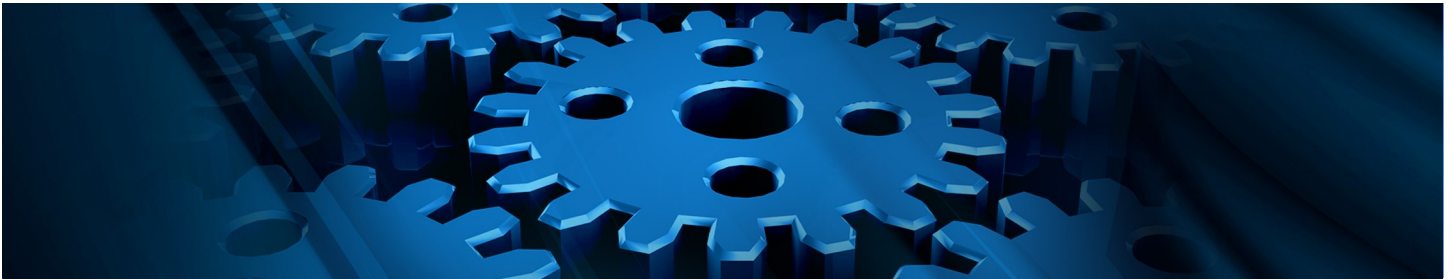


ServiceNow ITOM Implementation



Background

A leading Technologies Service Provider. Implementation of service mapping and infrastructure monitoring.



Challenges

- ▶ No authorized source of truth for infrastructure assets
- ▶ No service/application mapping to analyze the service impact during change request and incidents
- ▶ No monitoring tool integration with incident management
- ▶ Lack of automation for IT operations



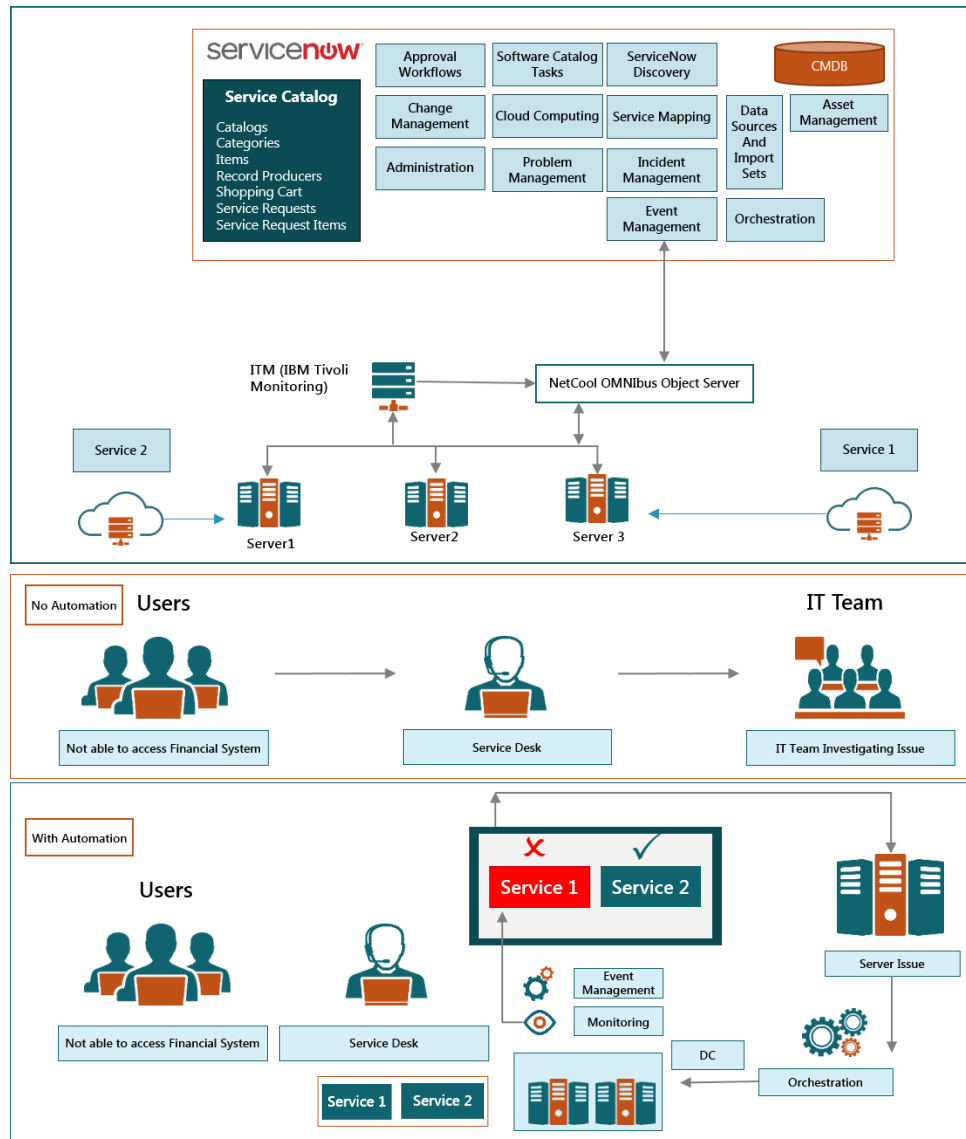
Business Execution Approach

- ▶ Identify the business critical services and configure/build service mappings
- ▶ Implementation of ITM monitoring infrastructure
- ▶ Propagating events from ITM to Netcool
- ▶ Integration of Netcool events with ServiceNow Event Management
- ▶ Orchestration and automation for DC operations



Technology

- ▶ ServiceNow
- ▶ ServiceNow – Service Mapping
- ▶ ServiceNow – Event Monitoring
- ▶ ServiceNow – Orchestration
- ▶ IBM NetCool and ITM



Successful Business Results

- ▶ Ability to perform Impact analysis and analyze the impacts before making any changes to the Infrastructure
- ▶ Minimizes downtime from elimination of trial and error
- ▶ Automation of server operations resulted in less downtimes and less service disruptions
- ▶ Up to date service mappings through discovery schedules
- ▶ Ability to compare the service mappings before and after the changes
- ▶ Integration of monitoring tools with event management to monitor critical business services

About Trianz

Trianz is a dynamic and fast growing firm that helps leaders in client organizations formulate and execute operational strategies to achieve business results from a senior management perspective. With a focus on Business Digitization, Analytics, Cloud Enterprise, Mobility and Cloud Infrastructure, we bring the best of consulting and technology experiences, execution models, and IP to deliver consistent success to clients. With offices in Silicon Valley, Washington DC Metro, New York, Bangalore, Chennai, Hyderabad, and the UAE, Trianz serves a wide range of clients from *Fortune* 1000 to emerging companies in high tech, insurance, financial services, retail, life sciences, public sector and logistics industries.