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WORK at LIGHTSPEED™

Avoiding Service Disruption with ServiceWatch Insight

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Speaker Introduction



NAME: Chris Bendel

TITLE: Sr. Director

FUNCTION: RETS Command Center

COMPANY: Reed Elsevier Technology Services (RELX)

Chris has been Sr. Director, Global Command Center at Reed Elsevier Technology Services since July of 2013. He brings rich strengths on IT Operations Management, Event Management and Incident avoidance. These objectives are achieved through enhancement of CMDB/CI records, automated service mapping and improved cross-domain event correlation, Coupled with orchestration tasks which automate triage and resolution of events enable RETS to fully exploit the capabilities of ServiceNow. Chris' recently celebrated his 20th year at RELX. Over the last 20 years, Chris has led a variety of infrastructure support teams spanning Operating Systems, Middleware, Enterprise Storage Systems and End-user support.

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Speaker Introduction



NAME: Raja Renganathan

TITLE: Vice President and Global Head

FUNCTION: Cloud Services

COMPANY: Cognizant Technology Solutions

- 2.5 decades of experience in Technology, Business and Strategy and has a strong understanding of global markets, operations and the challenges customers
- Head of Cloud business unit and responsible for winning the mindshare and market share of Cloud and Service Management line of services.
- Member of Microsoft Distinguished Engineering Council and VMWare Product Advisory Council.
- Recipient of Distinguished Alumni from National Institute of Technology (REC), Trichy, India

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In this Session…



Overview of Reed Elsevier Technology Services (RETS)

RETS Automation Journey

Challenges and Lessons Learned

Project "Insight"

OBJECTIVES

- Understand RETS Challenges
- How to "move the needle" on Automation
- Key success points
- Potential / Projected benefits
- Key takeaways

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About RETS

Reed Elsevier Technology Services (RETS), which provides IT infrastructure, services and support for RELX Group business divisions worldwide.

RETS HQ in the US	Responsible for support of all internal & external services
Responsible for Global Data Center Operations	170+ services for external customers
Leads strategic technology initiatives	150+ internal services

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RETS Current IT Estate



25K+ unique CI's in CMDB

IM in SNOW and legacy tool

Globally distributed Operations

Discovery of IT assets

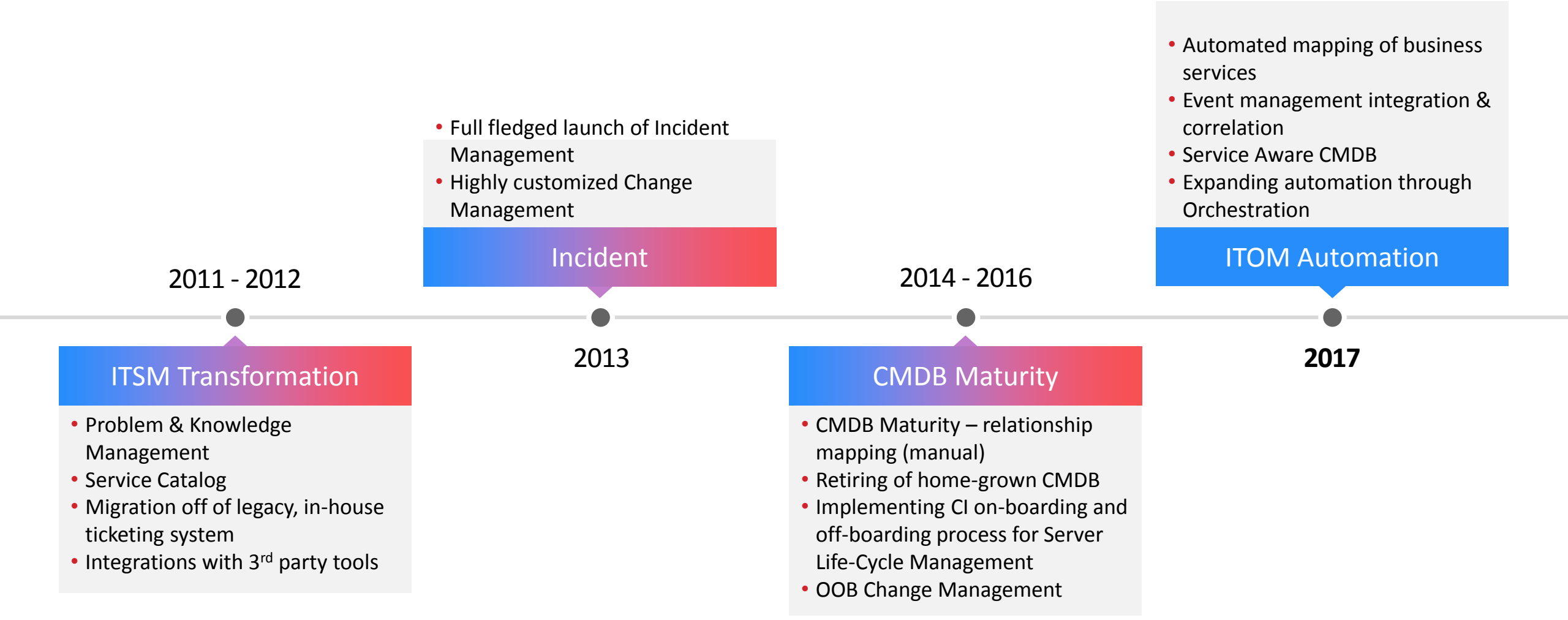
Global Data Centers

Extensive Service Catalog

Multiple monitoring systems

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RETS ServiceNow Journey so Far..



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Challenges and Opportunities

Challenges

- Inefficient **cross domain** correlation
- **Manual Business Service** Mapping
- **No alert correlation** with Incidents
- Correlation engine **external to ServiceNow**
- **Inefficient notification** to support teams
- **Manual** handling of tickets
- Lack of **visibility on Business Service Impact**

Opportunities

- **Automated mapping** of business services
- **Single pane** of glass for operations
- **Rapid engagement** of fix-agents
- **Avoiding Outages** on Services
- Event, Alert, and **Incident Correlation**
- Framework to **"Exploit" the tool**

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Project “Insight”

Service Mapping, Event Management, Orchestration, & On-Call Scheduling

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Why Service Watch Insight



FUNCTIONAL GAINS

- Dynamically maintain relationships
- Leveraging combination of Monitoring and Mapping for a truly Service Aware CMDB
- Operational awareness without intensive investigation
- Provide environment owners with easily viewable health checks on the status of their environment
- Provide Operations with the ability to anticipate rather than react



OPERATIONAL GAINS

- Bridging the gap between domain SME's and operations
- Position operations to be ahead of potential issues and avoid impactful events
- Improve velocity by which Operations is able to take action on events
- Ability to quickly understand “universe of impact”

A tool working for us rather than
us working for the tool…

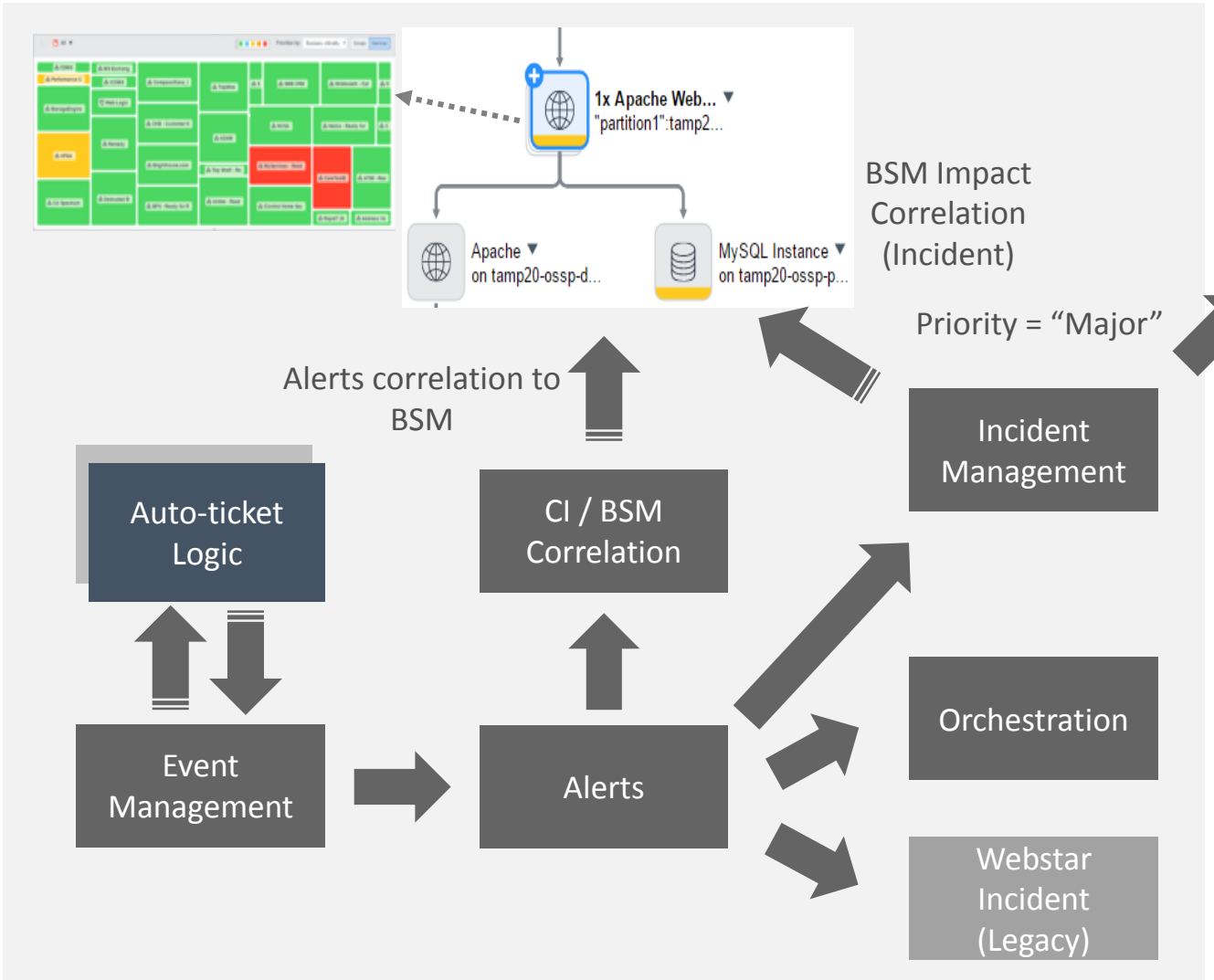
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Project Insight Scope

CATEGORY	APPLICATION	OBJECTIVES
CMDB Maturity & Service Awareness	• Service Mapping • Event Management	• Automation mapping of business services • Integrate with monitoring systems • Event Correlation
Automation	• Orchestration • Service Mapping	• Automate diagnostics /remediation • Decrease manual ticket touches
Operational Efficiencies	• Incident Alert Management • On-Call Scheduling	• Improve velocity engagement of fix agents • Reduce back and forth communication • Retirement of legacy tools & migration to SN

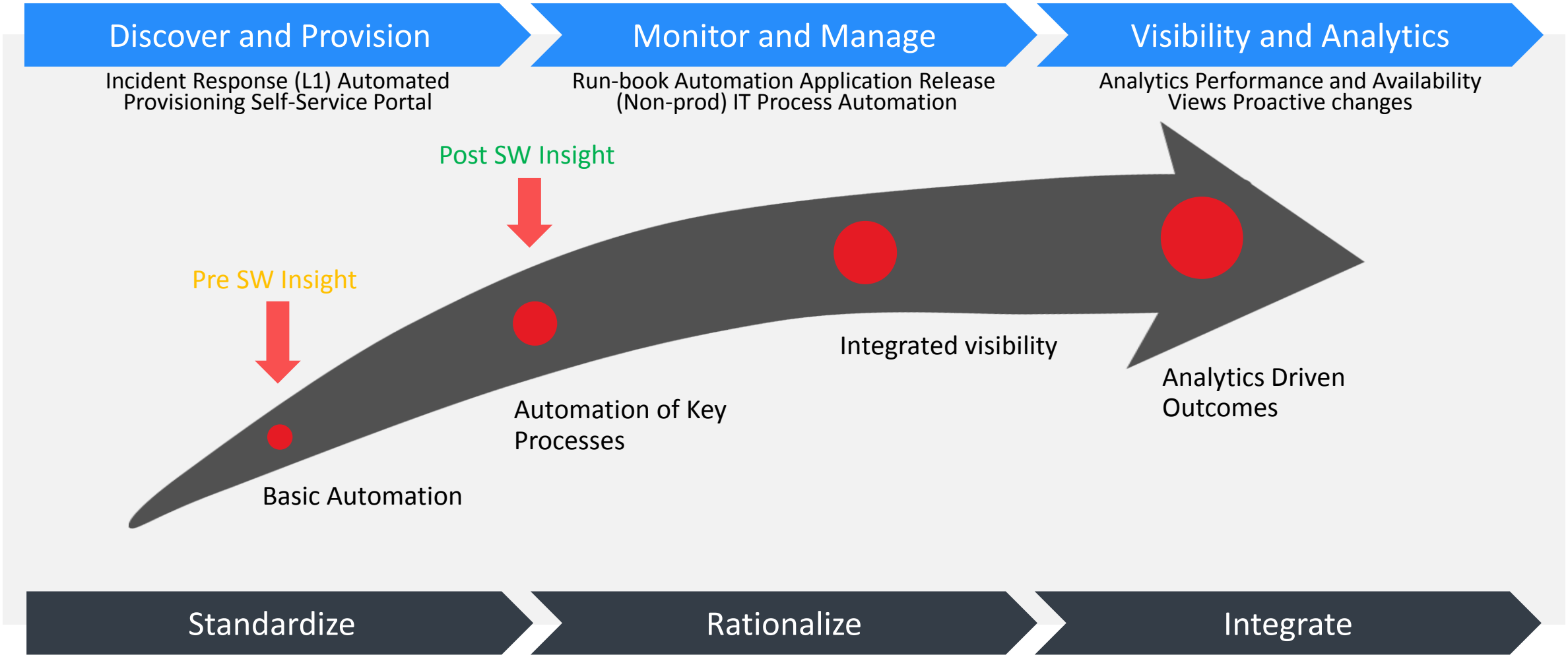
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Project Insight Architecture



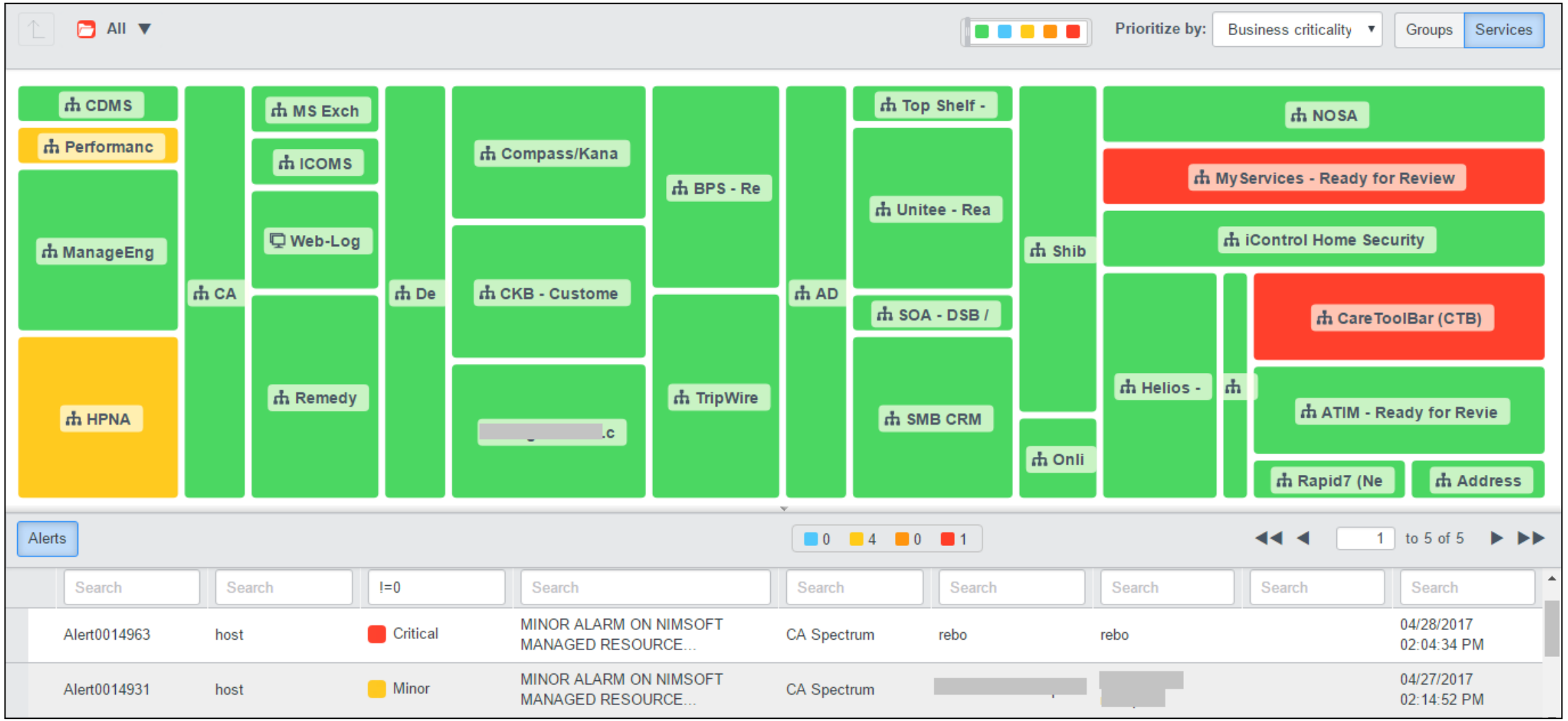
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RETS Automation Journey – Moving the Needle with ServiceNow



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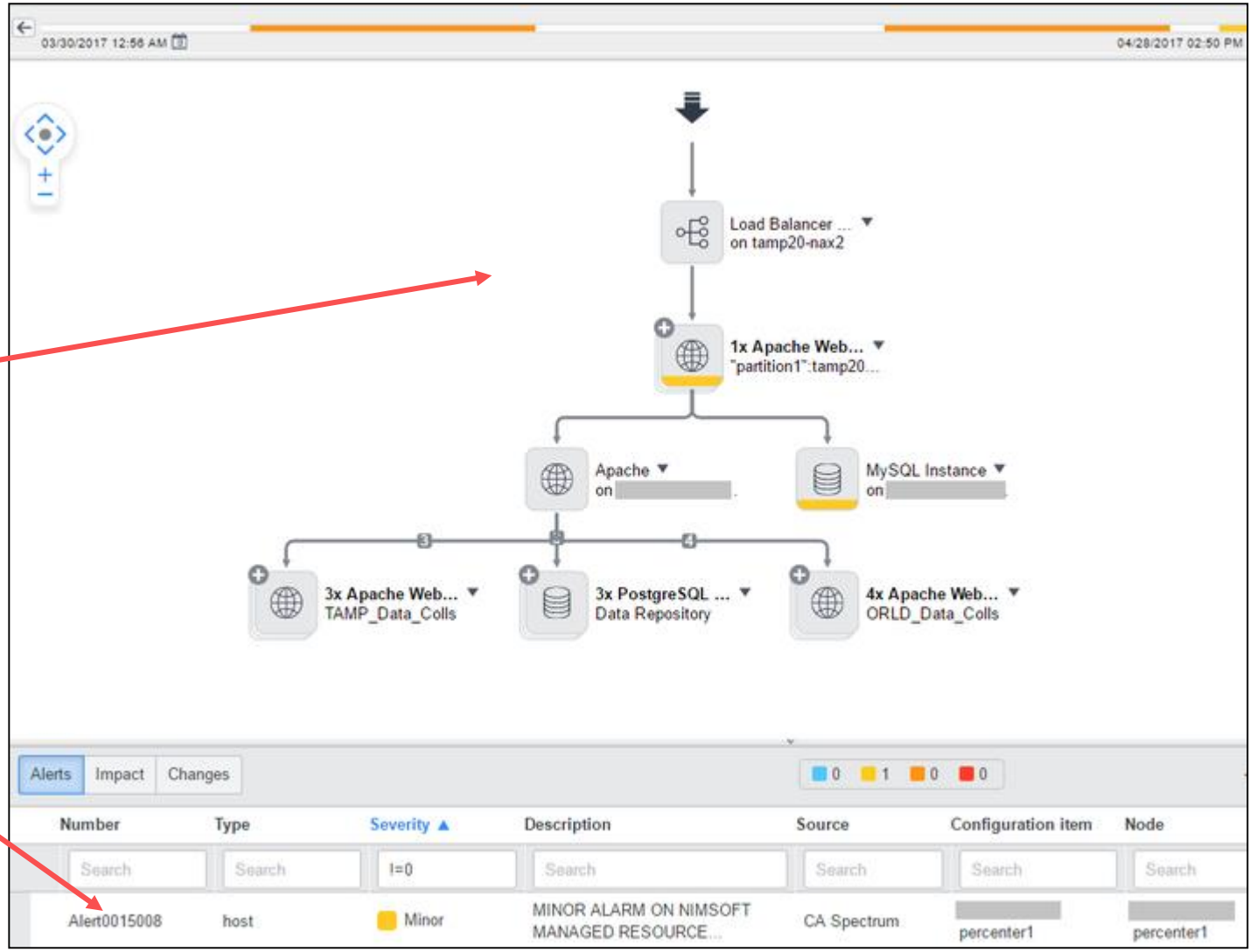
Event Management Dashboard



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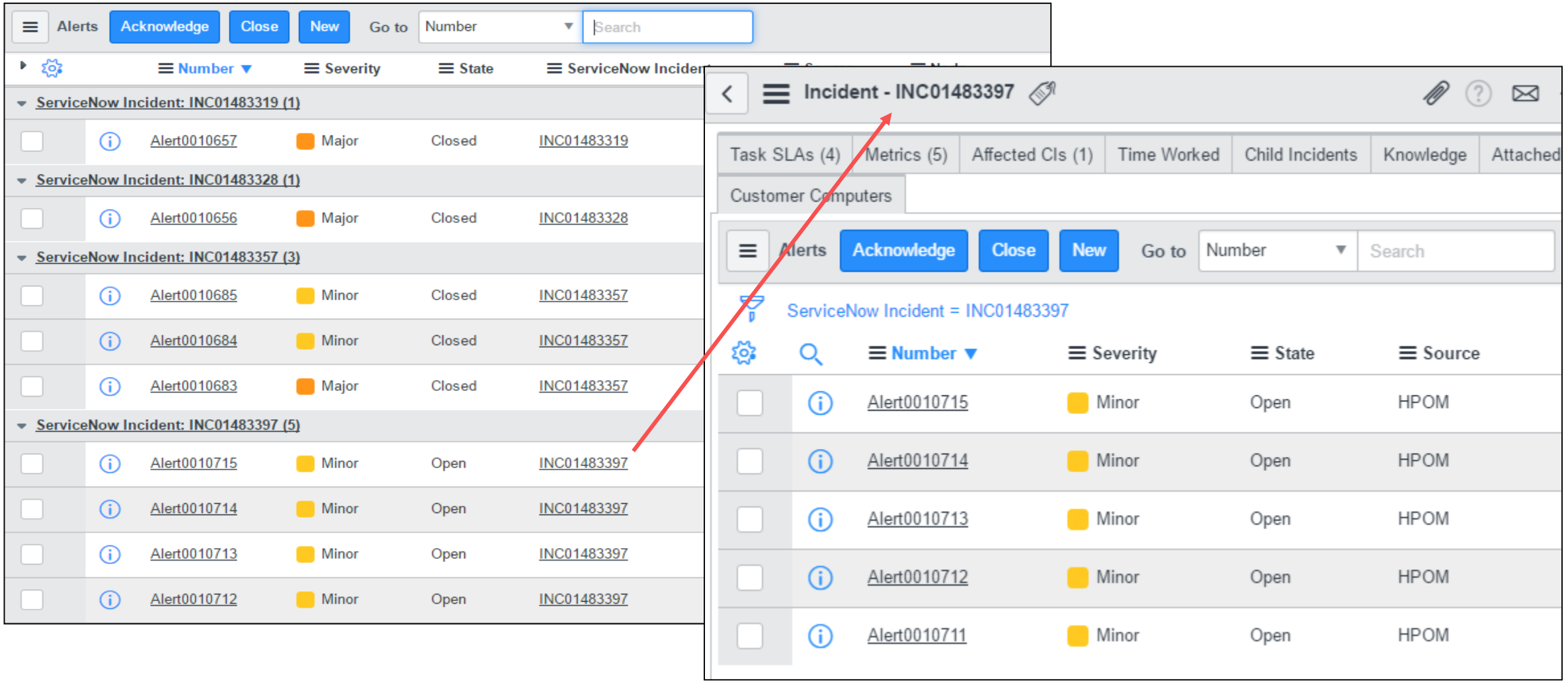
Business Service Topology

Live alerts being fed into the Alerts pane via the monitoring Cognizant created with clients existing monitoring solution. After the alerts are received by ServiceNow we've built event bindings logic to correlate the alert(s) to the specific CI in the BSM & CMDB.



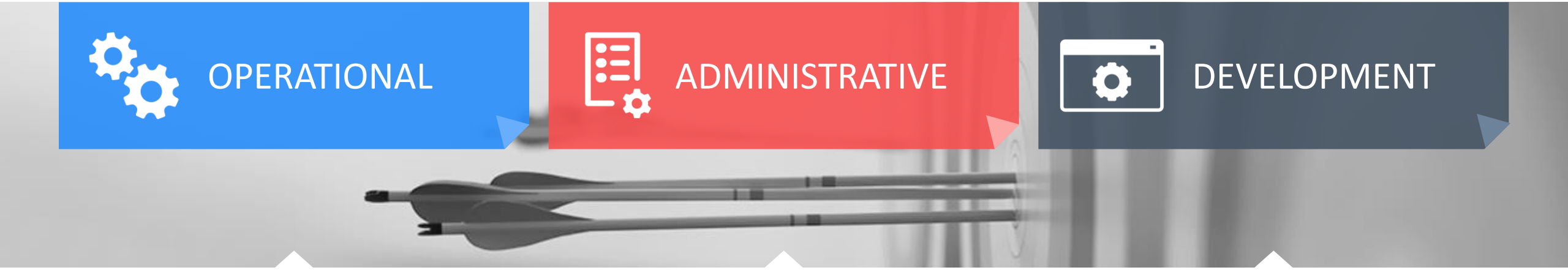
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Alerts Console & Correlation to Incident



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Service Mapping Benefits



- Identify singly points of failure
- Bring to light CI's you did not account for
- Eliminates swivel chair between multiple systems
- Identify true risk for Change Management

- Show gaps in CMDB – orphaned CI's
- Incorrect relationship
- Data center planning

- Bring to light inconsistencies in code
- Identify incorrect configurations

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Our Strategic Partner Role in ITSM Journey

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RETS Partnership with Cognizant



SUPPORT & GROWTH

- Steady state support of existing modules (Incident, Problem, Change, CMDB, Service Catalog, and Integrations)
- Enhancements to existing modules based on internal customer requirements



ITOM AUTOMATION

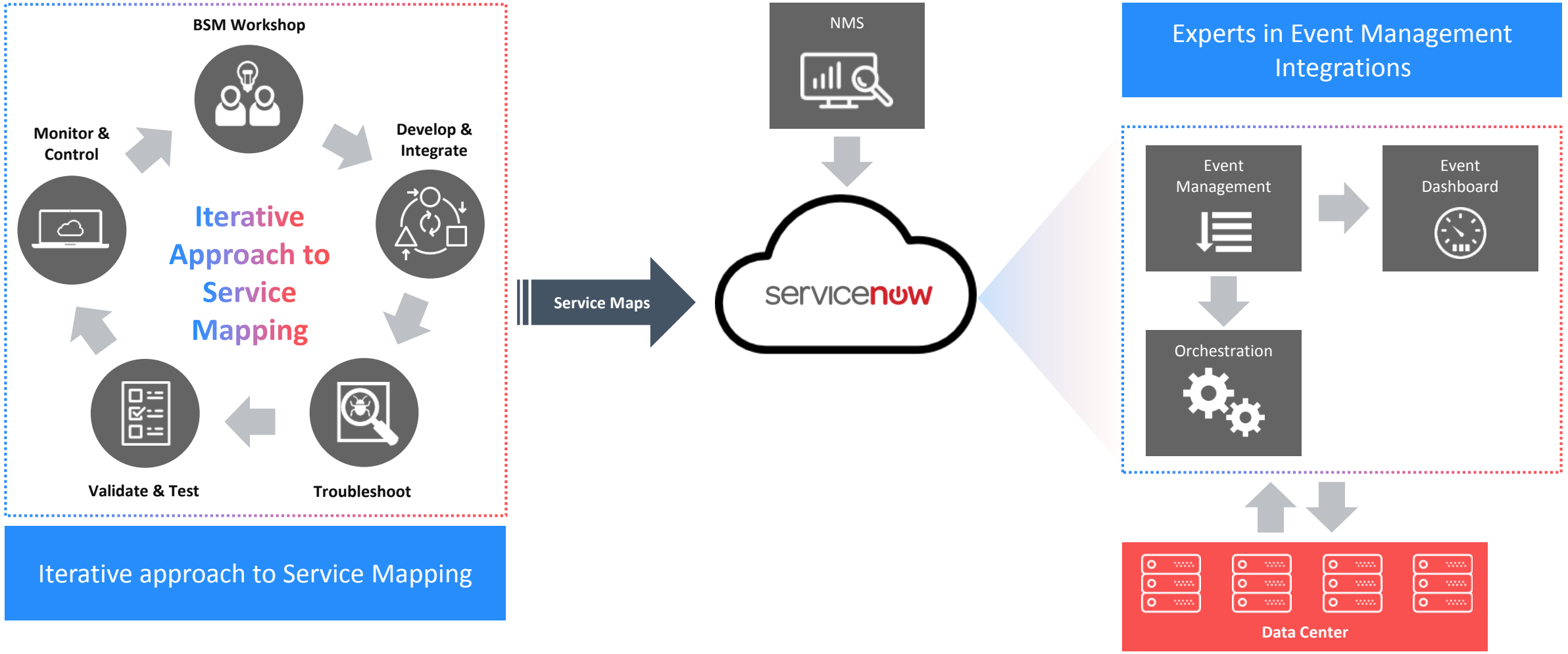
- Guiding RETS in their first step on the journey towards ITOM automation.
  - Service Mapping
  - Orchestration
  - Event Management & Correlation
  - Notify & more!

Automation

Q1 2015 | 2016 | 2017

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Cognizant's Approach on ServiceWatch Insight



Iterative approach to Service Mapping

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Key Considerations during implementation



SERVICE MAPPING

- Credentials and permissions
- Mature discovery process
- Engage all the right SMEs
- Understanding your services
- Focus on dynamic patterns
- BSM Validation sessions

ORCHESTRATION

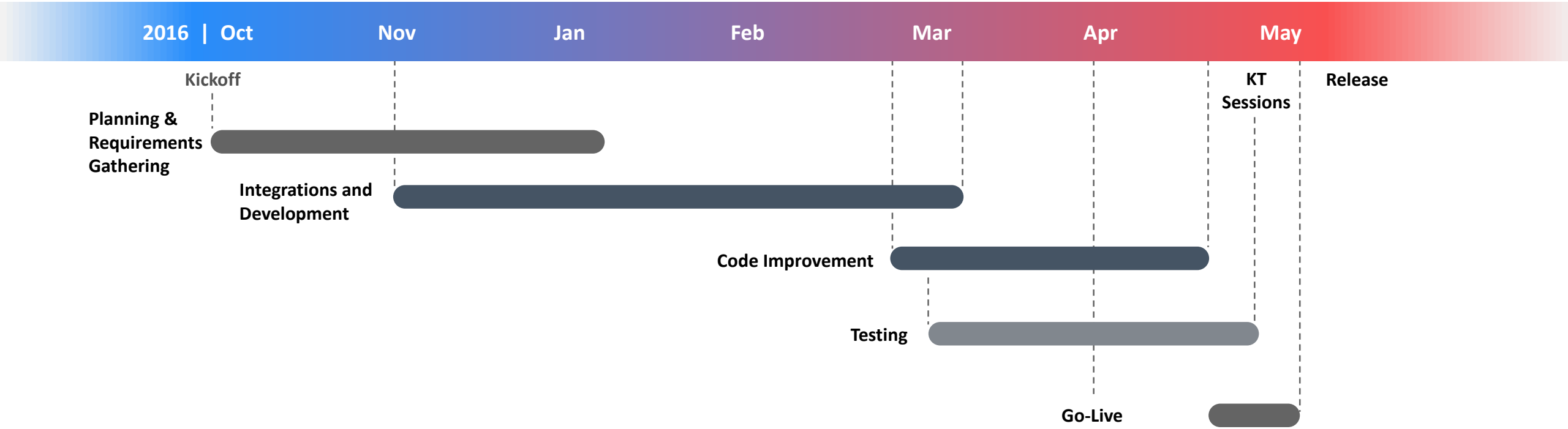
- Actively running discovery
- Clear definition of runbook process

EVENT MANAGEMENT

- Understanding the change in flow of Events to Alerts To Incidents

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High Level Solution Timeline



- Two track execution
- Sprint planning and stories managed in ServiceNow
- Cognizant's Service Burst methodology
- Weekly stakeholder sync ups
- Regular touch-points with SME's
- Post Go-Live production support

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ServiceNow Platform “As a Service” Offerings

A` La Carte or End to End

Performance Analytics & Reporting

- Ready to deploy offering by Cognizant with 180+ best in class KPIs configured
- Integrations available with third party reporting tools

Service Portal

Readily available portal templates

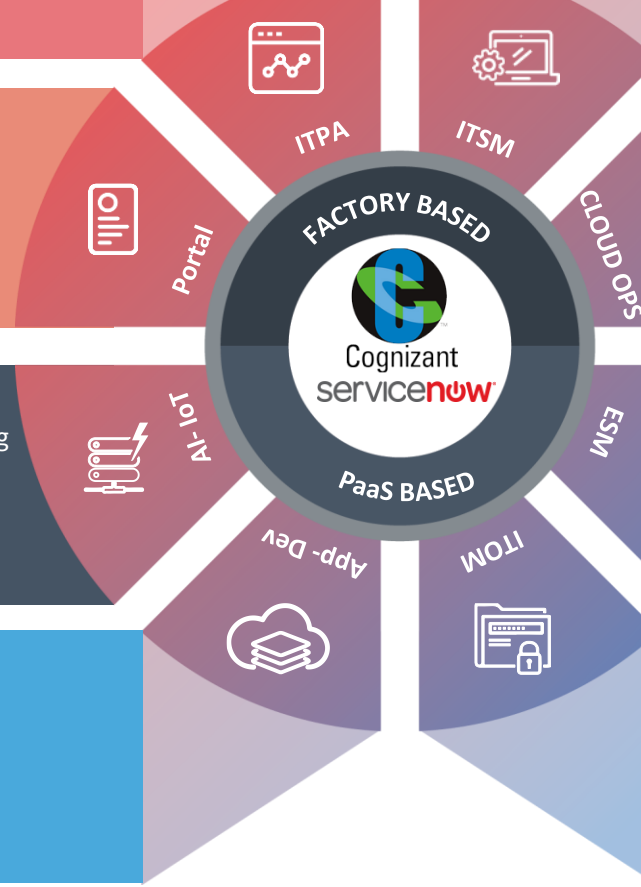
- 35+ UI components
- Industry specific templates

Artificial Intelligence & IOT

- Service Desk Automation by integrating with leading AI tools
- Virtual Assistant functionality
- Smart Data Center, Facilities Management for IT and Non-IT

Application Development

- Custom App Development
- Agile development
- SharePoint, Lotus Notes Migration
- Workflow based development



Modernize IT Service Management

- Golden Template for ITSM Implementation
- Six pre-packed ITIL best practices processes in code format
- Faster deployment of core ITSM best practices

Cloud Ops

- Integration with AWS and Azure cloud
- End to end Cloud operations with pre-built Service Catalog
- Automation and Orchestration

Enterprise/Business Service Management

- HR Management, PPM,
- Demand Management and Facilities Management

ITOM and Sec Ops

- Service Burst – Service Watch Insight offering
- Golden CMDB Offering
- Security Operations Management - Integration with end point security products)

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Lessons Learned – Pillars of Success



1. Stakeholder Management	2. Process harmonization & rationalization	3. Environmental Readiness	4. Org Change Management	5. ITOM Expertise & Experience	6. Flexibility and willingness to adapt
• Identify key stakeholders Identify key • Identify key resources across various enterprise domains	• Understand process changes and impacts • How processes fit in with new tools	• Permissions, Permissions, Permissions!!!	• Trainings across all user communities • User acceptance of new tool	• Leveraged Cognizant Experience and expertise in implementing ServiceWatch Insight	• Flexibility and guidance with partner and internal stakeholders

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Strategic Opportunities in 2017 and Beyond



EXPAND ON ORCHESTRATION

HUGE untapped potential – we're just scratched the surface!

SERVICE MAPPING

- Continue down the path of automating the relationship mapping of all business services across the enterprise.
- Retire manual relationships

EVENT MANAGEMENT

- Integration with more EM sources
- Mature correlation rules

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In Summary…Top Takeaways

1. Drive clarity across your organization.
2. Establish a strong feedback loop with Stakeholders.
3. Validate requirements vs. assumptions
4. Adaptability is key!

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Q & A

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Thank You

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