knowledge17

WORK at LIGHTSPEED™

The Transition from an Existing Event Management Tool to ServiceNow Event Management

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Agenda

- Introductions
- The Complexity of the Existing Solution
- ServiceNow Lighthouse Program
- Customization
- Business Value
- Conclusion



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Speaker Introduction



NAME: Brent E. Llewellyn

TITLE: Sr. Software Engineer

FUNCTION: ServiceNow Developer/Administrator

COMPANY: Vantiv Inc.

EXPERIENCE: 1 year as a ServiceNow developer, 3 years in enterprise monitoring

EXPERTISE: Application & Infrastructure Monitoring, Event Management

ACHIEVEMENTS: Successful ServiceNow Event management implementation

CURRENT PROJECTS: Integration Testing, Rally Integration

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Speaker Introduction



NAME: Jeff Sargent

TITLE: Sr. Software Engineer

FUNCTION: ServiceNow developer, monitoring tools developer/admin

COMPANY: Vantiv Inc.

EXPERIENCE: 5 years in enterprise monitoring, 1 year ServiceNow developer

EXPERTISE: Application & Infrastructure Monitoring, Event Management

ACHIEVEMENTS: Successful ServiceNow Event management implementation

CURRENT PROJECTS: Event Management and Monitoring tools integrations

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My Company



NAME: Vantiv, LLC.

INDUSTRY: Credit Card Processing

MARKET FOCUS: Vantiv provides credit card processing for merchants, financial institutions and online processing

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Credit card processing / In-house application, PaymentsEdge / Consulting services , ITIL / ServiceNow

COMPANY-WIDE INITIATIVES: Gain Market Share, Create a better experience for our Customers and partners, Simplify our technology and operating environment, Continue to make Vantiv a better place to work

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Session Overview



Objectives

- Why we switched to ServiceNow Event Management
- How we approached the migration
- Our experience with the Lighthouse Program
- Business outcomes



What You Will Learn

- Our challenges in switching to ITOM
- How we solved for the challenges
- Benefits gained

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Setting the Stage

- Where we want to end up?
- Where are we starting from?
- Why do we want to get there?



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Expectations

CHALLENGES

Inherent to big moves

Expect them and plan ahead





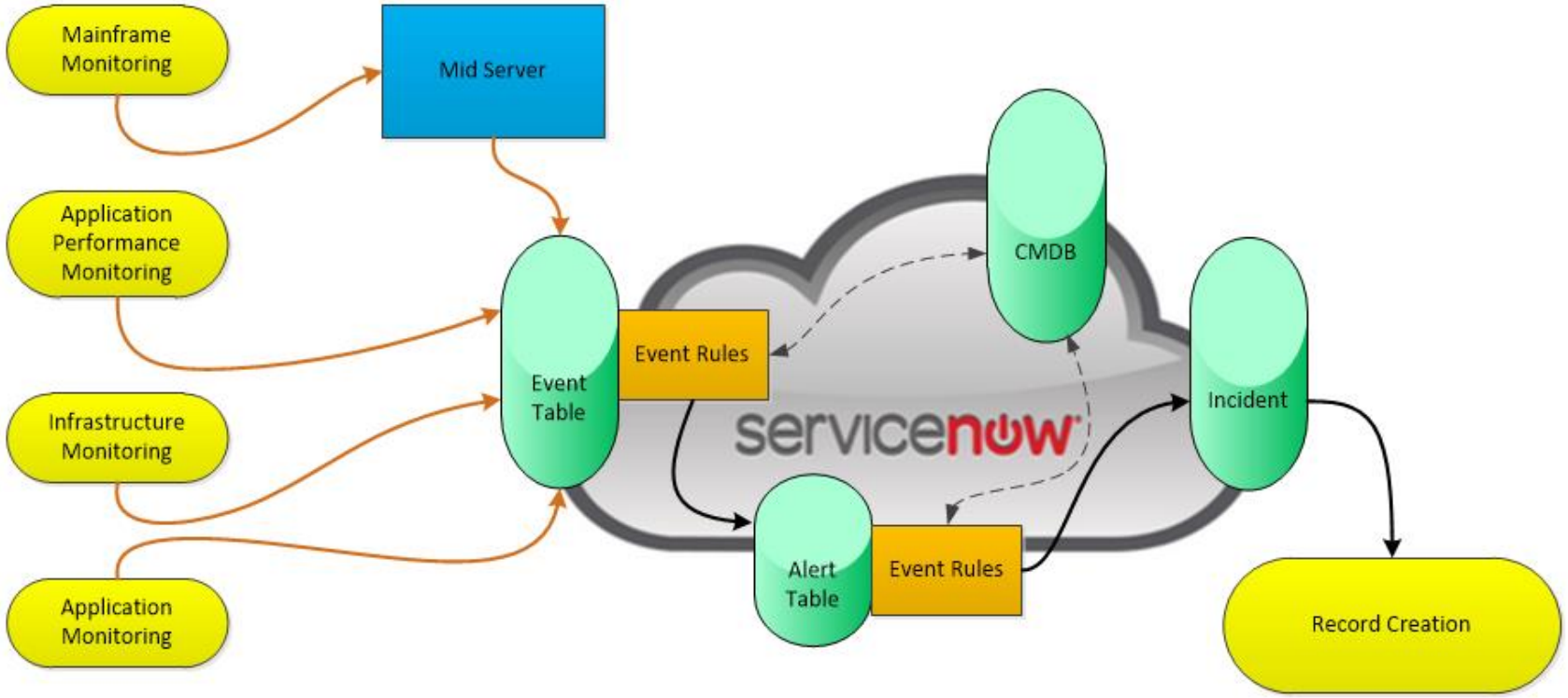
GOALS

Reduce cost of ownership

Single Pane of Glass

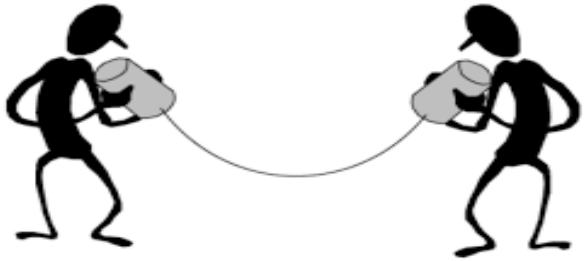
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Take a Complex Event Management Solution and Make It Simple

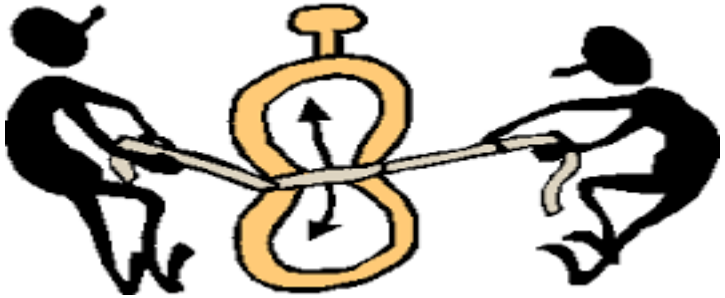


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Why ServiceNow?



- Take out the middle man
  - Brings our tools together
  - Reduce latency and points of failure between tools
  - Remove dependency on stored certs for integration authentication
  - Provide a single interface to view and manage the life cycle of events
  - Reduce user administration overhead and time to implement new types of monitoring





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Taking Out the Middle Man

- Find it
  - Probes, event database, event triggers, event correlation engine
  - Reporting Software, reporting engine, reporting database
- Identify what it does
  - Correlation of events
  - Thresholding
  - Event enrichment from the CMDB
  - Suppression
- Identify its event sources
  - Server/network monitoring tools
  - Application monitoring tools
  - Mainframe monitoring tools
- Replicate findings in ServiceNow Helsinki



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Identify Potential Customization Needs

- Event ‘Exists over a Duration’ thresholding
- Unable to have multiple suppression policies
- Integration to Mainframe monitoring tools



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ServiceNow ITOM Lighthouse Program



- Successful ITOM Product implementation
- Lighthouse Program Goals
  - Collaborate
  - Understand
  - Identify
- Customer Benefits
  - Direct engagement with ServiceNow
  - Project management support
  - Follow-ups through assigned liaison
  - Ongoing status calls to discuss status/blocking issues

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Thresholding

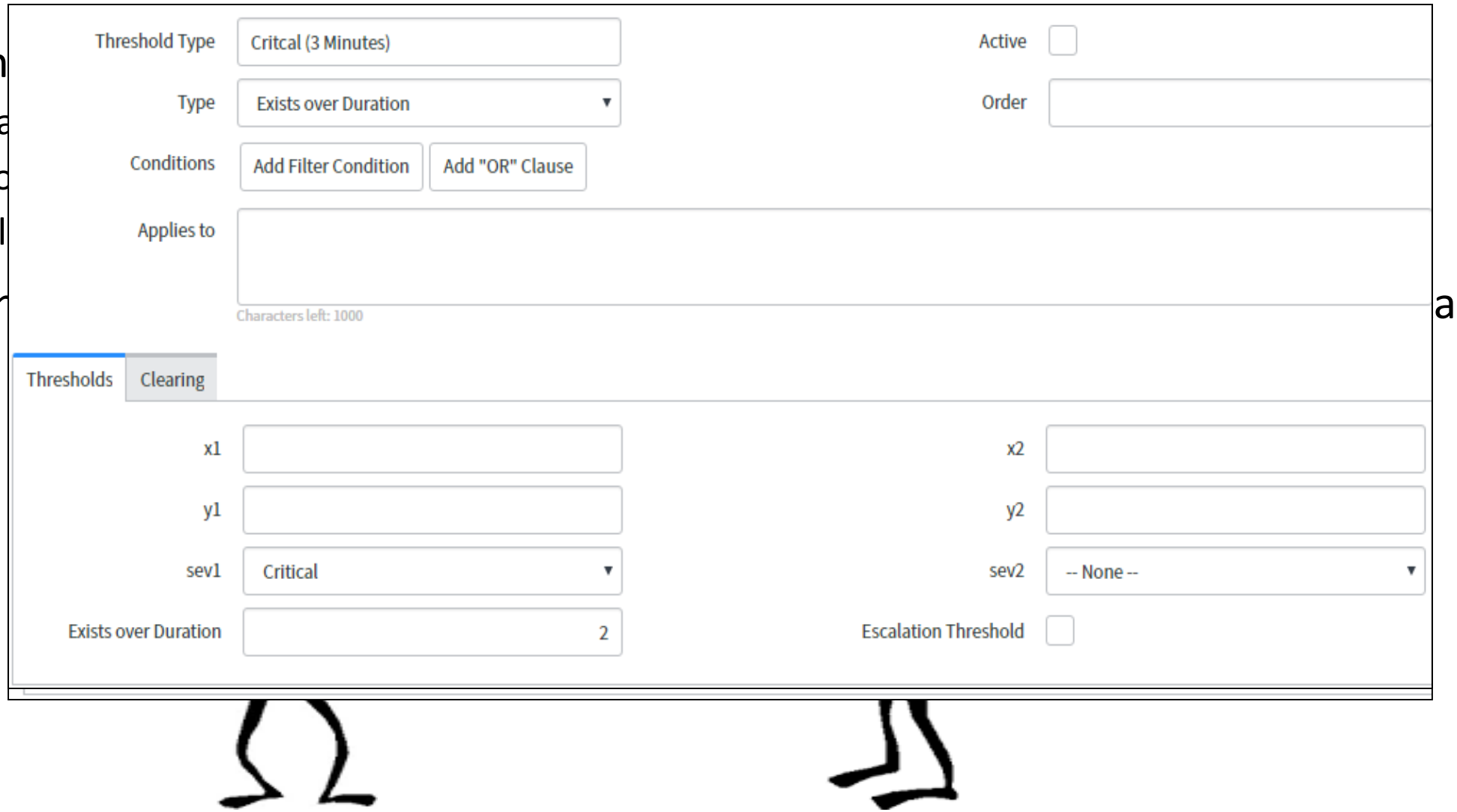
- ‘Exists over Duration’ thresholding
- No OOB solution
- Testing solutions led to a new problem



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Event Processing Bottleneck

- Lon
  - Ca
  - Sc
  - Al
- Ligh arta



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Suppression

Unable to have multiple suppression policies

- Out of the bo
  - A CI is in main
    - A change rec
    - The Status fi
- Additional po
- Lighthouse Pr bul

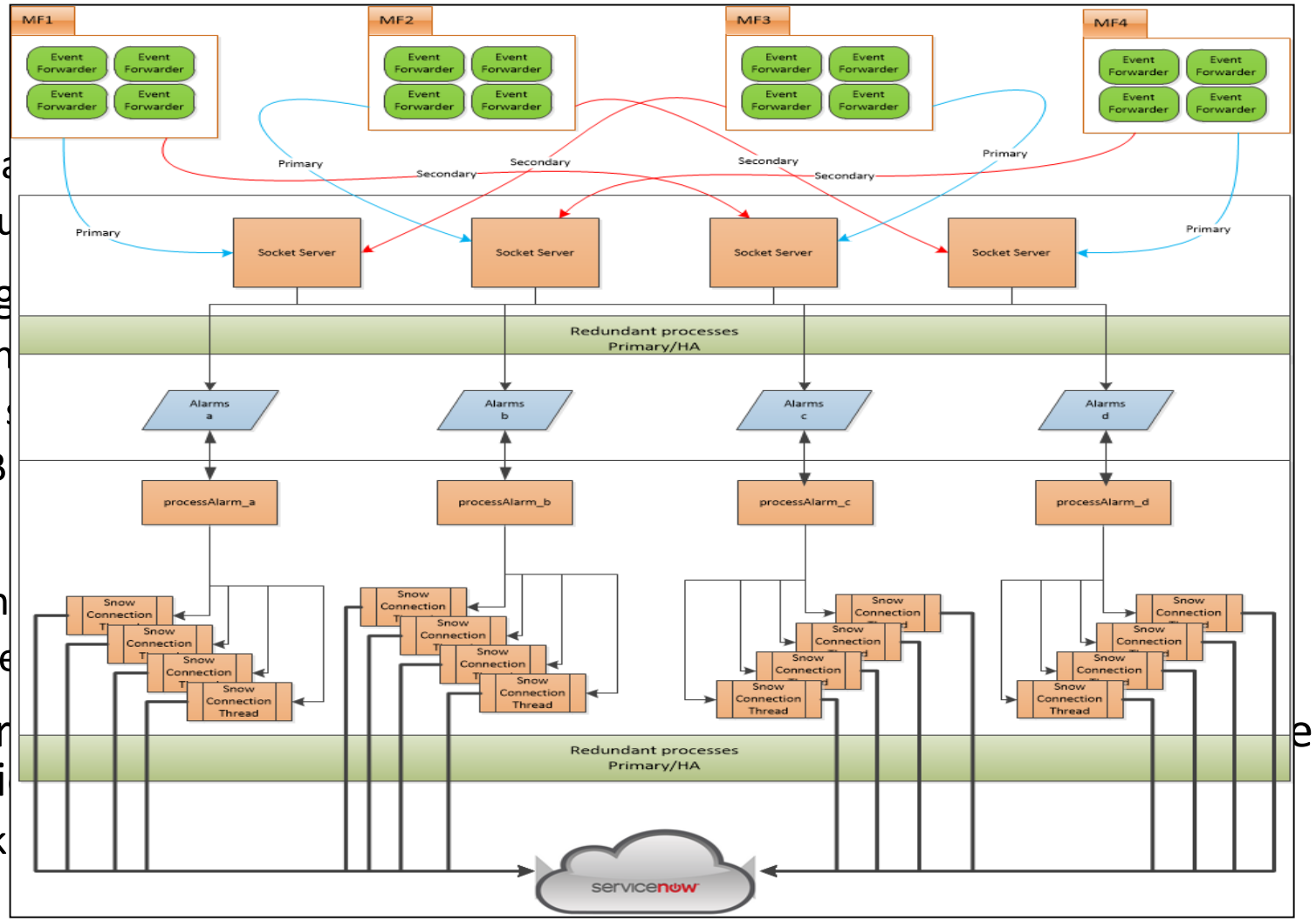
All > Type = Suppression

Updated	Updated by	Threshold Type	Type	Applies to	Order
Search	Search	Search	=Suppre	Search	Search
12-27-2016 13:09:20	U453131	Suppression - Maintenance Schedules	Suppression		70
12-02-2016 12:04:31	U453131	Suppression - Change implementation window	Suppression		50
11-16-2016 22:54:19	U453131	Suppression - SiteScope Self-Monitoring	Suppression		80
11-07-2016 13:09:11	U453131	Suppression - Onlines Cycle	Suppression		60
11-02-2016 13:04:16	U453131	Suppression - Hardware Status	Suppression		30
11-02-2016 13:04:01	U453131	Suppression - Environment	Suppression		20
10-19-2016 10:29:04	U453131	Suppression - One Time Maint	Suppression		40
10-19-2016 10:28:50	U453131	Suppression - Monitor Flag	Suppression		10

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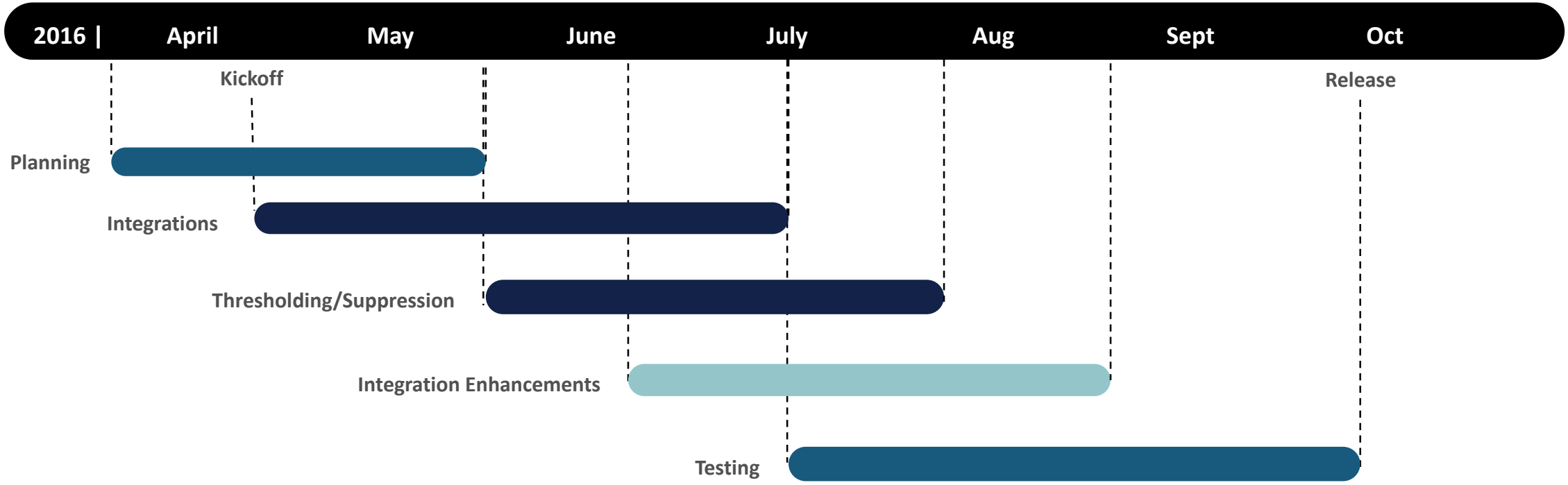
Mainframe Event Integration

- Event Listener
  - Listens on a port
  - Captures the data
  - Drops it in a queu
- Alarm processing
  - Pick up alarms an
  - Constructs JSON
  - Multi threaded B
- Results
  - No major inciden
  - Sustained volume
- Lighthouse Progr e event processing soluti
  - Release date unk



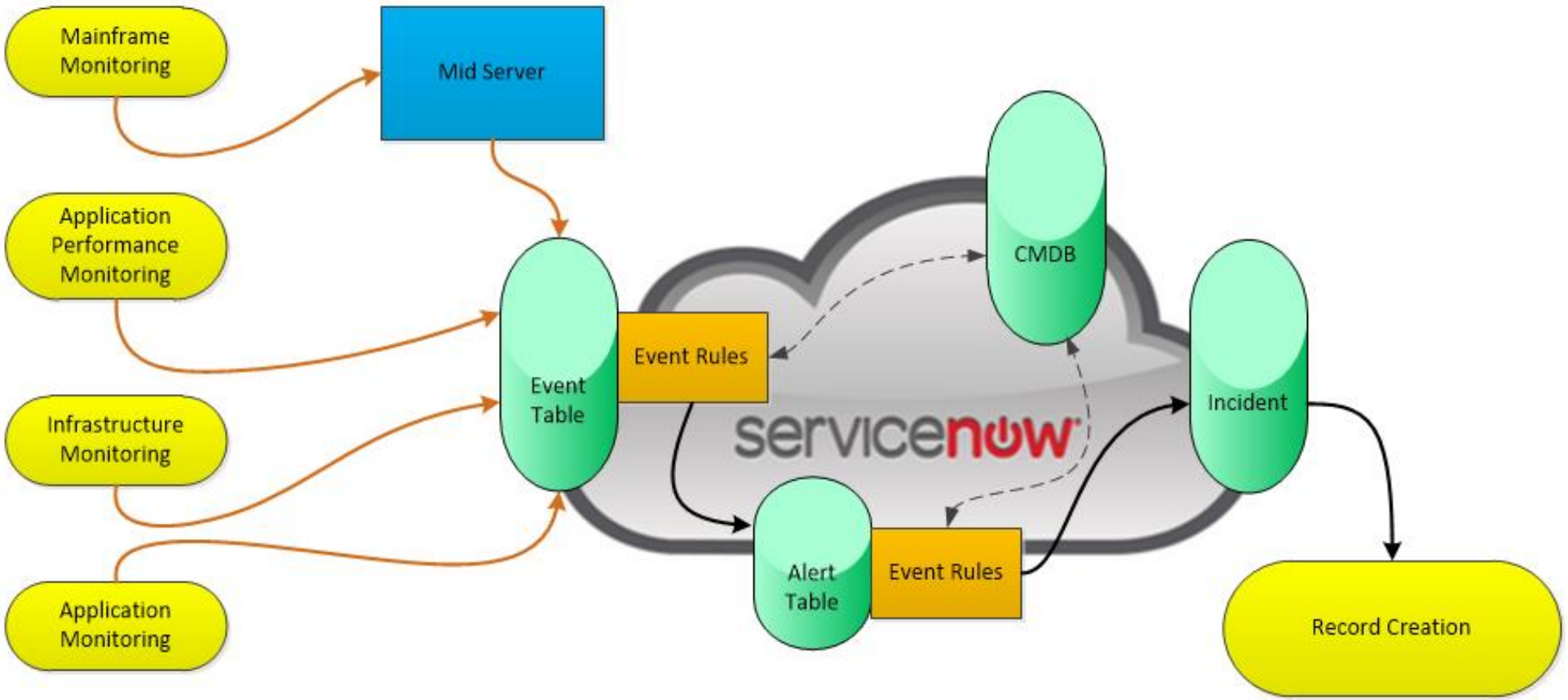
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Solution – Timeline



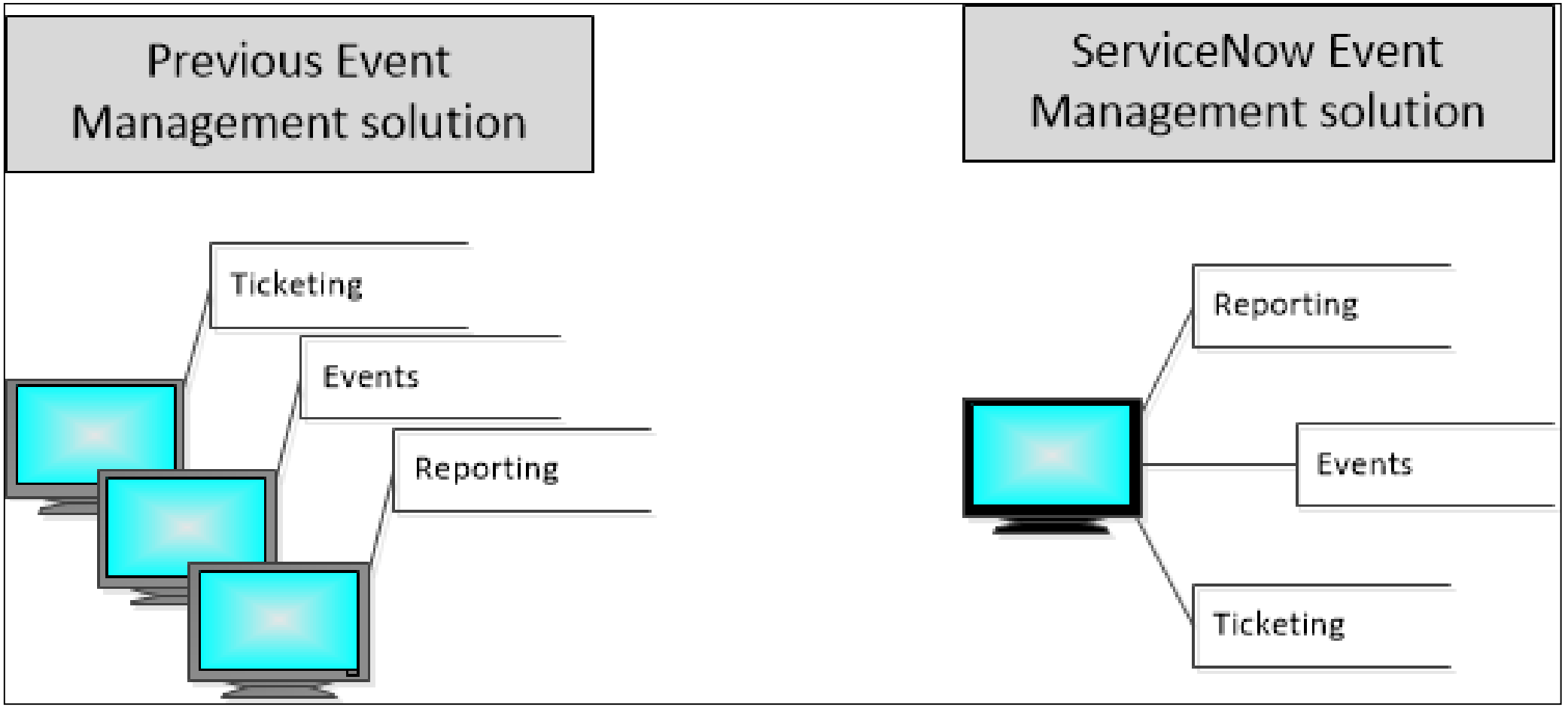
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Reduced Complexity of System Administration



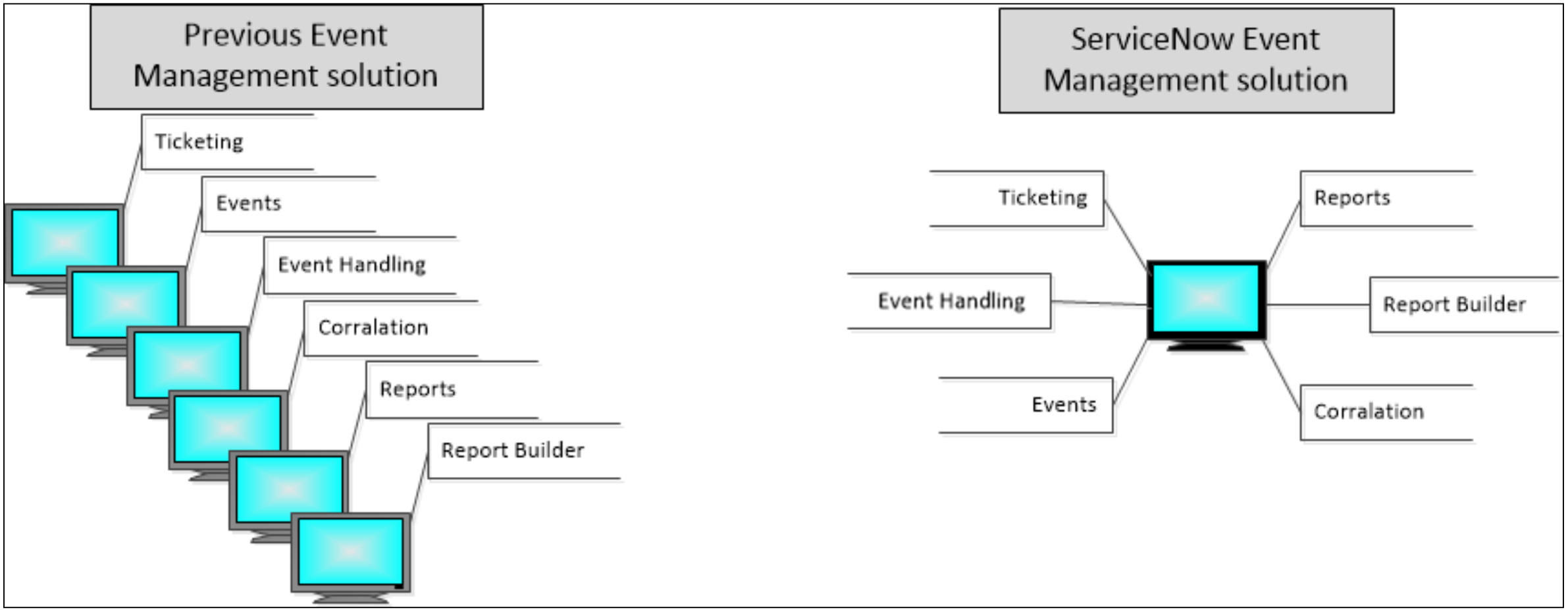
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Single Pane of Glass for End Users



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Single Pane of Glass for Administrators



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Business Value Outcomes

Reduced Hard Costs

- Reduced Software needs
- Reduced Hardware needs

Decrease MTTR

- Reduced detection time
- Enabled quicker response
- Faster resolution

Reduced Soft Costs

- Decreased Maintenance
- Sustainable Integrations
- Faster Troubleshooting

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Top Takeaways

1

The ServiceNow Lighthouse Program assisted with pushing the limits of Event Management

2

We were able to customize event management to fit our needs when we were told it was not possible

3

We were able to reduce the total cost of ownership by consolidating to ServiceNow Event Management

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Thank You

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Q & A

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Thank You

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