

# 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**

- DevOps 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 DevOps
- CMDB owner** – Owns CMDB access, use, and maintenance
- Technical owners** – Technical maintenance for implemented applications

### Foundational ServiceNow apps

Implement before or with DevOps

- DevOps Integrations
- DevOps Insight
- ITSM Change Management\*\*
- IntegrationHub

\*\* ITSM Change Management is not required for DevOps 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.

### now Skills and expertise

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

### Implementation roles

**General**

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

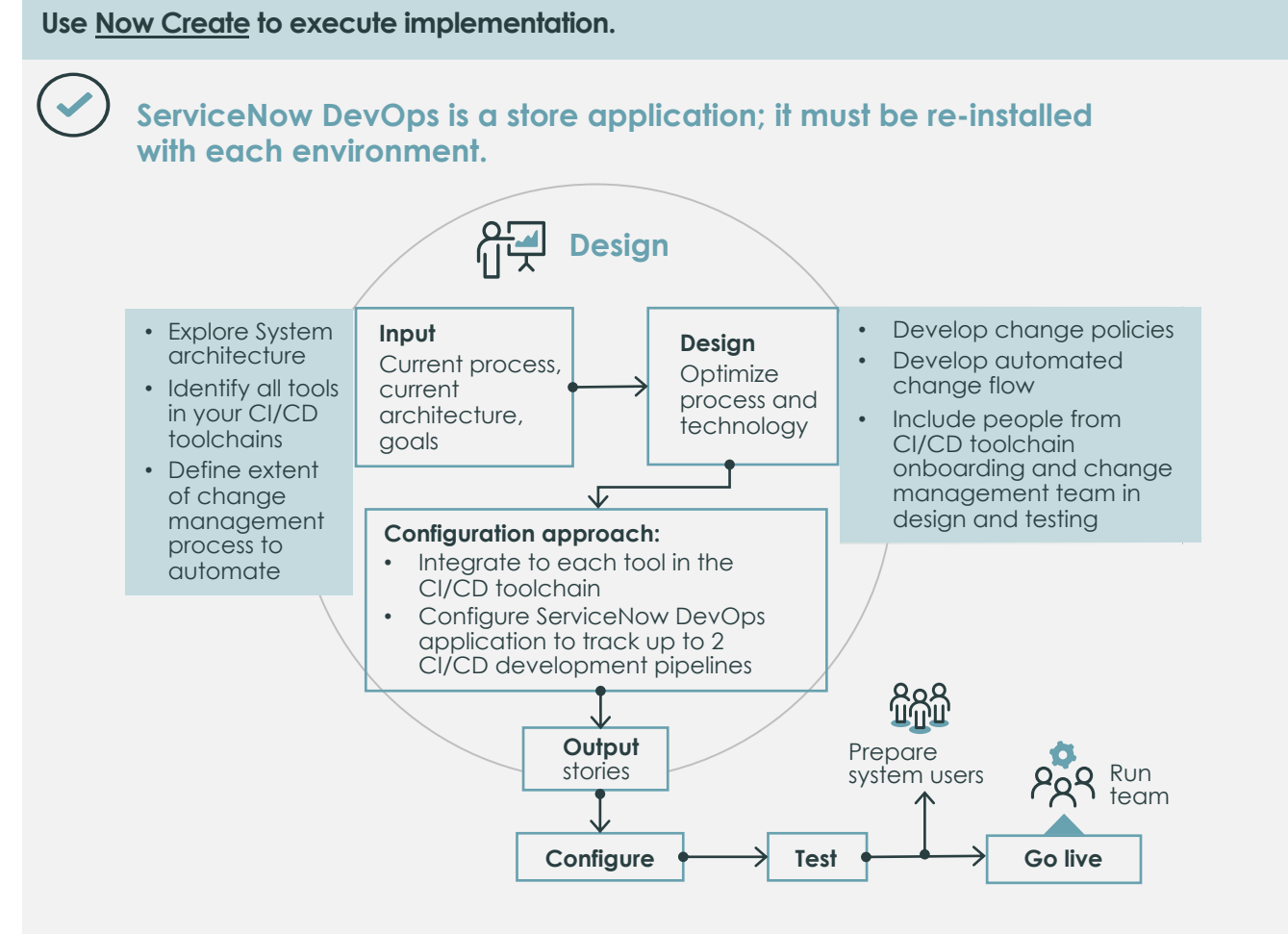
**Trained in DevOps products**

- DevOps leader / power end user
- DevOps tool chain administrator

### 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



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

### Run roles

- DevOps tool chain admin
- Connection admin
- Change manager
- ServiceNow platform team

### Platform Health

**Daily** – Collect DevOps Insights data

**Daily** – Check DevOps 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 DevOps 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 → IT Business Management (ITBM)

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.