ITSM Pro: DevOps Change Velocity

Connect the world of DevOps to the work in ServiceNow

Today, nearly every company is striving to become digital, focusing on software, agility, and user experience. This represents a significant investment, with an increasing amount of spend allocated to cloud technologies and DevOps adoption. However, many organizations are struggling to scale DevOps to realize enterprise value. Small teams are making progress, but overall delivery lifecycles are not speeding up and reliability problems remain. This is often the result of a misalignment between the needs of the enterprise and the rapid deployment goals of modern development teams.

The developer experience

Large and regulated organizations rely on the assurance delivered by a change management process. However, the traditional approach to change management can impact the productivity of development teams, for example by asking developers to open change tickets. As DevOps increases the rate of change, individual teams may struggle to comply with enterprise requirements. As a result, developers get frustrated and may become less productive.

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Companies rely on ServiceNow to connect workstreams across the platforms used to run their business. DevOps Change Velocity works within ITSM Pro and leverages the Now Platform and other information already in ServiceNow to deliver major value outcomes that improve the developer experience. These include returning time to the development team, accelerating innovation, improving production stability in the face of rapid change, and reducing costs for technology governance and the chief compliance officer.

These outcomes are the result of enabling organizations to realize the benefits of DevOps at scale. Implementing DevOps at scale means resolving the dichotomy of engineering teams wanting to move fast and operations teams needing to ensure safety. We help companies to connect development organizations to operations teams as they transition to the DevOps way of working.

Use case: Change Automation

Change processes are not keeping pace with shortening product lifecycles. While there have been some industry-wide improvements, overall change processes remain a burden for those that must submit change records.

Surveys show that typically 15-30 minutes of a developer’s day are taken up by some aspect of a change management process; including creating a change request, working with a Change Manager on details of the request, taking part in a Change Advisory Board meeting, or taking part in an audit.

Change managers need a way to ensure the right data is captured, while limiting the impact on those subject to the change process. DevOps Change Velocity provides out-of-the-box integrations, data modeling and workflows which:

• Automates change request creation from many different pipeline tools
• Automates change request approvals using sophisticated change policies
• Improves production stability by providing change managers and operators with reliable data that is automatically populated and connected

Bringing Dev and Ops together

Simplify Enterprise DevOps

Leverage the power of the Now Platform to speed up software development and deployment by reducing time spent on administrative tasks.

Scale DevOps Initiatives

Add connectivity and insight to scale DevOps value and meet your transformation goals. Drive productivity and collaboration with out-of-the-box integrations and normalized views across the entire value stream.

Deliver at the speed of DevOps

Don’t let change management processes hold up your product releases. Automated change creation, tracking, and approval help you deliver innovation at the pace your enterprise needs without compromising quality.

Minimize Risk

Develop and deploy at speed while reducing risk. Automatically gather and connect the right information from the DevOps toolchain to maintain an end-to-end audit trail – all in one place with the Now Platform.
Use Case: Continuous compliance
The Chief Compliance Officer (CCO) role has never been more important, yet audits represent a significant cost to technology organizations involving a lot of manual data gathering and reporting. By implementing continuous compliance practices with integrated risk management, companies can reduce the impact of providing a high level of assurance.

Integrated Risk Management can work with DevOps Change Velocity to reduce costs for the CCO. The DevOps Data Model means we are gathering consistent and relevant data throughout the product lifecycle. This helps to avoid missing data or people gaming the system, leading to fewer anomalies and less additional scrutiny.

Use Case: Service Health
A basic tenet of DevOps is to fail fast with small changes and then recover quickly. If a significant incident occurs, a key aid to a speedy recovery is easy access to insights about the root cause. By sharing the data model with IT Service Management and IT Operations Management, ServiceNow DevOps enables more efficient troubleshooting.

Use Case: Insights and analytics
The use of information from the data model for Continuous Compliance and for Service Health are two of the valuable outcomes from the connected data held in the Now Platform. The Insights extend to many other uses including tailored dashboards that make it easy to understand developer performance and the link to business value.

Developers like the experience of understanding what is happening to their code in production and operations teams gain full visibility into the delivery lifecycle to understand where a production change originated and why. Managers can use recognized key metrics, like mean time to repair, lead times, etc. to review the performance of teams, whichever toolset each team is using.

Use Case: Agile team planning
Delivery management starts with Agile planning. Agile planning can occur in external tools like Jira or Azure DevOps Boards, or it may be within ServiceNow Agile products.

Because we can automatically synchronize planning information from systems like Jira and Azure DevOps, you can add ServiceNow Strategic Portfolio Management (formerly ITBM) to manage tasks, defects, user stories etc., in a unified backlog. Then use Scaled Agile Framework techniques like big-room planning, before sending work back out to the developer tools. With the seamless ties to DevOps Change Velocity, we leverage all the necessary decision data in one location for reporting, automated change policies, and Value Stream Management.

Use Case: Release readiness
While the goal for most organizations is to transform development into single-product teams with short simple builds in a single pipeline, the reality is that, for many, a release into production is still a relatively complex activity. Often, multiple teams are involved, and different teams are still using different toolsets. When you connect your DevOps cycles to ServiceNow we normalize all the information we are bringing in from the different toolchains and we can apply some intelligence to what constitutes a release structure and look back down the chain to understand what was changed, why, and who made the change.