How ServiceNow is using our own technology to drive digital transformation across the enterprise
ServiceNow workflows enable digital transformation.

This spring, the ServiceNow K20 Digital Experience offered over 1,000 high-value online keynotes, presentations, demos, and training across 19 channels.

This K20 Digital Experience Book of Knowledge ebook brings to you a selection of the most popular and interesting presentations by ServiceNow practitioners on how they use ServiceNow technology to deliver great employee experiences, unlock productivity, and build resiliency. Now on Now presenters describe the challenges they faced, their production adoption journeys, and the business value they are seeing as they use these solutions to run operations everyday. The Now on Now program gives you the opportunity to hear firsthand from your peers.

If you want to learn more, you can view the free, on-demand recordings in our event video portal knowledge.servicenow.com

For more information on Now on Now, visit our website or reach out to your account rep to arrange a Now on Now briefing with one of our experienced practitioners.
Table of contents
Knowledge 2020 Digital Experience:
Now on Now Book of Knowledge

We are our own customer. Learn how we use our own products to work faster and smarter. Learn how ServiceNow uses its own technology to create great employee and customer experiences and drive productivity.

Introduction: How Now on Now is advancing digital transformation at ServiceNow

Now on Now success stories:
Exploring the new insights, performance benefits, and economic payoffs we’ve achieved after implementing ServiceNow digital workflows

• Customer Support: How ServiceNow is digitally transforming technical support for customers
• ITSM: Biz continuity for IT Ops enabled 100% remote work during COVID-19
• ITOM: CMDB as the foundation for ServiceNow’s own success
• ITAM: ServiceNow’s own success reclaiming $1 million in software costs
• ITBM: Using ITBM to increase on time delivery by 19% and on budget by 50%
• Customer Service Management: Leaving no customer behind
• Governance, Risk, and Compliance: The positive impact from simplified enterprise issue management and risk and control monitoring using digital workflows
• Security Operations: Automated SecOps enable 20% faster response and 50% cost reduction
• DevOps: DevOps transformed CI/CD pipeline to daily releases and saved $250K

Conclusion
Introduction: How Now on Now is advancing digital transformation, fostering innovation, and driving business growth.

“I want a rich automation platform that’s smart, can leverage data, and tells me where I need to improve.”

Chris Bedi, CIO, ServiceNow

During a K20 keynote for CIO Decisions, ServiceNow CIO Chris Bedi highlighted how ServiceNow’s Now on Now program is advancing digital transformation, fostering innovation, and driving sustainable growth across the company.

Now on Now: Enabling digital foundations

Chris observed that despite current challenging economic conditions, the importance of digital transformation hasn’t changed. “There’s two parts: the creation of a digital businesses, and the part that we’ve all been focused on—and will continue to focus on—digital foundations,” he said.

For ServiceNow, enabling digital transformation means targeting digital foundations. With Now on Now, the company is incorporating digital technology to completely reimagine the customer experience, streamline internal operations, and discover ways to unlock employee engagement and productivity to deliver impressive financial results.

Chris said that over the last several years, if ServiceNow had been a paying customer for ServiceNow technology, it would have spent $10 million and achieved $100 million in value outcomes.

Financial payoffs of Now on Now:

• Based on preserving the top line, ServiceNow has achieved a significant improvement in its Net Promoter Score, which is a leading indicator of growth in existing customers.

• In terms of pursuing productivity, ServiceNow has focused on productivity gains across every single department and function of the company.

• And when targeting business continuity, ServiceNow has significantly improved risk posture and is getting faster at resolving and removing risk from the enterprise.
Financial payoffs of Now on Now:

Companies often question if they’re picking the right technology for digital transformation. Chris understands that technology is a long-term investment. The positive financial and technical payoffs of Now on Now demonstrate that ServiceNow is making the right investments to enable digital transformation. And when it comes to the Now Platform®, it continues to yield significant benefits because it is flexible and can deliver experiences in whatever modality is appropriate—whether chatbot, web, mobile, voice, or augmented reality. It also can scale operations while removing risk.

Chris said, “We have to continue to automate, but I want a rich automation platform that’s smart and can leverage data and tells me where I need to improve.” The Now Platform is perfectly positioned to meet this goal because it incorporates machine learning and AI to help ServiceNow make an exponential jump—not just an incremental jump.

Chris concluded, “I need something where I can rapidly innovate to develop products in weeks and months, not quarters and years. I need the ability to rapidly get to an MVP, and then scale it across the enterprise with the right security and data controls.”
Now on Now success stories:
How ServiceNow is achieving new insights, performance benefits, and economic payoffs with digital workflows

The following are summaries of our most popular and interesting Now on Now stories.
Customer Support

Now on Now: How we are digitally transforming Customer Support

By now we all know that the world has changed, and the way we do business has changed practically overnight. More than ever, the imperative to digitally enable your business is absolutely critical—not only to maintain continuity, but to flourish.

Like our customers around the globe, ServiceNow has had to adapt to the new environment, according to Dean Robison, SVP, Global Technical Support, ServiceNow, who credits the effectiveness of the ServiceNow Now platform as the reason the company was able to switch to a work-from-home environment so quickly and successfully. Normally, there are nine ServiceNow support centers around the world co-located with cyber liability engineers and the cloud operations team, but now staff is working out of over 900 homes and apartments.

“We haven’t missed a beat,” said Dean. “Our productivity is really, really high. We haven’t dropped the ball in executing our mission because the solution we use is incredibly adaptable. We can use it anywhere.”

Enabling collaboration

Today, Dean and his staff are working beyond normal support boundaries to address cases, and a big factor contributing to success is the ability to collaborate with colleagues in development and cloud operations. Dean observed that collaboration is an important problem to solve not only for ServiceNow’s support staff but also for customers.

“Being able to assign, route, and track tasks across different departments to resolve customer problems is really critical,” he said. “And being able to do that all on a single platform to ensure that things don’t fall through the cracks is what allows you to get to the position where you have an all-weather solution.”

Leveraging new technologies

In this era where everybody is working from home and constantly attending Zoom meetings, the last thing that Dean and his staff want to do is keep a customer tethered to a laptop waiting for an update on their support case. So, the company has launched a support solution on the Now Mobile platform.

“Our customers can step away from the computer and take a walk, or they can have their mobile device next to their bedside and receive notification updates, update cases, or create new cases, all from that mobile device,” said Dean.
We haven’t missed a beat. Our productivity is really, really high. We haven’t dropped the ball in executing our mission because the solution we use is incredibly adaptable. We can use it anywhere.

Dean Robison, Senior Vice President, Global Technical Support, ServiceNow

Companies all over the globe face increasing demand for support services and are depending on self-service capabilities to cope. ServiceNow support engineers rely on the company’s knowledge base and service catalog to automate, so self-service can be used to manage the simple and more mundane service requests.

“When customers truly need one of my talented support engineers for the hard things, that’s what gets through,” said Dean. “It’s a win for support engineers who can focus their time and expertise to deal with the most critical support issues.”

To learn more about ServiceNow’s global technical support strategy, check out these resources:

Customer Service Insights Book of Knowledge
Now on Now: Biz continuity for IT Ops enabled 100% remote work during COVID-19

We’ve all seen the importance of business continuity plans in recent months due to the disruption caused by the worldwide pandemic. In a ServiceNow-led session, Mirza Baig, Senior Director, IT Service Management at ServiceNow, and Joe Corpion, Director, Now on Now, Asset and Configuration Management at ServiceNow, discussed how ServiceNow quickly shifted priorities during COVID-19 and were able to craft business continuity planning and strategies, including IT support, onboarding, workforce management, and scenario planning, to support ServiceNow’s fully remote employee base without interruption.

ServiceNow has over 30 offices around the globe, more than 13,000 employees, and supports over 6,000 physical and virtual devices located in four on-premise and three cloud data centers. When the workforce is not working remotely, the company has more than 10 tech lounges to serve employees face to face. There are over 700 conference rooms and 260,000 video meetings a month.

Mirza observed that while ServiceNow had prepared for disasters in the past, like 99% of companies it wasn’t fully prepared for how to deal with a pandemic outbreak. Very quickly, the company had to enable employees to work remotely. He said, “Working from home, it has to be as productive as when I’m in the office. Period. IT really needs to make that happen.”

Business continuity challenges
1. No business continuity scenario for a pandemic
2. Short notice decision to work from home due to shelter in place order
3. Sharp increase in remote communication and collaboration
To quickly focus on how to enable work from home at an enterprise level, ServiceNow IT support professionals, both those who normally worked onsite and the remote service desk, banded together and used the same tools, including ServiceNow Agent Workspace and ServiceNow Agent Chat, to immediately handle the incoming volume of IT service requests as employees set up remote working operations.

ServiceNow is growing and regularly holds onboarding sessions. Without missing a beat, the new hire orientations were moved completely online. A work from home knowledge article was proactively published in the knowledge base with tips and best practices to address common issues, such as how to connect to the VPN. The article helped drive down the volume of incidents and service requests.

On the back end, Joe reported that the focus was on two things to enable a work from home strategy: technology and team readiness.

“
We’ve never supported an entire employee population working remotely. We just had to pivot.

Mirza Baig, Senior Director, IT Service Management, ServiceNow
Key questions asked:
- Was the technology in place to support 13,000 employees working from home?
- What would the user experience be like?
- What could be done to ensure employees remained connected and productive?

“Fortunately, we did not need to make any significant changes in our technology to be ready to work from home from an operations team perspective,” said Joe.

It turns out the IT operations team used the same apps to monitor the health of the business and measure how they were managing the increasing volume of IT service tickets. ServiceNow also depended on strategic partners. Today, Zoom is the company’s number one collaboration tool. IT operations has APIs and integration with ServiceNow Virtual Agent, the employee chatbot, so if a user has a negative Zoom experience, they are automatically sent a knowledge base article. If it happens a second time, the user is automatically asked if they want to open an incident report. And, to help remove some of the friction of Zoom, the number of Zoom meeting attendees was raised to 1,000 to accommodate the increasing number of all-hands sessions.

IT operations recognized that COVID-19 was causing supply chain issues, so ServiceNow took advantage of relationships with key vendors, such as Apple and Lenovo, to pre-purchase laptops in bulk, leveraging warehousing options, and making it possible for vendors to directly send new onboarding employees their laptops.

Automated workflows also helped make the transition smooth to work from home. For example, the IT service team created a self-service request form in the employee portal if an employee needed to replace their hardware. Instructions were also added in Virtual Agent.
$2.3 Trillion
Worldwide spending on digital transformation in 2023*


Key Trend

Lessons learned

1. Have Business Continuity Plan for Pandemic/WFH scenarios
2. Continue a new hire onboarding and training
3. Adjust operations and collaboration
4. Improve daily reporting
5. Ask partners to step up

Both Joe and Mirza credit digital transformation for helping ServiceNow successfully transition employees to productively work from home. Mirza said, “We relied heavily on our core ServiceNow apps just to manage the remote workforce. We all need need to be prepared. Having an investment in digital workflows helps us be resilient, especially if something happens down the road.”

Referenced K20 Digital Experience Session:
Now on Now: Biz continuity for IT Ops enabled 100% remote work during COVID-19
Visit knowledge.servicenow.com and search by session title to watch on-demand.
CMDB as the foundation for ServiceNow’s own success

In their session on ServiceNow’s own journey to a healthy CMDB, presenters Joe Corpion, Director Now on Now, Asset Configuration Management, and Jason Wang, Director, IT Workflows and Now Platform, shared accomplishments delivering 94% automated change approvals and other impressive stats.

“Back before 2017, when critical outages occurred, we didn’t have the complete visibility needed to quickly identify the source of the problem and its potential impact on business services,” said Joe. “We couldn’t then address the root cause. A CMDB was not being used across our applications in the platform. We also had many data issues with configuration items. There were duplicate CIs, in some cases, as many as 250! Also, when we began using our CMDB, its functionality was limited requiring us to make customizations to meet our IT needs. While these customizations did provide the additional functionality, they also made upgrades very challenging for us.”

The presenters then shared that there was no centralized data repository. The subsequent data quality issues forced IT to use tribal knowledge in spreadsheets to manage devices. This was further complicated by the lack of governance about who owned what and who was responsible managing it.

The ServiceNow CMDB makeover

“First we streamlined our monitoring environment to include only bringing over actual events through integrations,” said Jason. They then elected key business services as the first candidate in the service mapping effort. “As a result, we cut P1s by almost 60% in the last two years,” said Joe. “Pretty cool.”

The next step was resetting discovery to address CI data issues and establish a single source of truth. Following that came vulnerability management, which provides accurate correlation between vulnerabilities and infrastructure endpoints. “That alone has significantly improved the speed of which we operate today,” said Joe.

The outcomes

In 2017, ServiceNow had 48 P1 outages. In 2019, that number was only 20 P1 outages. “A pretty good metric,” said Joe. “But our target is to have zero outages.” Other metrics shared were:

- 100% accurate view of critical infrastructure availability
- 71% reduction in time to close vulnerability tickets
- 91% of changes have an automated approval process
- 1,250 hours saved per year by automating CMDB audit

Joe concludes with a phase he used earlier, “Pretty cool.”

Referenced K20 Digital Experience Session:
Now on Now: Healthy CMDB governance delivers 91% automated change approvals
Visit knowledge.servicenow.com and search by session title to watch on-demand.
Good data is a prerequisite for good software asset management.

Poonam Kripalani, Senior Manager for IT Asset Management Governance, ServiceNow

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**IT Asset Management**

**ServiceNow’s own success reclaiming $1 million in software costs**

In her session on ServiceNow’s own Software Asset Management (SAM) journey, presenter Poonam Kripalani, Senior Manager for IT Asset Management Governance (ITAM) at ServiceNow, shared how ServiceNow was able to reclaim approximately $1 million from the company’s software budget by implementing ServiceNow Software Asset Management.

“We’re currently focused on various different IT Asset Management (ITAM) activities,” Poonam said. “For example, automating our software requests, automating our software reclaim requests, and driving ITAM process efficiencies.”

Recently, the company wanted to gain better visibility to ensure its Microsoft license compliance. “Being compliant reduces the reputational risk and any unplanned compliance audit monetary findings,” observed Poonam. The company also wanted to optimize software spend and automate software request fulfillment to make it faster and easier for end users.

However, ServiceNow faced challenges:

**Top challenges**

- Lack of visibility into our software spend
  - Managing <$1M of $13M spend for IT
  - **Goal**: Establish trustworthy data

- 14 different groups procuring software licenses
  - Example: Corporate card purchases, etc.
  - **Goal**: Operational integration

- SaaS software was not being tracked
  - Example: Microsoft, Adobe, etc.
  - **Goal**: Define roles and responsibilities

Scope of coverage: Desktop and SaaS products — 26% of overall software spend

A SAM team was created with clear roles and responsibilities to focus on establishing trustworthy data to operationalize SAM. “Good data is a prerequisite for good software asset management,” said Poonam.
The outcomes

Today, with ServiceNow Software Asset Management, subscription data is captured automatically from the Microsoft portal and validated. This provides a complete picture of allocation and compliance. ServiceNow also has insights into all purchase requisition data to better manage costs. In terms of data, all data is tracked and reviewed from the Microsoft dashboard for a complete view of ServiceNow’s compliance position.

“We were successful in reducing our software spend by $1 million over the last two years. By having automated processes, we have trustworthy software license data and better visibility into license allocation, cost, and compliance position via SAM dashboards,” revealed Poonam.

By using Software Spend Detection, we completed months of analysis in just a few hours.

Poonam Kripalani, Senior Manager for IT Asset Management Governance, ServiceNow

Quantitative value outcomes

- $795K Software cost savings
- $293K IT productivity savings
- 3,260 Hours saved by automating software requests
- 100% Better visibility into compliance position
- 100% Improved software data quality

Scope of coverage: Desktop and SaaS products ~24% of overall software spend

New goals

Now, Poonam and her team are focusing on software spend detection with the ServiceNow Software Spend Detection app, which was part of the ServiceNow New York release. Before, the company tracked 250 software products, but in the last three years, ServiceNow has doubled in size, and many more software purchases were being made on corporate credit cards. In fact, an analysis of over one million credit card transactions revealed that 700 additional software products were being used internally. “Manually, it would have taken us weeks or months to analyze this data, but by using Software Spend Detection, this analysis was completed in just a few hours,” said Poonam. Moving forward, she and her team will focus on doing a deeper analysis of these additional discovered software products.

Referenced K20 Digital Experience Session:
Now on Now: Reclaim $1 million in Opex from your software budget using SAM
Visit knowledge.servicenow.com and search by session title to watch on-demand.
Now on Now: Using ITBM to increase on time delivery by 19% and on budget by 50%

ServiceNow grew 36% in 2019. It was a tremendous opportunity, but it was also a formidable challenge for the ServiceNow IT Project Management Office (PMO). Why? During that same period, there was a 45% increase in demand for high-quality IT projects that deliver measurable business value. In this session, ServiceNow’s Anand Ramchandani, Manager, ITBM, SecOps and DevOps IT Employee Experience, and Victor Francis, Sr. Manager, Portfolio (Finance/Legal), IT Project Management Office, discussed how ServiceNow addressed this challenge by using ServiceNow Agile Development in conjunction with ServiceNow Project Portfolio Management to scale output dramatically without significantly growing staff. And by continuous training and adoption of new platform features, they were able to up-level reporting, cross functional visibility, and measured business value. “It’s not an overnight journey,” said Anand, “But we are well on our way.”

In the past, ServiceNow used a variety of methods to manage its portfolios, including resource planning spreadsheets, tracking issues by email, and extensive portfolio reviews. Today, with ServiceNow ITBM in play, Victor said, “What we’ve done now with our stakeholders is provide the one single holistic view of strategic portfolio management.” Using one platform, ServiceNow ITBM now enables the IT PMO team to do strategy and good demand intake, as well as manage the portfolio, and proactively monitor and manage all the investments of stakeholders. It was a game-changer to be able to manage the entire lifecycle of program and project management. It enabled the team to:

• Do the demand intake and support demand intake from various sources
• Provide a very disciplined approach to prioritize by risk, cost, complexity, and business
• Support all the execution models, be it waterfall or Agile
• Continue to use the system to track benefits beyond the life of the project

IT Business Management

With ServiceNow ITBM, we’re in a single platform, not going to Excel or emails, to manage the entire lifecycle of the program. And last year all the 12,000 hours saved were attributed to the use of our tools.

Victor Francis, Sr. Manager, Portfolio (Finance/Legal), ServiceNow
Victor observed, “With ServiceNow ITBM, we’re in a single platform, not going to Excel or emails, to manage the entire lifecycle of the program. And last year all the 12,000 hours saved were attributed to the use of our tools. That is the benefit that provided better business outcomes for our stakeholders. On time, on budget improvements have become table stakes now.”

Referenced K20 Digital Experience Session:
Now on Now: Using ITBM to increase on time delivery by 19% and on budget by 50%
Visit knowledge.servicenow.com and search by session title to watch on-demand.
Customer Service Management

ServiceNow’s own story: Leaving no customer behind

Luke Morris, Director of Customer Service Management at ServiceNow, has a big responsibility: helping maintain and improve a 9.2 customer satisfaction score even with a 30% growth in business year over year.

“After interviewing thousands of customers about what they expected and needed from us and analyzing hundreds of manual and repetitive processes, we were able to transform our own service organization to enable the customer to confidently help themselves,” said Luke.

Self-service should be the first choice of anyone having an issue before they pick up the phone. “We start with a robust support portal,” said Luke. “Because we know who the person is when they sign on via mobile or desktop, what products they have, and even if there is a service issue, the Now Portal provides a personalized self-service experience for them.” A chatbot engages automatically offering the latest resources for issue X, and the customer has access to a 220K-strong user community ready to share advice. Since no customer is ever left behind, if they fail to get answers from the community, they are automatically offered the option of opening a case with an agent.

Besides the high satisfaction score, other meaningful outcomes include:

- 87,000 customers conducting millions of annual self-help searches
- Only 10% of customers contacting Technical Support via the telephone
- 35 million annual views of community pages
- 10,000 net-new knowledge articles created annually with a 20% increase in consumption of those articles
- $18 million in overhead savings from 100,000 of previously manual requests taken care of via self-service

Referenced K20 Digital Experience Session:
Resolving issues 50% faster with CSM - Part 1, customer experience
Visit knowledge.servicenow.com and search by session title to watch on-demand.
Governance, risk, and compliance touches nearly every area of our business. To manage risk effectively, you need real-time visibility. That's what ServiceNow GRC gives us—24/7 automated assurance that we're operating our business to the highest standards.

Chris Bedi, CIO, ServiceNow

### Governance, Risk, and Compliance

**ServiceNow’s own story: The positive impact from simplified enterprise issue management and risk and control monitoring using digital workflows**

A large number of existing Governance, Risk, and Compliance (GRC) solutions were developed and implemented before the large-scale adoption of digital technology. These outdated solutions force risk and compliance teams to use manual, outdated risk management and compliance practices that don’t provide a real-time, end-to-end view of risk across the business. In their session, Valerie Spillman, Director of Enterprise Risk Management at ServiceNow, and Hassan Javed, Director of Audit, Risk, and Compliance Operations at ServiceNow, discussed how the ServiceNow GRC solution has helped ServiceNow simplify enterprise issue management and risk and control monitoring using digital workflows.

**Simplified enterprise issue management**

Valerie observed that the need for a simplified enterprise issue management process comes down to four key themes:

1. A risk-based prioritization approach across the entire company
2. A common language across the enterprise (common issue ratings, issue definitions, and remediation timeframes)
3. Consistent reporting
4. Consistent and repeatable processes across the three lines of defense

To improve ServiceNow’s approach, her team uses a risk-based scale that classifies issues from very high to very low. Think of issues classified as “very high” as ones that could bring a company to its knees, such as a major data breach. This scale helps direct attention and resources based on impact on the business. Finally, standard remediation timeframes are associated with each issue rating. The goal is to have end-to-end digitized issue management—from issue intake all the way to issue closure.

She described an issue management example where a ServiceNow employee sees that some employees are coming into a building using their badges, but several individuals are tailgating along to gain entrance without proper authentication. Such an event could potentially expose a weakness in physical security and lead to theft.
In the past, reporting such an issue to the issue management team and having the issue assessed and managed involved many manual steps. With ServiceNow, the process, from reporting to closing an issue, is completely digitized.

Valerie said, “The benefits of having one issue management function come down to having a single source of truth... one place to see everything. Really, it comes down to consistency and transparency within the organization.”

**Proactive, continuous risk and control monitoring**

ServiceNow takes advantage of internally configured continuous risk and control monitoring to minimize the impact of control gaps. Every control has specific metrics and thresholds assessed to determine if a control is not compliant.

Within the Now Platform, risk indicators make it possible to continuously monitor key configurations and systems. Indicators can help identify issues like elevated privileged access or gather evidence for regulations like Sarbanes Oxley (SOX). Via integrations, they monitor configurations and key reports within the ERP system and also tap into security tools to look at specific security metrics for those controls. The integration with GRC permits a task to kick off automatically if a service level agreement is breached.

According to Hassan, what makes ServiceNow GRC so powerful is that it enables first-line control owners to do proactive monitoring of controls to remediate immediately, if needed.
Hassan observed that having a real-time view of risk and controls has a massive benefit internally because you don’t have to wait for testing periods to see if controls are compliant or non-compliant. ServiceNow also has accountability and transparency across all three lines of defense, including the control owners, the security compliance team, and internal and external auditors. Other benefits include configuring dashboards with alerting to assist with proactive monitoring and the elimination of control testing. Auditors can look for events fired off by GRC. If nothing has fired or changed, there is nothing to test. “This saves a lot of time and cost,” he said. “Real-time monitoring allows the risk and control program to evolve to the next level. Instead of being reactive, you can be proactive.”

Benefits for security and compliance

- Real-time identification of risk and control
- Accountability and transparency
- Centralized dashboards
- Elimination of testing controls
- Reduction in time to obtain evidence
- Single source of truth

Referenced K20 Digital Experience Session:
Now on Now: Simplify enterprise issue management using digital workflows
Visit knowledge.servicenow.com and search by session title to watch on-demand.
Now on Now: Automated SecOps enable 20% faster response and 50% cost reduction

SOC teams integrate and use a wide variety of tools to regularly monitor their organization’s security posture, correlate key enrichment data, and deliver analytics to executive leadership—all in an effort to keep enterprises secure and protected against the next big cyberattack.

The way it was

Four years ago, security operations at ServiceNow looked very different. To detect a security incident, SOC analysts had to look at a wide variety of security and analytics tools, upload data and wait for results. “Eventually we’d eradicate the incident, but it was extremely inefficient, we wasted time and budget while allowing the attack to spread,” said Tim. It also took time and effort to compile reports for executives, but the reports were often inconsistent. The situation radically changed when ServiceNow released ServiceNow Security Incident Response:

- ServiceNow began using the new solution as the system of record
- All the different security tools were integrated with ServiceNow Security Incident Response
- A knowledgebase of playbooks and procedures was created
- Workflows and enrichment data both were automated

Next, ServiceNow security operations used performance analytics to measure improvements and performance with ServiceNow Security Incident Response. “We became customer zero,” reported Tim. “We install new versions and updates as soon as they become available internally within ServiceNow and before they’re made available to customers. We’re using these to defend not only the ServiceNow enterprise but also the ServiceNow private cloud. We’re constantly adding and improving.”

Fact:

Lost business accounted for nearly 40% of the average total cost of a data breach—amounting to $1.52 million in 2020.

Ponemon Institute Cost of a Data Breach Report 2020
How it works today

Now, because everything is integrated into ServiceNow, when there’s an attack or a threat, all the alerts and detections come into ServiceNow Security Incident Response. Analysts no longer have to go out to monitor and gather data from numerous tools. All they have to do is watch for notifications within ServiceNow.

The information is then correlated, and the data enriched within ServiceNow. “The automation within the ServiceNow platform and the features within the application will pull the observables out of that alert and automatically place it in that incident record,” said Tim. This makes it easy for analysts to investigate the incident further because they are staying in ServiceNow. Further, the automation takes those observables, uploads them to the VirusTotal application, brings back the results, and places them in the incident record. This saves a lot of time. And finally, because of additional integrations with ActiveDirectory and others, analysts are able to understand the scope of that incident and where the incident needs to be contained.

To gauge the real payoffs of using ServiceNow Security Incident Response, ServiceNow had a third party come annually and assess the level of maturity of ServiceNow’s security operation. Tim reported, “In 2019, as a result of using the application and the features within the SIR application, they saw a 50% increase in maturity in just one year.”

In addition, the third-party assessors reported that ServiceNow had a 20% faster response time. “And, we were able to reduce cost by 50% by utilizing the application and by integrating our security tools to identify and eliminate redundancies,” Tim said.

Benefits

- Faster response
- Reduced risk
- Timely, accurate reporting
- Enhanced agent experience

- Integrated event sources and tools
- Automated workflows
- Increased visibility and insight
- Enhanced analytics
- Executives
- Auditors
- Insurers
- No “swivel chair” frustration
- Increased productivity
- Focus on value-added work

Referenced K20 Digital Experience Session:
Now on Now: Automated SecOps enable 20% faster response and 50% cost reduction
Visit knowledge.servicenow.com and search by session title to watch on-demand.
DevOps

Now on Now: DevOps transformed CI/CD pipeline to daily releases and saved $250K

It is difficult to release changes to a production environment. Once you’re done coding, you typically have to go through a manual process to create changes and wait for approvals to avoid unplanned events that are a result of the deployment. There can be so much fragmentation in the tools used for coding, testing, and deployment, and there is not a single place where you have visibility on your entire pipeline.

ServiceNow DevOps can help manage all this. The Global Cloud Services team at ServiceNow has been one of the biggest beneficiaries of applying this product to development on the ServiceNow platform itself. With three separate teams and more than 50 developers, they operate our cloud and help build applications for it. They have three primary tools sets they use at ServiceNow: planning tools, coding tools, and orchestration tools. These range from ServiceNow systems like ITBM and Agile 2.0 and outside specialized tools like Github, all integrated out-of-the-box in the DevOps product.

“We use the DevOps product throughout our release pipeline,” said Atul Saini, Senior Director of Software Engineering Management at ServiceNow. “We have end-to-end visibility from commit to deployment, so we can track the quality of our commits, the time it takes to execute, and analyze how we can make improvements. This helps us to improve our release pipelines and see if we have any bottlenecks.”

With ServiceNow DevOps, the team now has increased transparency through the myriad of dashboards and data available to them. All the pipeline information is in one single place. This allows them to improve efficiency with the tracking of all development activities, leading to better quality releases. In the last year, the team has had more than 250 builds and 60 deployments to production. They’ve achieved a cost savings of $250,000 from reducing the overhead of change management. Speed has also improved. The average duration of a release change request has been reduced from four days to four hours without increasing risk or reducing quality.

Referenced K20 Digital Experience Session:
Now on Now: DevOps transformed CI/CD pipeline to daily releases and saved $250K
Visit knowledge.servicenow.com and search by session title to watch on-demand.
Conclusion

In all the turmoil, we are confident that one constant remains: enterprises need to embrace digital transformation to remain competitive.

The rapid change that impacted enterprises was massive: more distributed users, more pressure to innovate, and additional focus on the bottom line. If organizations were just getting by before with manual processes and disjointed tools, the new environment made it even more imperative to embrace digital workflows to drive digital transformation.

We trust that this sharing of Now on Now sessions has served as inspiration for the next phase of your digital transformation.

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