Delivery at the speed of business – always

Break down silos by connecting your application lifecycle to ServiceNow.
As an IT leader, you’ve never been more important.

Deloitte’s 2020 Global Technology Leadership Study found that CEOs expect their CIO to be the key driver of business strategy over the next three to five years – in fact, more CEOs identified the CIO in that capacity than selected all other functions combined. You’ve never been more important to business success. And that was before the COVID-19 crisis accelerated digital transformation for everyone.

At the same time, your teams need you to provide them with an environment where they can do their work free of disruption and administrative overhead. And you need to be able to connect every element of the delivery pathway, from idea to operations, with maximum efficiency and effectiveness.

The problem of course is that there are numerous factors that make that hard to achieve. Some of those are beyond your control – shifting business needs, evolving technology, and inconsistent customer demands. But some things are under your control, and those are the areas where you need to deliver excellence. For many IT leaders, that’s simply not happening, and that’s a problem. If your internal systems and processes aren’t optimized, you are creating additional challenges that make it harder to succeed, and inadvertently provide your competitors with an advantage. What’s the solution?
Focus for your staff

IT and engineering staff have specialist skills and represent a significant amount of your annual budget. You need to ensure your investment in them is generating the best possible return, and that means allowing them to focus on what they do best. Time spent updating systems, performing administrative tasks, performing audits, and chasing down information is not only low value, it also results in frustration and lost momentum.

With ServiceNow’s enterprise approach to DevOps your technology specialists remain completely focused on the tools they use every day. From coding to release, your staff remains in Jira or Azure DevOps, or similar tools, they are familiar and comfortable with. They can save the time they would otherwise spend in administrative tasks and dedicate more time to value-added work. Their updates and progress are automatically visible to ServiceNow without any additional steps for them, and the solution keeps out of their way, allowing them to work with complete focus on delivering the best possible product.

At the same time, product teams have a closed loop with feedback and measurement from initial ideation through to performance in production so that they are confident that the work they are doing is delivering value to the business and its customers. The seamless integration with the upstream planning and backlog elements means that they are always delivering the outputs that will enable today’s needed outcomes – not yesterday’s or last month’s. This increases their sense of engagement, and results in better solutions delivered faster.
End to end integration

You have spent a lot of time in recent years optimizing your project delivery with agile. You have implemented and improved IT Service Management (ITSM) and IT Operations Management (ITOM) to better manage your day to day operations and internal incident handling. More recently, you have begun streamlining development teams for continuous delivery and embracing concepts like DevOps. And you are providing your developers with access to tools to help them develop, test and release better code in less time.

These tools and approaches are all delivering improvements, but they are also creating additional challenges. They add new layers of complexity to the technology environment, adding more steps in the lifecycle from idea to operations and adding cost in terms of maintaining integrations. Simply providing your teams with the latest and greatest tools is not enough, those tools must integrate into a single seamless flow from start to finish.

ServiceNow recognizes that need and it’s why our Enterprise DevOps platform delivers just that. We know our IT Business management (ITBM) solution provides world-class investment planning and management functionality, helping your business partners to identify, prioritize and fund the initiatives that will deliver business success while avoiding waste. And as an IT leader you know that our ITSM and ITOM solutions are unmatched in their ability to deliver effective and efficient management of your services and operations.
What our Enterprise DevOps platform application now gives you is seamless, transparent, and complete integration between our solutions and the tools you use to manage, develop, build, test and deploy code. Code that is planned by the work done in ITBM, and ultimately managed in ITSM and ITOM. Whether you use Jira, Jenkins and GitHub or you’re an Azure DevOps or GitLab shop, we can deliver your prioritized backlog straight out of ITBM. A single backlog covering defects, stories and more across all your toolsets. We can monitor and report on work all the way through the development process, including the production environment. For the first time, you can easily create a single thread from something happening in production, all the way back through the change request to the work done in the DevOps tools, the tests that were run, and even to the defect or story that kicked it all off.

Now, you have end to end integration, you have the ability to manage work from inception to delivery, and you have unrivaled effectiveness and efficiency from eliminating bottlenecks; something that is beginning to be referred to as Value Stream Management.

**Agile integration and synchronization**

You decide which pieces are managed in ServiceNow versus agile tools

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*Figure: Connecting ServiceNow to the application lifecycle – you choose where work is done*
Transparency and certainty

As an IT leader you know that not all system integrations are created equal. Simply having the ability to flow data from one place to another is not enough. To be successful you need to have the ability to monitor and manage that data at all steps in the process. And it isn’t just you that’s looking. Your business partners aren’t content with work disappearing into an IT black box until a solution comes out the other side – and nor should they be.

You, and they, need to be able to see where work is at every step of the process, how the work being done is supporting the strategic priorities of the business, and whether the solution is on track to deliver the value that you and your customers expect. When circumstances change, and they will, there needs to be complete clarity on how and where to make adjustments and how effective those adjustments are.

ServiceNow’s Enterprise DevOps platform doesn’t simply hand off data to Jira or Azure DevOps, it synchronizes and maintains the ability to track progress and status of all work items like stories, code commits, and test results, at all times. Your business partners can see the progress that is being made and confirm that they are on track to achieve their value targets. You can see the status of work and manage adjustments to ensure the throughput remains not only optimized, but totally aligned with the business need. ITSM and ITOM staff can see what’s coming and be far more prepared and, in case something does go wrong, follow the trail all the way back to why the change was made in the first place, reducing disruption for your staff and customers.

Figure: End to end integration using the Now Platform® and the DevOps data model
The bottom line

PMI's Pulse of the Profession 2020 revealed that 11.4% of project budgets are wasted, delivering no value whatsoever. More tellingly, that figure hasn’t changed much in the last decade (in fact it’s got slightly worse in the last few years). A lot of that wastage stems from a lack of clarity on what needs to be built, and on delays making and communicating decisions. Those issues are eliminated when you have total visibility into the entire delivery process from idea approval to operational management.

When that visibility comes with no disruption to your staff and teams, you do more than eliminate wastage. You generate value, reducing the time to solution, reducing the disruption in the process and increasing the effectiveness of every step from idea approval to operational support.

Everyone claims to have the tool that will make you more efficient and effective, but ServiceNow’s DevOps platform delivers, simply by allowing you to use all the tools you already have in a streamlined fashion. And that means you can focus on what you need to do—use technology to drive the strategy for your business partners.

FIND OUT MORE
About ServiceNow

ServiceNow is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity to approximately 5,400 enterprise customers worldwide, including almost 75% of the Fortune 500. Visit us at ServiceNow.com.