

DevOps Success Map

An overview of implementing, maintaining, and getting maximum value from ServiceNow DevOps*



Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

Vision and value

DevOps outcome – Build an end-to-end delivery experience via change automation and CI/CD pipeline governance to accelerate audit and improve development quality.

Sample KPIs

- Dev Ops change & deploy success rates
- Commit-to-deploy lead time
- % commits reverted

Governance

Special roles added to governance team

- DevOps tool chain admin** – Understands the development application landscape and owns administration of tool chain components in use in ServiceNow Dev Ops
- CMDB owner** – Owns CMDB access, use, and maintenance
- Technical owners** – Technical maintenance for implemented applications

Foundational ServiceNow apps

Implement before or with Dev Ops

- Dev Ops Integrations
- Dev Ops Insight
- ITSM Change Management**
- IntegrationHub

** ITSM Change Management is not required for Dev Ops operation, but is required for change automation.

OCM and enablement

Owners and users of CI/CD toolchain apps are informed of and provided an enablement plan.

Implementation roles

General

- Executive sponsor
- ServiceNow Platform owner
- Project manager
- Business process analyst
- Technical resources (sys admin, developer, tester, architect)
- Security

Trained in DevOps products

- Dev Ops leader / power end user
- Dev Ops tool chain administrator

now Skills and expertise

- Dev Ops foundations, Dev Ops implementation, Change Management, development tool administration and orchestration
- Sources: Now Expert Services, Now-certified ITOM Partner, Now-certified internal employees (combination of sources recommended)

Project planning

- Refer to Now Create [scoping](#), [kick-off](#), and [workshop preparation](#) guides
- Start with ServiceNow supported integrations

Now Value: Create Implement: Implementation activities and best practices

Use **Now Create** to execute implementation.

ServiceNow DevOps is a store application; it must be re-installed with each environment.

Design

- Develop change policies
- Develop automated change flow
- Include people from CI/CD toolchain onboarding and change management team in design and testing

Configuration approach:

- Integrate to each tool in the CI/CD toolchain
- Configure ServiceNow Dev Ops application to track up to 2 CI/CD development pipelines

Now Value: Validate Run: Plan and execute Now Platform® maintenance

Run roles

- Dev Ops tool chain admin
- Connection admin
- Change manager
- ServiceNow platform team

Platform Health

Daily – Collect Dev Ops Insights data

Daily – Check Dev Ops insights dashboard to validate pipeline health

Monthly – Review automated change approval process efficiency

Demand management

- Integrate in Demand intake as part of ServiceNow Operational Model
- Have a process for the intake and prioritization of CI/CD tools to integrate next, and for additional change approval rules.

Enhancements

DevOps is an app on the ServiceNow store, so enhancements are delivered via upgrades.

Upgrades

Check ServiceNow store monthly for upgrade versions for ServiceNow DevOps application.

Assess value

- Is the velocity of code getting to production increasing?
- How effectively is Dev Ops automating change requests?
- How many pipelines are fully automated?

Now Value: Champion Optimize and Expand: Maximize value from your DevOps licenses—increase value from the Now Platform®

Expand to other tools and pipelines

Scale onboarding by establishing a strategy to introduce additional applications, tools & business areas to ServiceNow DevOps.

Improve change management auto approval

Optimize change policies to expand change approval automation and eliminate time-consuming manual approvals.

Consider which Now Platform products to implement next.

DevOps → IT Operations Management (ITOM)

Gain visibility into IT infrastructure and enable intelligent automation.

DevOps → Strategic Portfolio Management (SPM)

Plan, prioritize and track work aligned to business objectives.

* ServiceNow DevOps supports DevOps processes using development artifacts pulled externally from ServiceNow. This is distinct from App Engine.