knowledge17

WORK at LIGHTSPEED™

Discovery Implementation – The Good, the Bad, and the Ugly

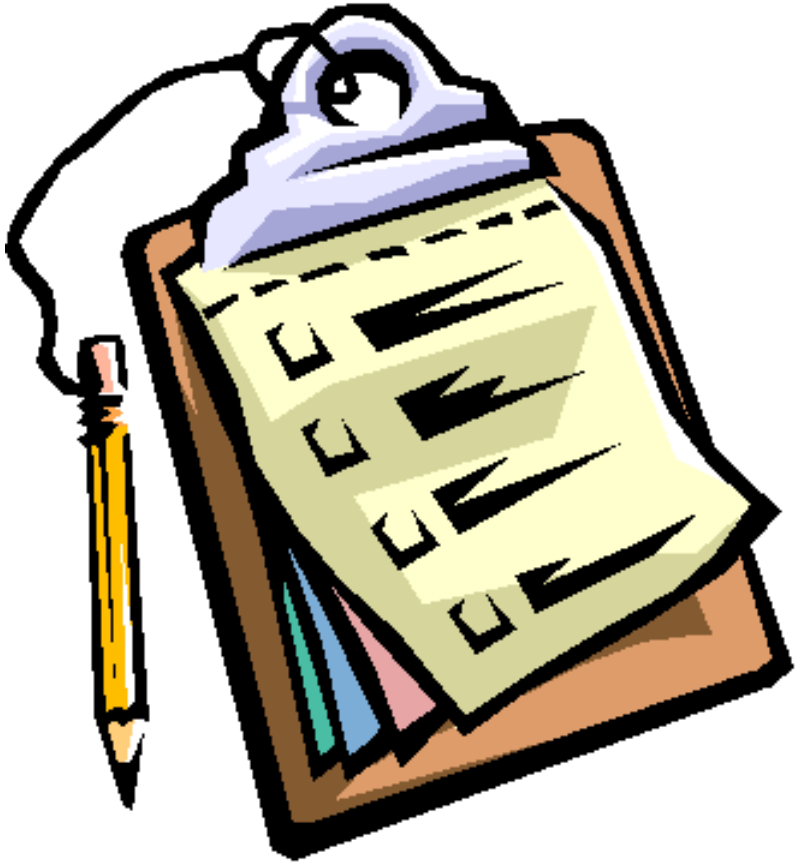
JEFFREY H. WESTCOTT
SERVICE MANAGEMENT CONSULTANT – PURECONNECT® CLOUD
Genesys – Interactive Intelligence

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- Introduction
- Discovery Model, Method, and Process
- Situation Background
- Before and After Details
- The Good, the Bad, and the Ugly
- Challenges and Risks
- Take Away
- Questions



© 2017 ServiceNow All Rights Reserved

Speaker Introduction



NAME: Jeffrey H. Westcott

TITLE: Service Management Consultant – PureConnect® Cloud

FUNCTION: Service Strategy / Service Design

COMPANY: Genesys

EXPERIENCE: 12 years in ITIL/ITSM, 42 years in Information Technology / Information Services

EXPERTISE: ITIL v2 Service Manager, ITIL v3 Expert, ITSM implementations, Process improvements

ACHIEVEMENTS: Designed and implemented ITSM processes for several organizations including Lawrence Livermore National Laboratory, Kaiser Permanente, and Interactive Intelligence. Nominated for Project of the year and Practitioner of the year 2013. Process improvements at ININ drove profit margin from 15% to 65% in 2 years.

CURRENT PROJECTS: Improving process maturity, guiding Service Mapping activities

© 2017 ServiceNow All Rights Reserved

My Company



NAME: Genesys

INDUSTRY: Communications

MARKET FOCUS: Genesys is the market leader in omnichannel customer experience (CX) and contact center solutions in the cloud and on-premises

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: PureCloud®, PureConnect®, PureEngage®

COMPANY-WIDE INITIATIVES: Cost efficiency – Process introduction and improvement of process maturity, Speed of development/deployment/quality (DevOps/ITSM), Responsiveness to customers/partners, International Regulatory Compliance

Logos shown are trademarks or registered trademarks of their respective owners and not ServiceNow

© 2017 ServiceNow All Rights Reserved

Session Overview



Objectives

- Understanding the ServiceNow® Discovery Model
- Challenges Implementing ServiceNow® Discovery
- Understanding the Genesys Environment for Discovery

What You Will Learn

- Understand the challenges we faced implementing Discovery
- Learn about Discovery methods and activities
- Gather key lessons related to Discovery Implementation (P-D-C-A)
- Discuss how the lessons may apply to you for your Discovery initiative

© 2017 ServiceNow All Rights Reserved

Discovery Model

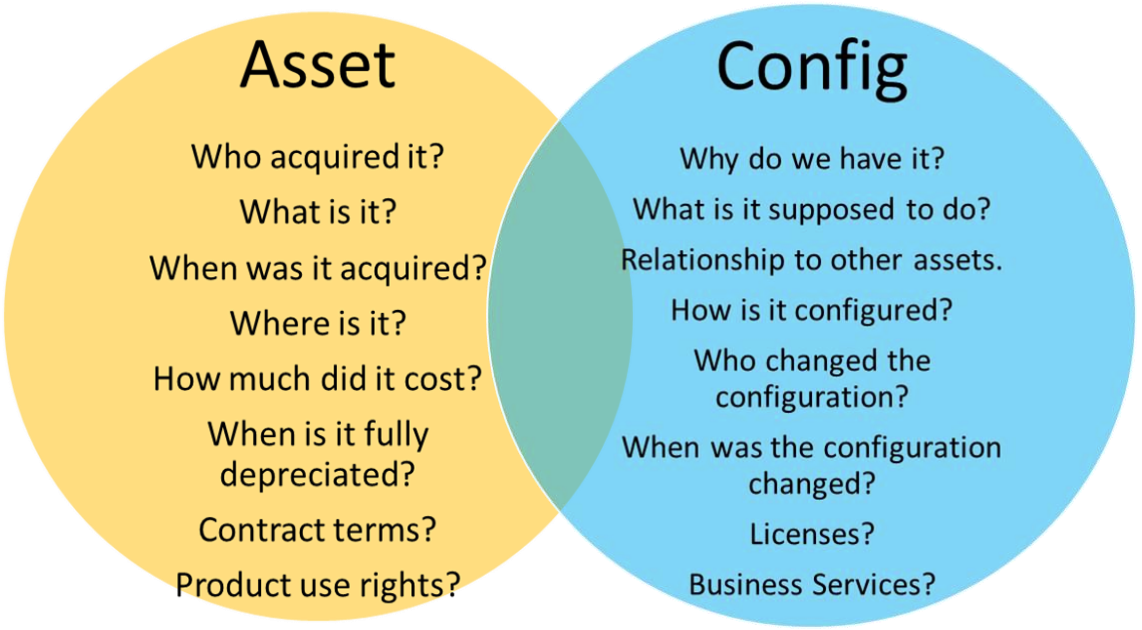
- ServiceNow® Discovery is specifically designed to POPULATE THE CMDB and populate downstream service management processes with network and asset data
- Discovery also MAPS RELATIONSHIPS BETWEEN DISCOVERED ITEMS and augments inventory data with other enterprise data feeds.
- The goal is to seed service management processes with ACCURATE INVENTORY DATA; build a SINGLE SOURCE OF TRUTH and system of record



© 2017 ServiceNow All Rights Reserved

Configuration Items (CIs)

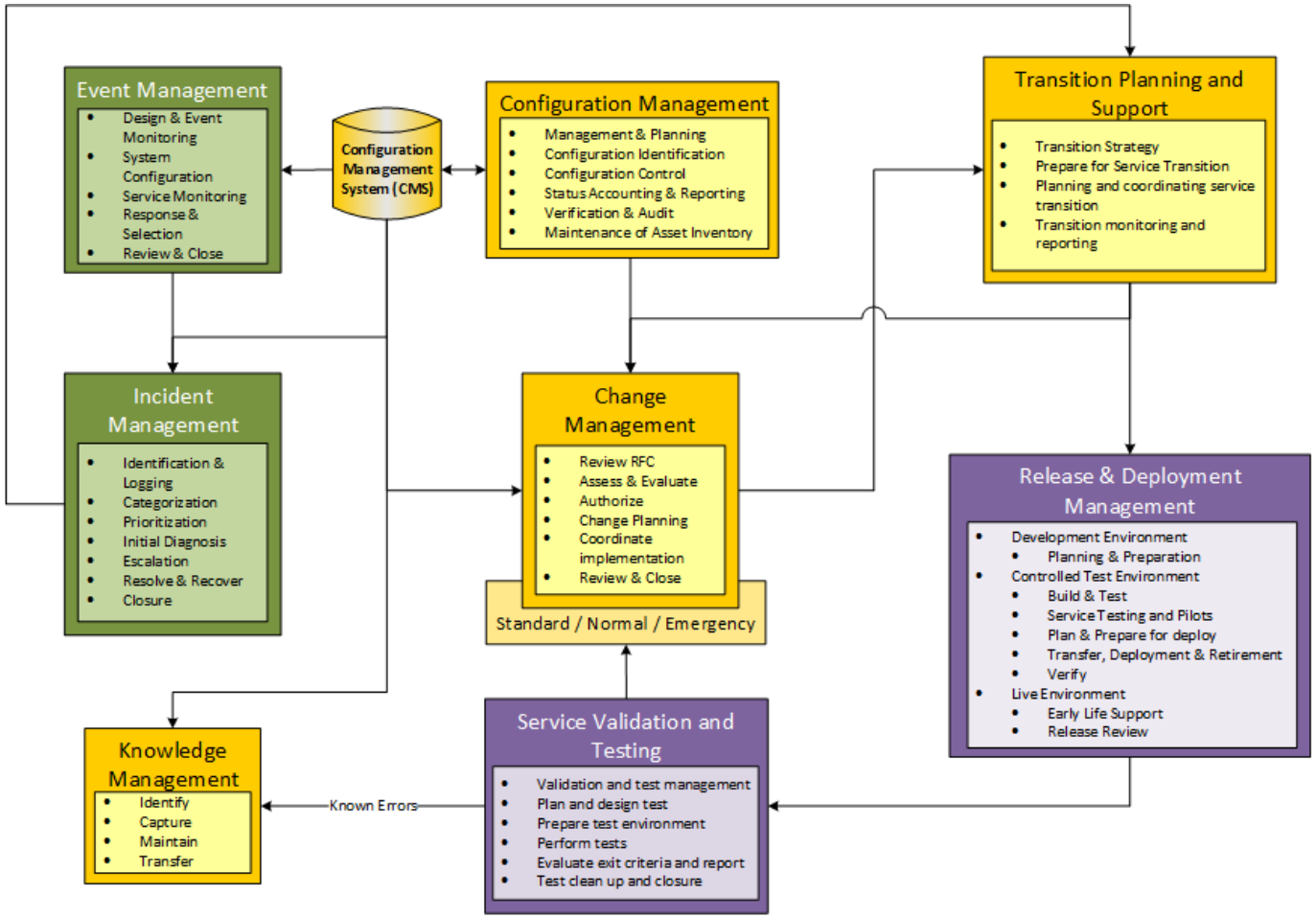
- A CI is an asset, service component or other item that is, or will be, under the control of Configuration Management
- CIs may vary widely in complexity, size and type, ranging from an entire service or system including all hardware, software, documentation and support staff to a single software module or a minor hardware component
- CIs should be grouped, classified and identified in such a way that they are manageable and traceable throughout the service lifecycle

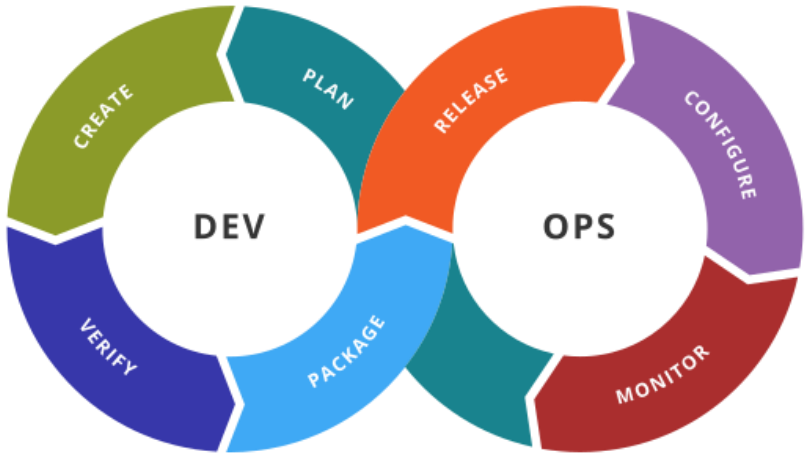


© 2017 ServiceNow All Rights Reserved

Service Transition

Where does discovery data go?

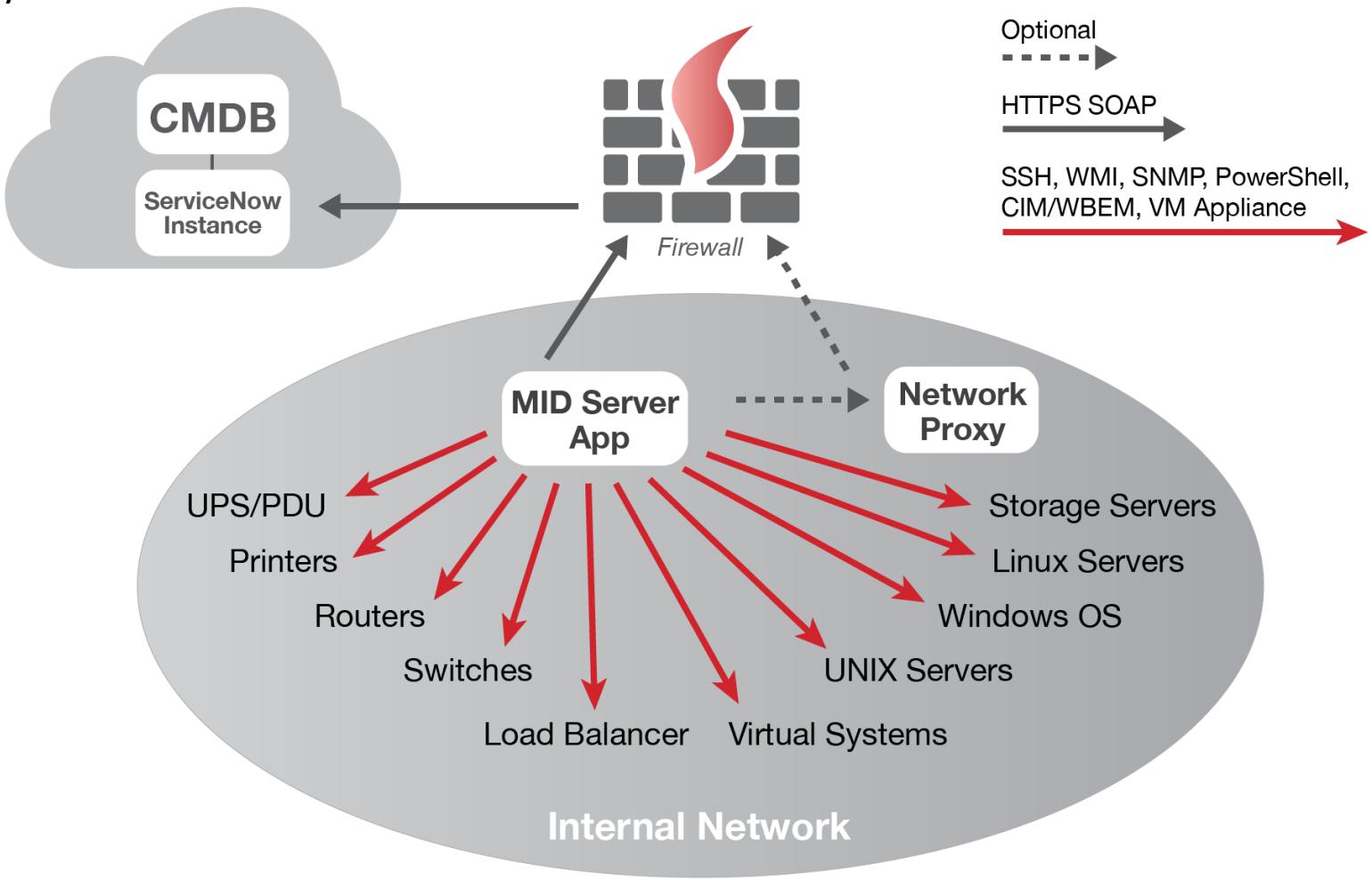




© 2017 ServiceNow All Rights Reserved

Infrastructure & Methodology

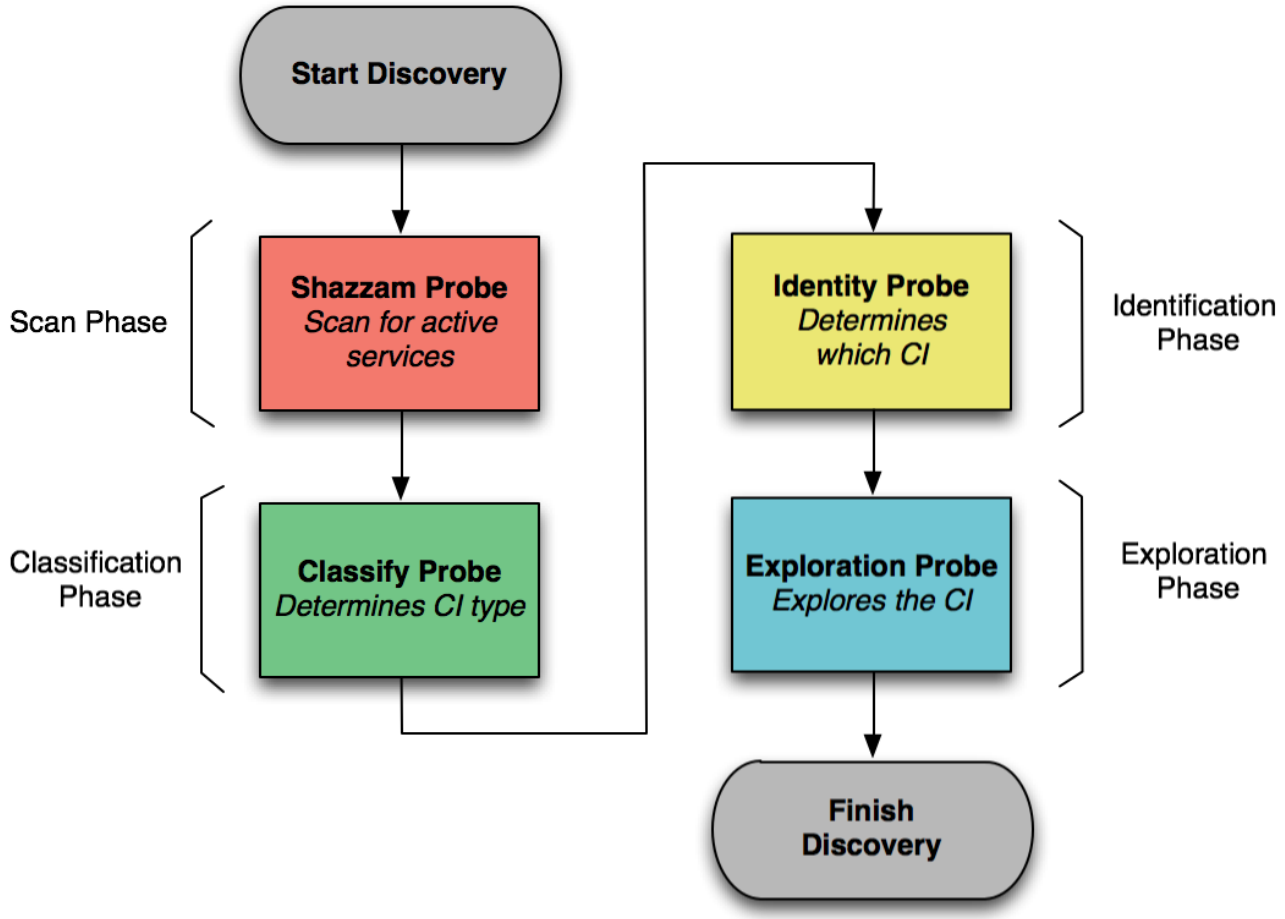
How does Discovery work?



© 2017 ServiceNow All Rights Reserved

Discovery Process

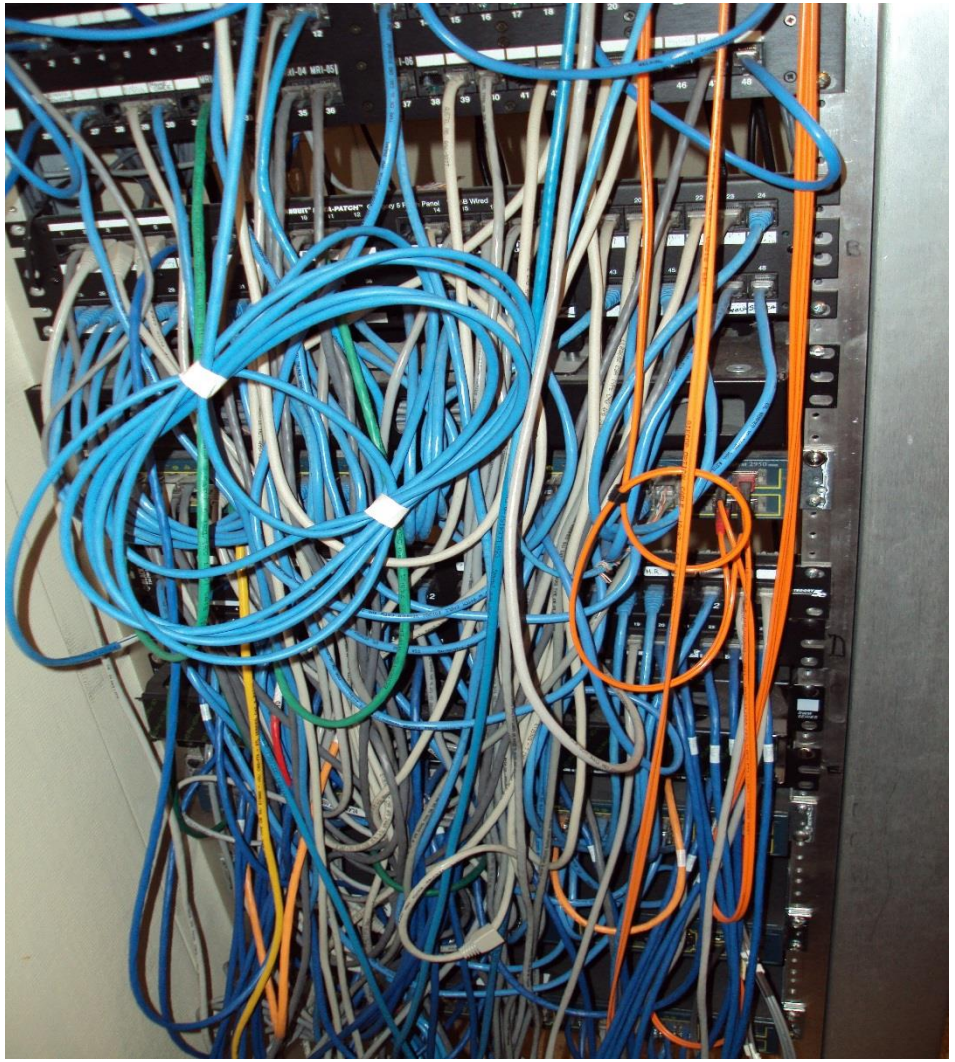
- Phased approach
  - Step by Step process
  - Limits Target Utilization
  - Limits Network Bandwidth
  - Ensures a CMDB with Integrity



© 2017 ServiceNow All Rights Reserved

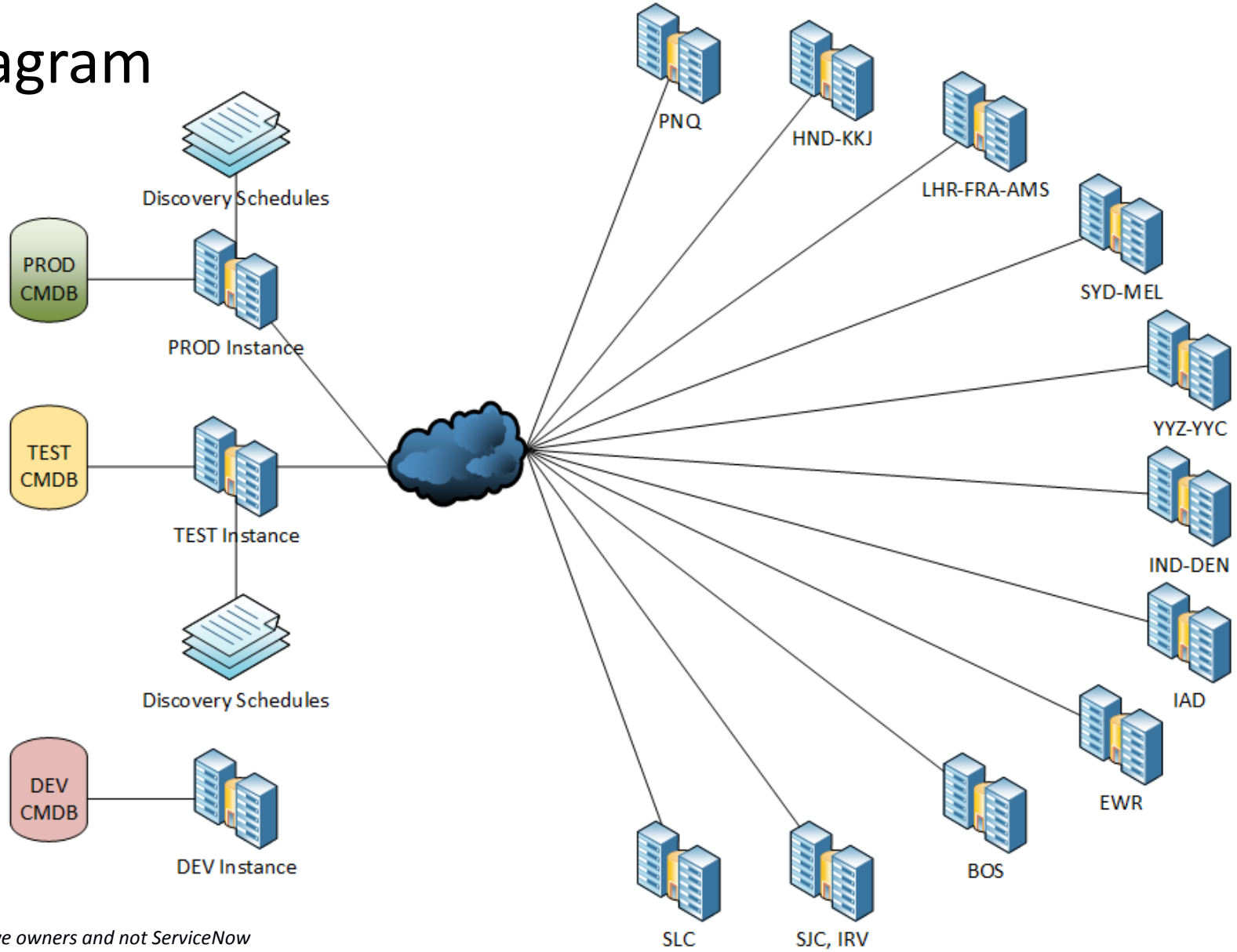
Setting the Stage – “The Situation”

- Two Instances
  - IT (internal)
  - PureConnect® Cloud business (customers)
- Homegrown configuration tools
- No single source of truth
- Standalone – disconnected
- Lack of classifications
- No process, no controls over content
- No relationships between services and CIs
- Started Discovery Implementation - 4/1/16
- First site scan 4/2/16
- Go Live 5/2/16



© 2017 ServiceNow All Rights Reserved

Discovery Network Diagram



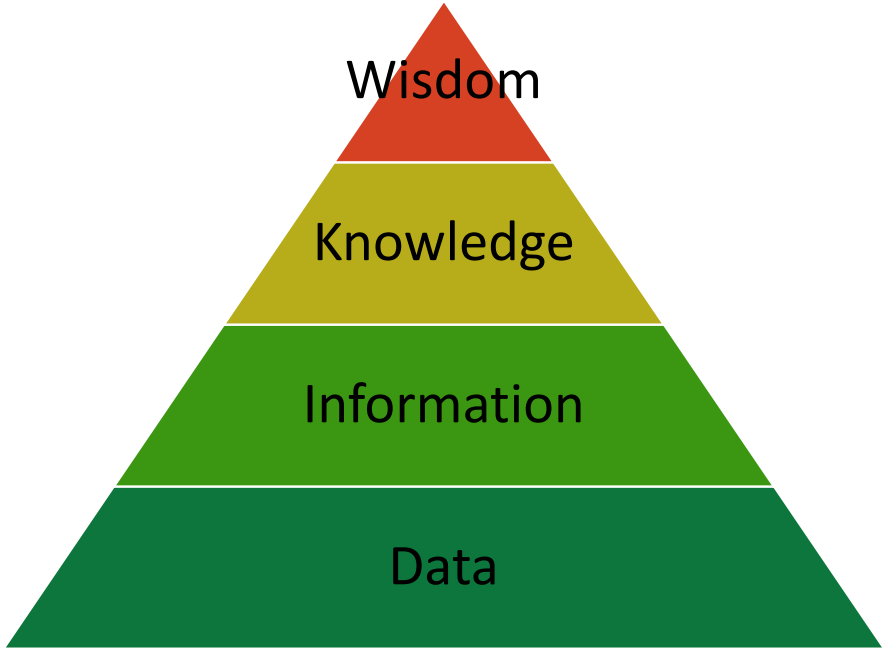
Logos shown are trademarks or registered trademarks of their respective owners and not ServiceNow

© 2017 ServiceNow All Rights Reserved

Classifications Before & After Discovery

Before

Class	Count
Computer	11250 +/-

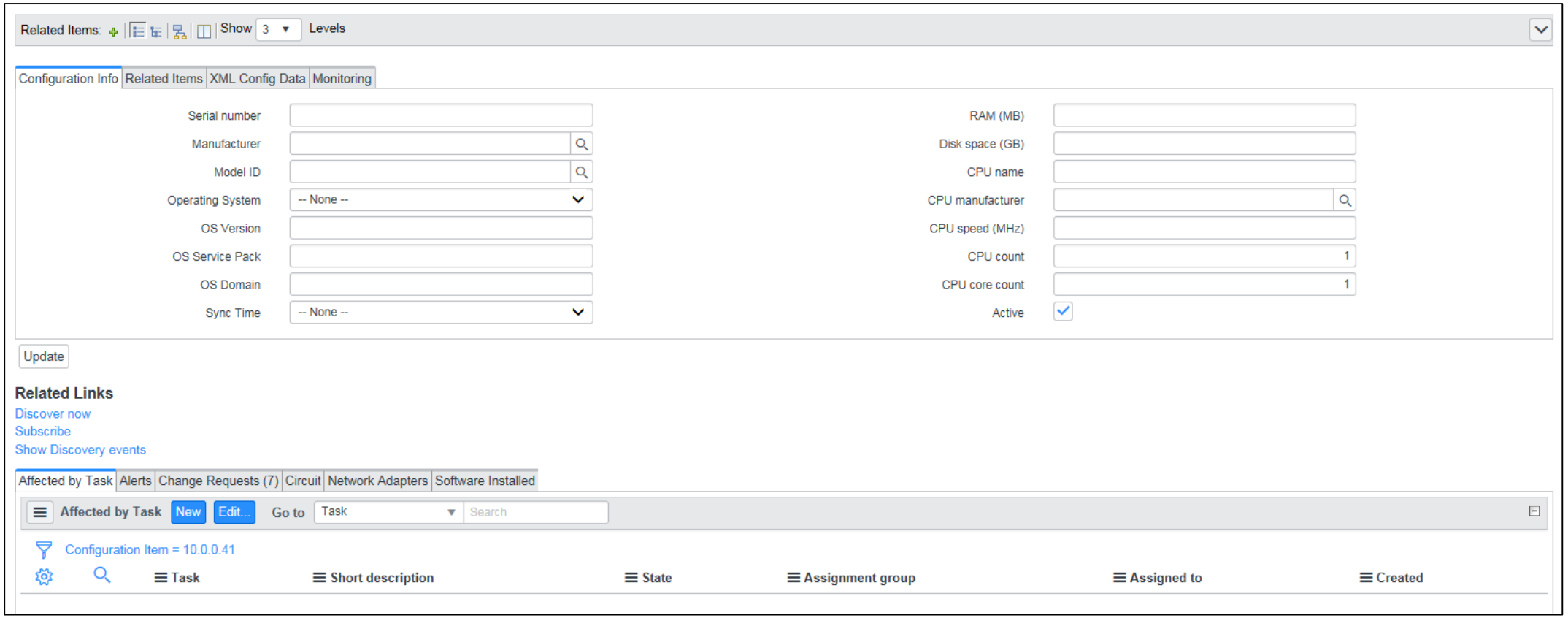


After

Class	Count
Computer	4597
Hyper-V Server	377
Clusters	51
IP Router	127
IP Switch	478
Linux Server	9
Load Balancer	44
Windows Server	5161
MPLS/VoIP/Circuits	92

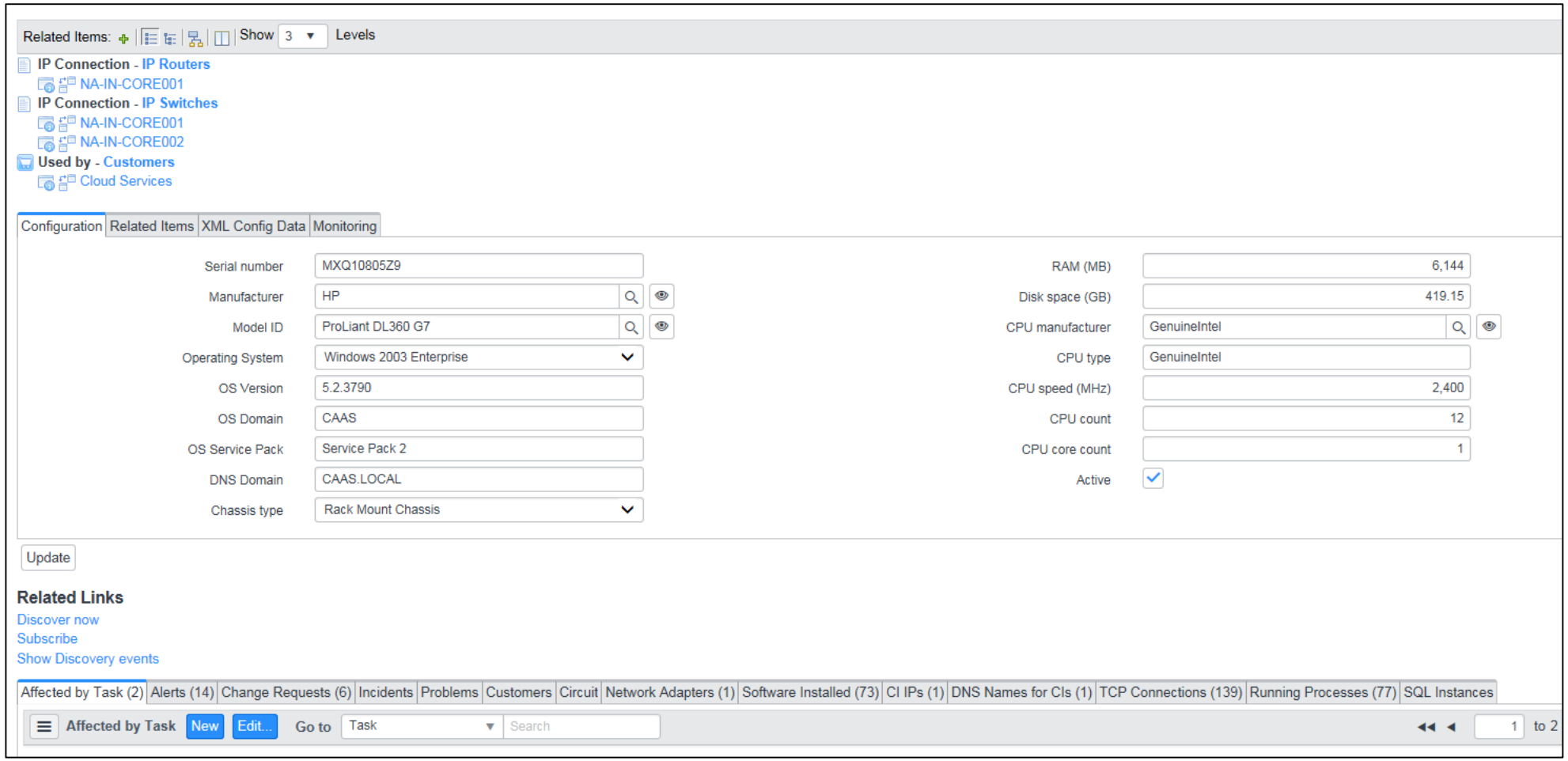
© 2017 ServiceNow All Rights Reserved

CI Record Before



© 2017 ServiceNow All Rights Reserved

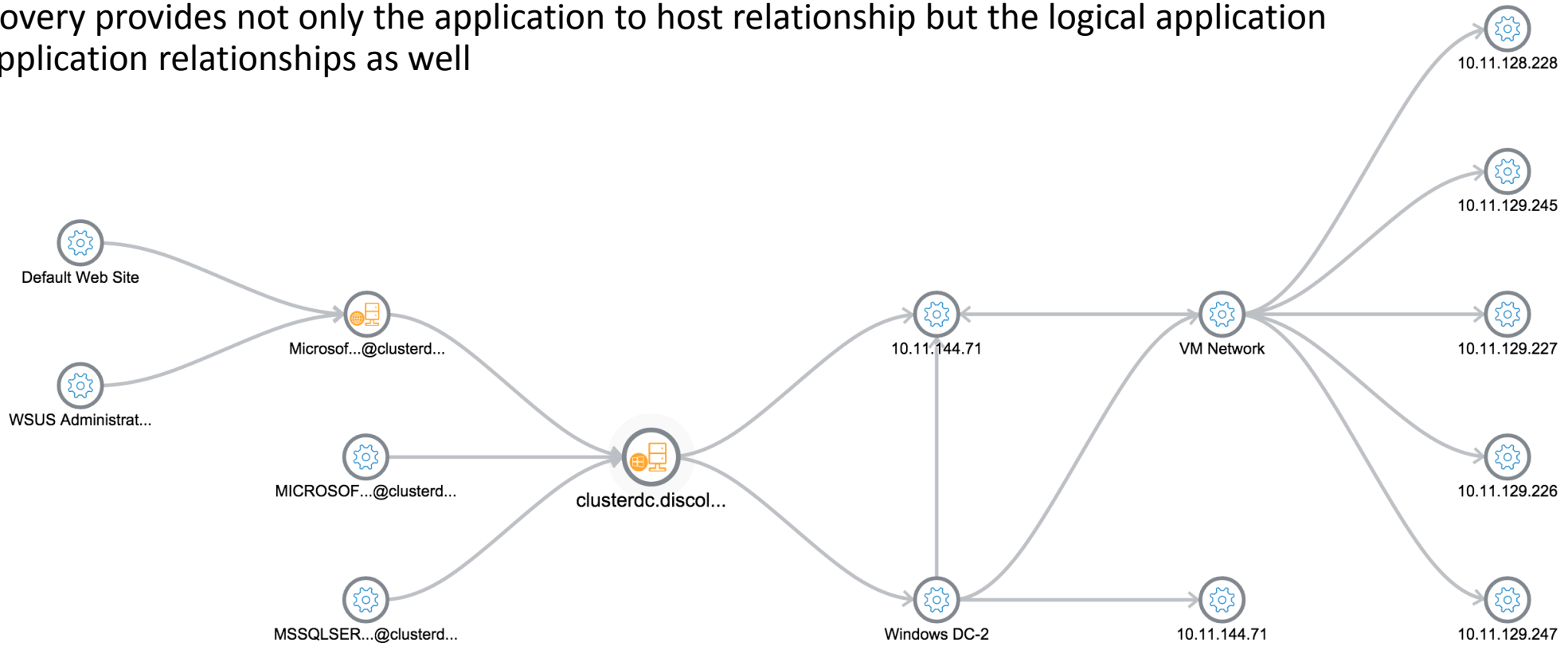
CI Record After



© 2017 ServiceNow All Rights Reserved

Building Dependencies

- On computer systems ServiceNow® Discovery identifies specific applications running on the host and build related dependencies between applications on different systems
  - Discovery provides not only the application to host relationship but the logical application to application relationships as well



© 2017 ServiceNow All Rights Reserved

The Good, the Bad, and the Ugly



© 2017 ServiceNow All Rights Reserved

© Minifigures.com 2017

The Good

- Minimal impact to Network and Instance
- Once probes created – operates quickly
- Creating schedules and identifiers
- Quickly shows value
- Audit history
- Unauthorized changes identified



Blondie

the good

© 2017 ServiceNow All Rights Reserved

© Minifigures.com 2017

The Bad

- High number of Mid Servers – keeping them running
- Mid Servers discover over network
- Managing probes and identifiers
- Implementation complicated – lots of moving parts
  - Identifiers, probes, schedules, credentials, ACLs…
- Multiple IP addresses
  - Management IP address
- Network devices not discovered out of the box
  - Missing OID's for major companies networking equipment



© 2017 ServiceNow All Rights Reserved
© Minifigures.com 2017

The Ugly

- Hyper-V Servers
  - False positives
  - Hardware class
- NetApp Storage
  - Clustering (Data OnTap Agent required)
- Classes (reporting)
- CMDB cleanup
- Duplicates
- History
  - Manual efforts needed to uncover issues



Tuco

the ugly

© 2017 ServiceNow All Rights Reserved

© Minifigures.com 2017



- Process ownership and governance
- Deciding what to discover – how much is too much, how few is too little?
- Determining discovery schedules
- Persuading technical support staff to adopt the CMDB for source of truth
- MID Server capacity
- Benefits of utilizing the BSM map
- Duplicate records vs. Duplicate host names
- COMMITMENT AND SUPPORT



© 2017 ServiceNow All Rights Reserved

Risks

- Unauthorized changes to CIs
- Non-Discoverable items
  - Outside schedules
  - Probes / sensor not defined
- The CMS does not include all the necessary CIs
  - Physical audits should be conducted with discrepancies highlighted and investigated
  - Logical and manually maintained CIs
- Non-Discoverable values / fields
- The temptation to consider it technically focused, rather than service and business focused, since technical competence is essential to its successful delivery



© 2017 ServiceNow All Rights Reserved

Top Takeaways

1



2



The Good, the Bad, and the Ugly

3

Commitment & Support



© 2017 ServiceNow All Rights Reserved

© Minifigures.com 2017

Q & A

JEFFREY H. WESTCOTT
SERVICE MANAGEMENT CONSULTANT – PURECONNECT® CLOUD
Genesys – Interactive Intelligence

https://www.linkedin.com/in/jeff-westcott-1aba0a4 | @jhwestcott | #Know17

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

Jeffrey H. Westcott

Service Management Consultant – PureConnect® Cloud

Genesys – Interactive Intelligence

© 2017 ServiceNow All Rights Reserved