Deliver modern operations for DevOps and SRE teams

Today's landscape

Enterprise relies on digital services to deliver modern customer experiences. These digital services run on applications that need rapid development, testing, and production to deliver business outcomes. According to Morgan Stanley, modern technology stacks and architectures will help facilitate these new experiences.[1] Market research companies also illustrate an exponential increase in the container market and adoption of DevOps practices.

Many companies delivering digital transformation outcomes are moving more workloads to the cloud and focusing on more modular apps and microservices. It's become a team sport for DevOps and Site Reliability Engineers (SRE).

Are you ready to shift to the modern operations?

The ServiceNow solution helps multiple teams achieve their goals while maintaining speed of deployment and keeping service reliability in check.

DevOps team receives the autonomy and automation they love.

Developers want to work in the tools they love, and traditional change management often slows them down. ServiceNow automates change governance throughout the pipeline while deploying services reliably. ServiceNow connects to existing DevOps pipeline tools while increasing deployment frequency with automated change creation, tracking, and approvals based on policies leveraging any data available in ServiceNow. DevOps teams can measure deployment performance, gain insight into the operational impact, and speed up remediation.

Emerging SRE team receives the service reliability they desire.

SREs get insights at speed to track teams and their microservices. With the ability to correlate the telemetry signals from monitoring tools, they're able to view the health of services without going into multiple screens. They also gain speed to predict issues and failures with logs and machine learning before monitoring tools expose them. SREs don't have to leave their work tools in order to receive incident notifications and take actions on alerts to view service degradations.

Centralized IT Operation receives the resilience they need.

Enterprises want to run services resiliently without causing unnecessary interruptions. However, they need services to be registered to provide visibility into the work of distributed teams without slowing them down. They enable teams to register their services while maintaining central visibility. For instance, teams can use Tag-based Service Mapping to view service dependencies and changes in the underlying resources and microservices. Utilizing log analytics, teams can start predicting issues right away without lifting and shifting existing tools. In a nutshell, IT keeps oversight of delivering digital products and services with full confidence and speed without causing pre- and post-production delays. As a result of ServiceNow data, teams have complete traceability from initial ideation and planning through service definition, build and deployment, as well as performance in production.

Customer proof points

- A large European bank eliminates 20% of the time spent on manual changes.

- A large consumer goods company predicts issues two days in advance of user impact.

Foundation for a modern operations workflow

Resilient
Increase service resilience across teams

Automated
Automate changes through the pipeline

Predictive
Predict issues with logs and Machine Learning

Figure 1: Foundation for a modern operations workflow for your digital products and services

Benefits for everyone

1. Automated changes in minutes.

Automating change increases change rate and eliminates the need for CABs for most DevOps changes. Users can automatically gather the necessary information to create and then approve changes in minutes with ServiceNow. The change management process is largely transparent to developers.

2. Increasing deployments.

Transition from monthly or weekly deployments to several times a day while also reducing deployment times with no loss of governance.

3. Predict issues and reduce restoration times.

Predict issues, failures, and service degradations hours in advance with log analysis and speed up restorations with built-in incident response.

4. Gain service visibility in minutes.

Onboard teams and their microservices in minutes in a single ServiceNow Workspace. Users can shift from many screens to one workspace tracking microservice health.

5. Get reliability metrics at your fingertips.

Monitor service performance and user experience with site reliability metrics. First, aggregate all the performance measurement signals in one place. Then, derive service level indicators (SLI) from multiple sources and define service level objectives (SLO) that automatically calculate an Error Budget without having to go to multiple tools. Finally, Error Budgets can trigger policy-based actions for the SRE and IT operations teams.

Summary

Kickstart your journey in minutes!

ServiceNow provides increased value by bridging work across multiple teams, registering their microservices, correlating observable data and reliability metrics, automating changes, and predicting failures—all while keeping your existing tools intact. Create your next SRE transformation plan with ServiceNow capabilities. Contact your ServiceNow representative to learn more!

1. Is New Stack the Future of Business Software, Morgan Stanley

Plan your SRE transformation.

- Are you equipped to register microservices across teams in minutes?

- Do you have automated change management processes in place without slowing developers?

- Can you predict failures before impacting users?

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