

Benefits

Deliver Cloud Services On Demand

Lets end users order standardized cloud services in minutes with ServiceNow's self-service catalog.

Provide Comprehensive Governance

Apply the right amount of governance to ensure cost-effective resource selection, guardrails for compliance, and changes to production workloads.

Optimize Costs and Usage

Give IT control of cloud resources and services, including full visibility of usage, costs by business service, and key metrics.

Use a Single System of Record

Increase service quality and reduce remediation efforts with a single system of record. Allow for consistent processes for configuring data, businesses services, and cloud resources.

Create a Common Operating Model

Manage the full lifecycle of applications and services in the cloud, including change, configuration, problem, and event management.

Compliance and Security

Provide a unified access point for cloud configuration and service requests, making them standardized and auditable. Offer consistent security policies, delivering single sign-on access to multiple public clouds and accounts.

ServiceNow Cloud Management

The IT Challenge

Today, enterprises must be agile to remain relevant and competitive. This is why most enterprises adopt the cloud to varying degrees—yet obsolete technologies and legacy processes cannot respond to accelerating market demand. The cloud gives organizations the flexibility and speed they need to succeed, but only if managed effectively.

While the cloud can revolutionize delivery of internal and customer-facing services, it also creates significant new challenges:

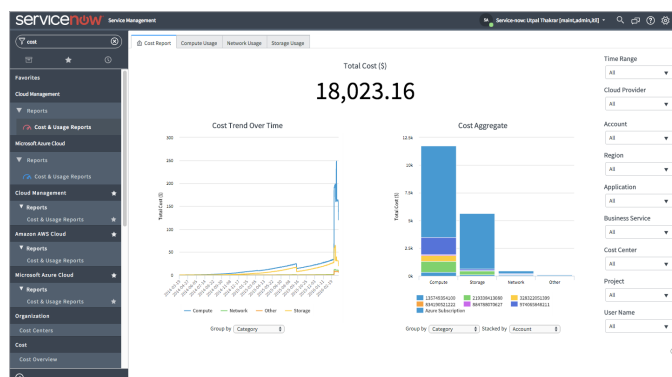
- Many enterprises don't have the systems and processes needed for agile service delivery.
- The cloud creates high expectations. Internal users want services in minutes—not days or weeks—and business leaders demand immediate results.
- IT often spends time chasing tickets to meet this demand, rather than putting in place the tools and processes needed to manage the cloud effectively.
- Unused or underutilized virtual machines (VM) proliferate in the data center, public cloud costs rise, and end users are not accountable for the resources they use.
- Implementing common security across multiple clouds is also a major issue, since there is no standard for public cloud security.

To meet these challenges, IT needs a common operating model across public and private clouds—one that preserves the cloud's agility while giving them complete visibility and control.

The ServiceNow Solution

ServiceNow® Cloud Management automates and simplifies the entire cloud services lifecycle. It creates an on-demand cloud service environment that optimizes cloud utilization, drives down resource costs, and accelerates service requests, approvals, and the provisioning of cloud resources. With ServiceNow, IT can manage their cloud environment consistently and efficiently, and ensure compliance and security.

ServiceNow delivers turnkey management for Amazon Cloud, Microsoft Azure, and VMware vSphere environments out of the box. Plus, ServiceNow can be extended to manage other public and private cloud vendors—providing a common operating model, and avoiding vendor lock-in.



View costs, trends, and usage reports for your cloud services

Standardized Self-Service Catalog

Using ServiceNow’s role-based self-service catalog, enterprises can define a set of standardized cloud services. End users then simply select the services they want, without having to understand the complexity of underlying cloud environments.

Once a user enters a service request, ServiceNow fully automates the end-to-end delivery of cloud resources by using the ServiceNow Configuration Management Database (CMDB). The CMDB tracks change management, approval routing, resource provisioning, and Configuration Items (CIs) that are assigned to specific users, services, applications, and cost centers.

ServiceNow also allows federated access to public cloud consoles, with strict governance guardrails around them. This means users, who need to access the cloud console, would receive access from within ServiceNow using a time and security-limited access token. This token allows administrators to have auditable access to all actions performed by the user in the cloud console. Security policies only have to be defined once

within ServiceNow, and are then applied consistently across all clouds. There is no need for IT to manage role-based security on a per-cloud basis.

Cloud Discovery

ServiceNow Discovery provides complete visibility into cloud resources in Amazon Cloud, Microsoft Azure, and VMware vSphere environments. As ServiceNow discovers these cloud resources, it automatically updates its CMDB with corresponding CIs and relationships between resources.

Dependency Views

ServiceNow lets IT teams easily visualize cloud resources and services. With powerful dependency views, ServiceNow displays the CIs and how they relate to corresponding services and resources.

It then overlays incident, problem, and event data onto the CIs in these maps, giving users detailed visibility of the impact of issues on nodes, applications, and services.

Cost and Usage Optimization

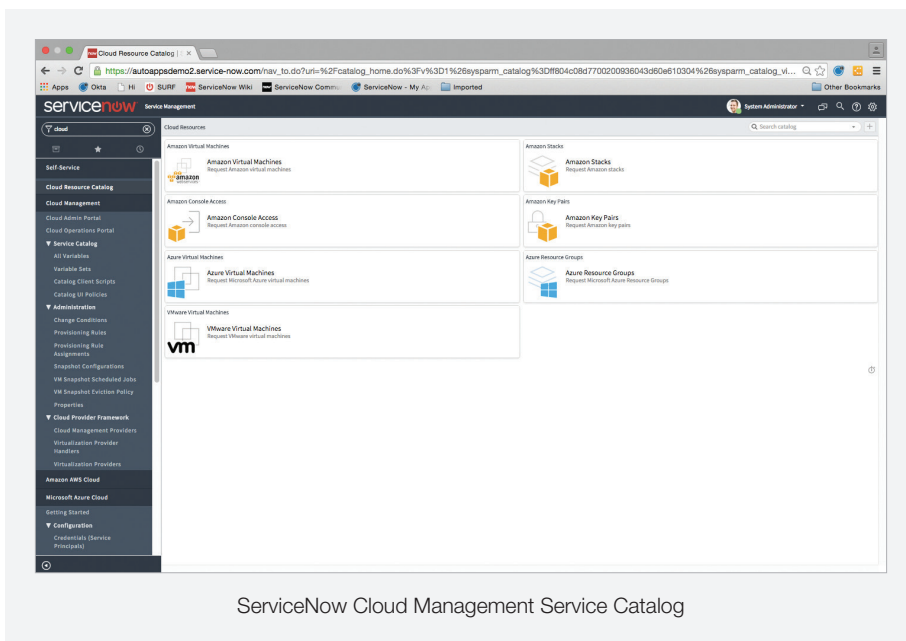
ServiceNow helps control cloud costs and optimize usage. ServiceNow provides a clear breakdown of usage and costs

for public and private cloud resources by user, business service, and cost center.

To provide budget predictability and optimal resource utilization, ServiceNow also has extensive lease management capabilities. Administrators can easily pinpoint underutilized cloud resources, and can track the demand for different types of cloud services. Users can see their own resources and costs, which encourages them to decommission any resources that they are not actively using.

Role-Based Access Control

ServiceNow gives administrators, end-users, and IT staff the visibility they need to use and manage cloud resources effectively via various dashboards. Each user has role-based access to resources, information, and capabilities associated with their roles.



ServiceNow Cloud Management Service Catalog