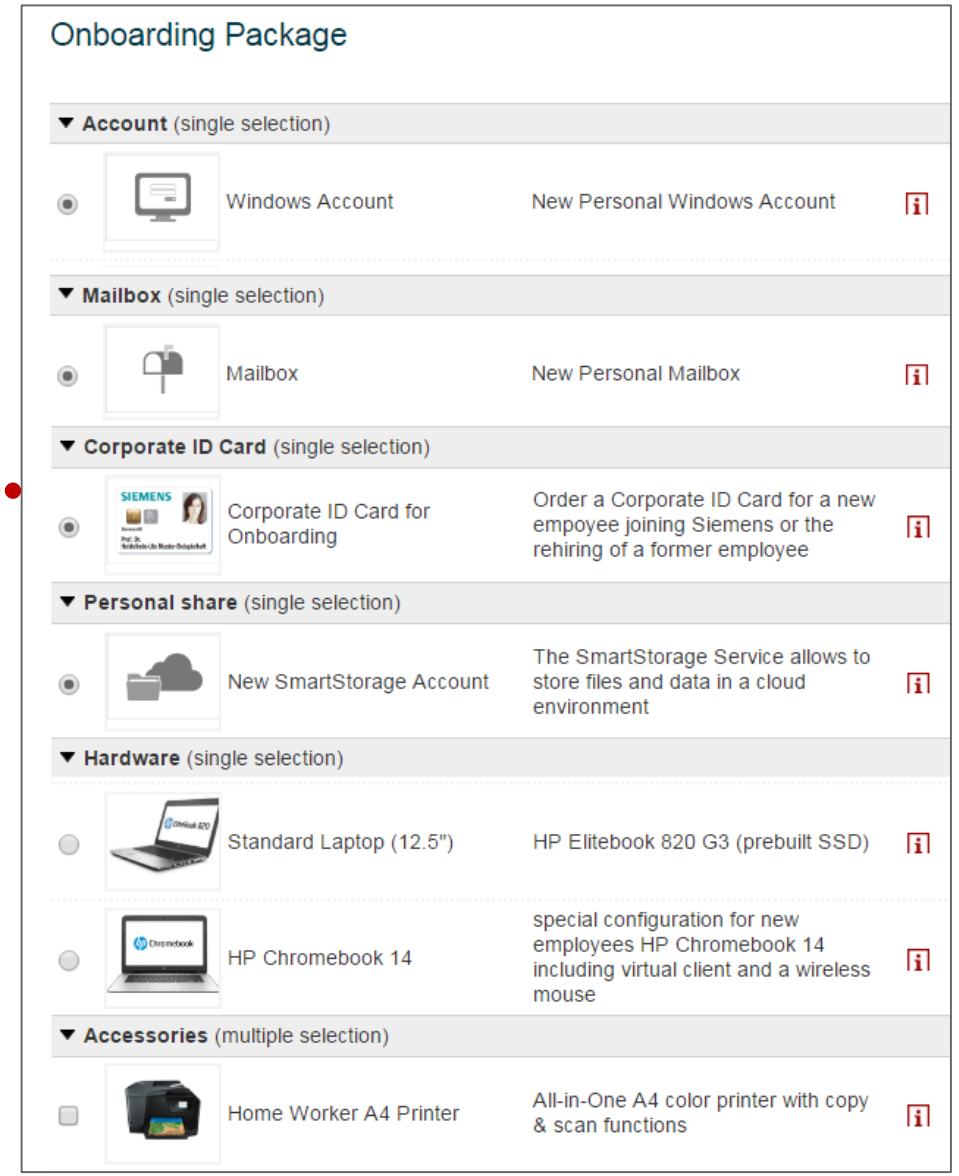


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Cornerstone 3: Build CI Relationships

- APPLYING simplified data inquiry KNOWING THE USER, which services are available in their scope and which CIs are in their ownership
- STANDARDIZED DATA PROCESSING: Smart CMDB is enabling intelligent SERVICE REQUEST bundles, PRE-FILLED templates in transactions and Day 1 Readiness HR PACKAGES:
  - HR USER TRANSFER package
  - ONBOARDING package
  - TRANSFER/ OFFBOARDING package
  - MOBILE IT bundle
  - HARDWARE package





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Key Take Aways: It‘s All About Data – Getting the CMDB Right



1. Create a new single source of record with continuous data quality improvement and HIGH TRANSPARENCY SERVICE-BY-SERVICE
2. The high degree of automation is only possible IF CMDB DATA QUALITY can guarantee a LESS-FAILURE RATE IN SERVICE REQUEST
3. Continuous and optimized data lifecycle - data quality must be in DNA of a whole organization AS EVERYONE’S RESPONSIBILITY
4. You don’t need a full department of Data Analysts to build up a CMDB, but rather a CLOSE COOPERATION WITH SERVICE REPRESENTATIVES
5. DON’T UNDERESTIMATE THE PERFORMANCE IMPACT by the high number of relations, e2e approach and e.g. inefficient indexing

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Thank You!

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Thank You! ☺

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