Implementing a “Service-Aware” Approach to IT Management using ServiceWatch

A global company, with a presence in over 80 countries and 22,000+ employees, ensures service provider success by combining an extensive product portfolio spanning the BSS/OSS domains with a wide range of proven services and deep industry expertise.

The Director of IT Service Management has responsibility for the Global Service Desk, Network Operations Centers and supporting IT processes. Her vision is to improve the quality and performance of services that IT offers to internal business stakeholders by focusing on reducing system-wide failures, increasing mean time between failures (MTBF), and improving the recovery time from service failures. Her objectives include surpassing IT SLAs with internal business partners.

The Challenge
To improve the level of the services provided to their business partners, IT is embarking on a paradigm shift from managing servers to managing services. A current tools vendor provides adequate monitoring for network, servers and applications, but the technology domains are monitored separately resulting in no clear picture of “full availability” for any business service. With over 100 business services running in a complex data center environment, any incident originating in a server, network device, or storage array triggers alerts regardless of the real impact on the business service. The result is elongated root-cause analyses, inability to understand the impact of a proposed change, and restricted visibility evidenced in not knowing anything beyond if a particular service was unavailable.

The IT team understood that the core challenge was the inability to view the health and availability of business services. The team found that mapping business services was difficult, requiring 2 to 3 weeks per service. With over 100 services, the cost to perform the initial mapping would be prohibitive. In addition, on-going costs to manually maintain accuracy of over 100 service models in a fast-changing environment would also be unacceptable.

According to the Director of IT Service Management, “We immediately recognized the value that accurate and always up-to-date service models would deliver and how they would address many of the systemic challenges related to Service Availability but, in spite of devoting much effort to manually create maps, it was such a pointless effort that we terminated it. Two to three weeks to map one service model is unacceptable, considering that it was outdated before the exercise was even finished.”
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Benefits Realized
The company implemented and mapped all 100 critical business services using ServiceNow ServiceWatch. Benefits realized to date include the following:

Service Modeling Speed
- Savings of $950,000 due to the speed and ease of creating service models. Using ServiceWatch, the IT team was able to model each business service within a few hours. Once the entry point to the business service was provided, the automated discovery process detected all IT components from the application down to the switch level. Prior to deploying ServiceWatch, creating service models took 2 to 3 weeks for each business service.

Time to Value
- ServiceWatch is a pivotal component enabling IT’s objective of shifting from managing servers to managing services. As all 100 key business services were modeled 20 times more efficiently than planned using legacy tools, the overall project was able to exceed a key milestone date.

Modern, Agile Implementation
- “ServiceWatch is a flexible, agile tool – not like many of the heavy, legacy tools which IT has struggled with implementing,” according to the Director of IT Service Management. The application was easy to deploy and permitted an accelerated time to value – in hours, not months.

Trusted-Advisor Engagement Approach
- “The ServiceNow engagement was a true ‘trusted-advisor’ partnership from beginning to end,” according to the Director of IT Service Management. “ServiceNow showed us how to correctly map CIs resulting in fewer mistakes.”

About ServiceNow ServiceWatch
ServiceNow ServiceWatch has an innovative top-down approach to discovering and mapping the relationships between data center components that comprise specific business services, providing insights into how those services are delivered and how they are performing. ServiceWatch automatically discovers and maps all applications and IT infrastructure components upon which the business service depends. The resulting accurate topological map provides real-time visibility of which IT components are delivering which business service, even in dynamic, virtualized environments. Dashboards track the health of business services in real time, correlate service issues with infrastructure events, and configure metrics to alert based on business impact. Monitored events are aggregated via integration with third-party monitoring systems, and correlated to business services.

About ServiceNow
ServiceNow is the enterprise IT cloud company. We transform IT by automating and managing IT across the global enterprise. Organizations deploy our service to create a single system of record for IT and automate manual tasks, standardize processes, and consolidate legacy systems. Using our extensible platform, our customers create custom applications and evolve the IT service model to service domains inside and outside the enterprise.

To learn about ServiceNow, please visit www.servicenow.com.