





# **Automated Ops** – the Mantra for Reliable Digital Infrastructure



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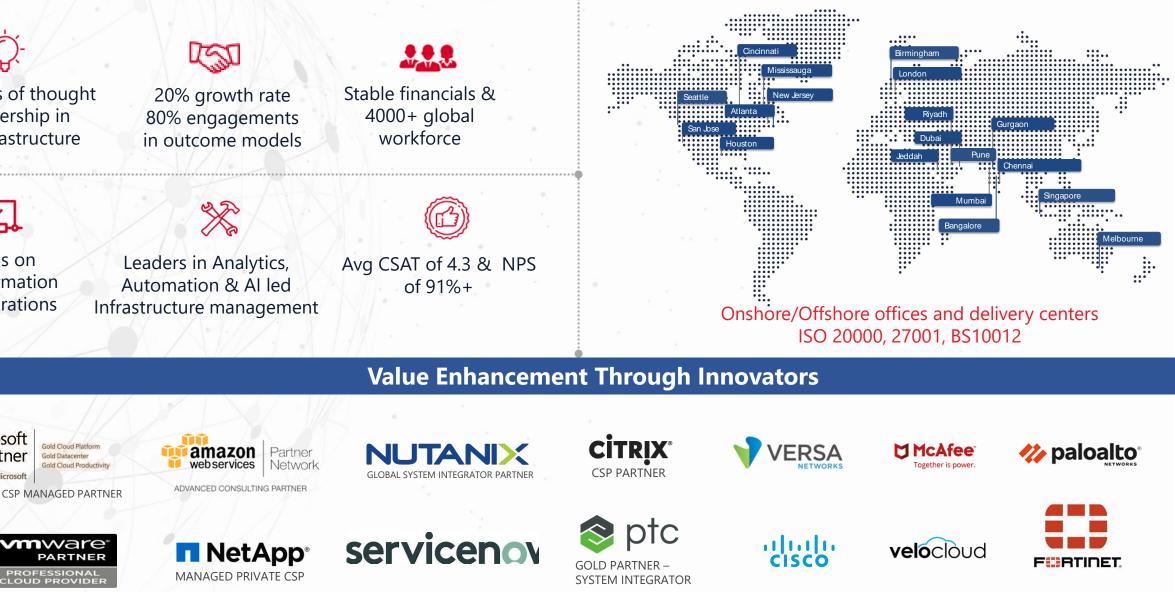
#### **Key Takeaways**

- Learn how you can leverage and extend your ServiceNow investment to get to uber-reliable Digital Infrastructure
- Combine Full Stack Observability, infrastructure, configuration, and policy managed as code, change managed as Transactions and Smart Workflows to deliver 10x better user experience
- Learn how to extend the same principles of Operations as Code to actual business processes and end-user workflows thus giving you seamless visibility and control over the full stack of your digital business

MICR LAND<sup>®</sup> Making digital happen

#### **Microland at a Glance**

**Global Footprint** 



33 years of thought Leadership in **IT** Infrastructure

Focus on

Transformation

led Operations



### MICR LAND®

### **Recent Accolades and Recognitions**

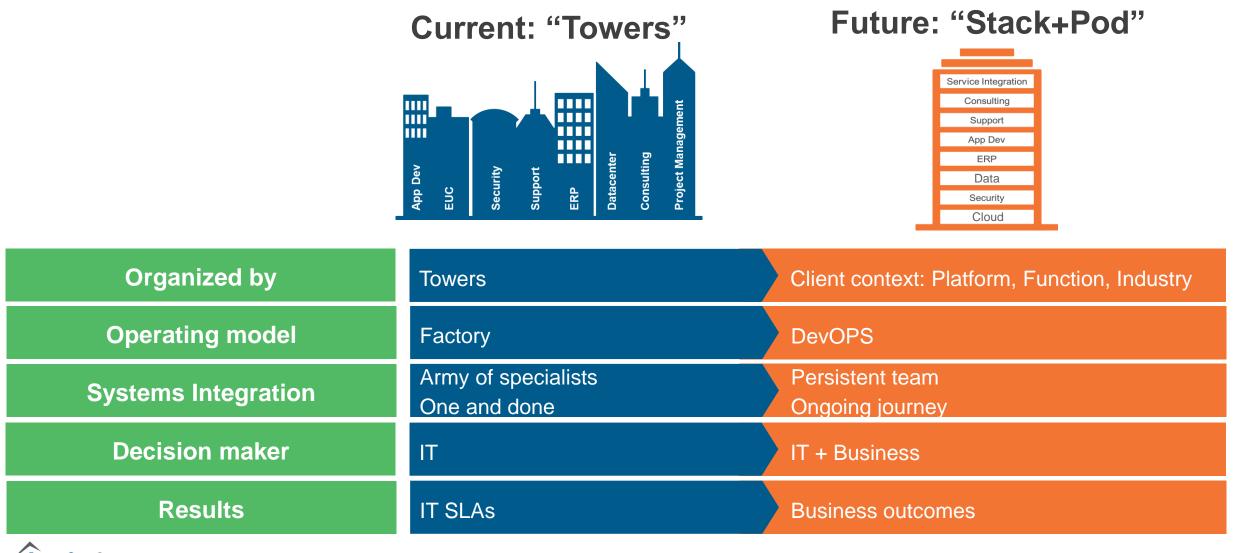


#### **Automated Ops – An Industry Perspective**

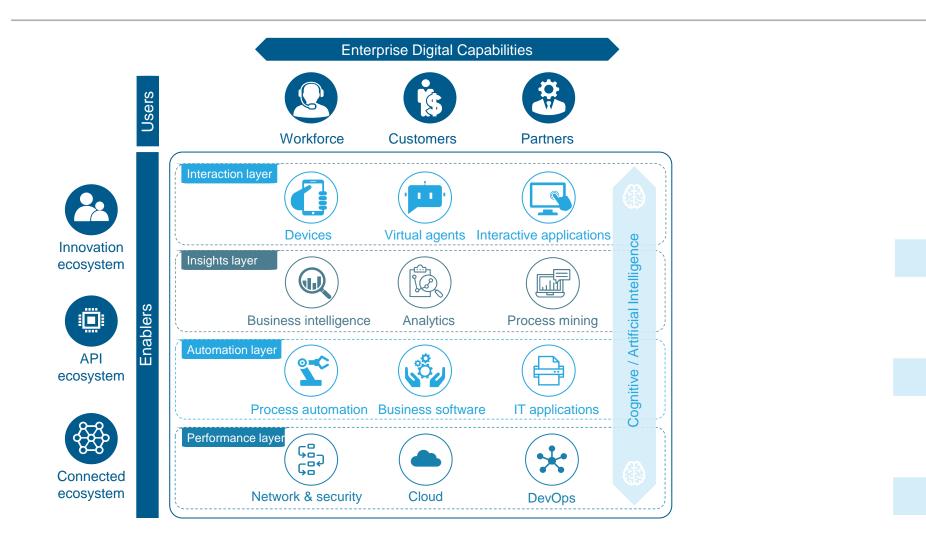
Abhishek Singh Partner, Everest Group



## As technology becomes core to business value, enterprise IT processes are becoming more full stack



## Mantra for enterprises building their platform story: *It's a full stack* world ->>> ITOps is core to BizOps



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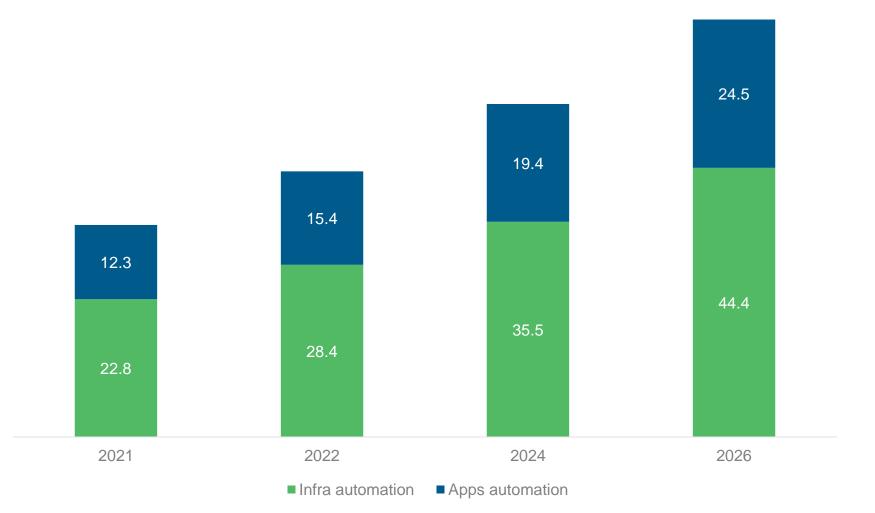
**E2E orchestration** 

Composable

**Observable** 

#### **Enterprise IT automation spend is poised for significant growth**

Enterprise IT automation spend per year US\$ billions



# Not without reason, ServiceNow clients are exploring the platform beyond the ITSM spectrum



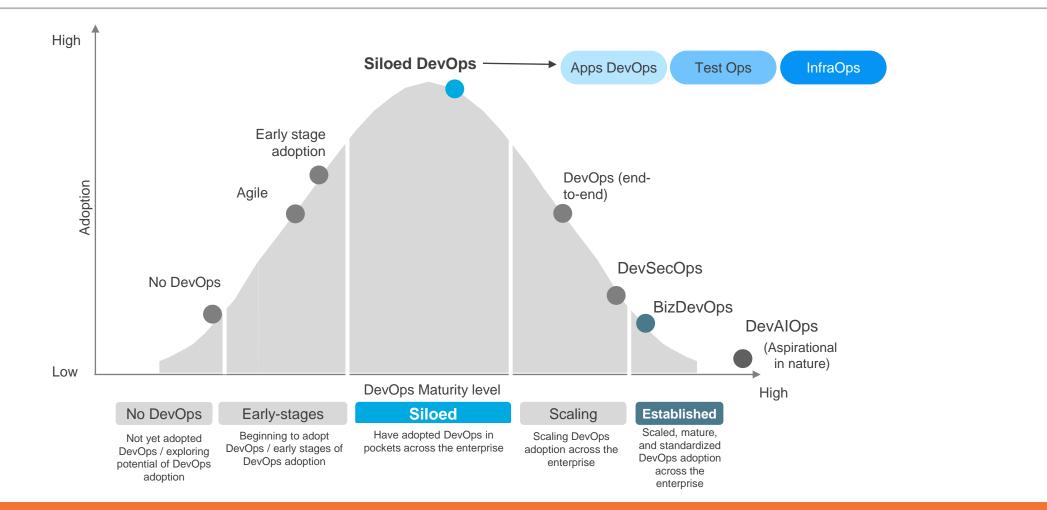
60%<sup>1</sup> of enterprises want to explore relatively newer ServiceNow products such as integrated risk management, security operations, and HRSD

- Enterprises have started adopting ServiceNow as an enterprise platform
- ServiceNow is being leveraged as an experience layer that sits on the top
  of existing system of records

1 Based on responses from 65 market participants from ServiceNow ecosystem Source: Everest Group



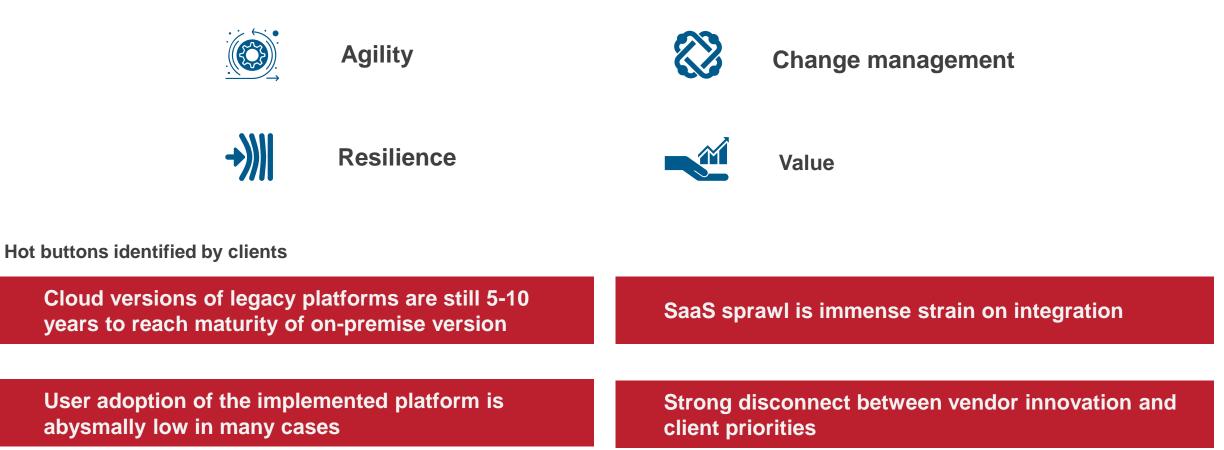
# However, DevOps is still siloed and not delivering the intended value



Only about 20% of enterprises have adopted DevOps end-to-end

## Despite the supposed maturity, ITOps has issues that need to be addressed immediately

**Key client priorities** 



1 Based on 200+ enterprise interviews as part of different State of the Market research for enterprise platforms Source: Everest Group (2022)

#### IT ISN'T THE MOUNTAINS AHEAD TO CLIMB THAT WEAR YOU DOWN. IT'S THE PEBBLE IN YOUR SHOE.

- MUHAMMAD ALI



#### **Change is challenging but achievable**





As success from digital transformation remains impeded by change resistance, an effective change management strategy with collaborative implementation becomes imperative in directing efforts toward-intended results



Source: Everest Group's research with 180+ CXOs / business heads with large enterprises (>US\$1 billion revenue)

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### Unfaltering Service Experience is critical to Your Business

Solution Solution Stream SVP and Global Head of Platforms Microland Ltd

### How can you afford?

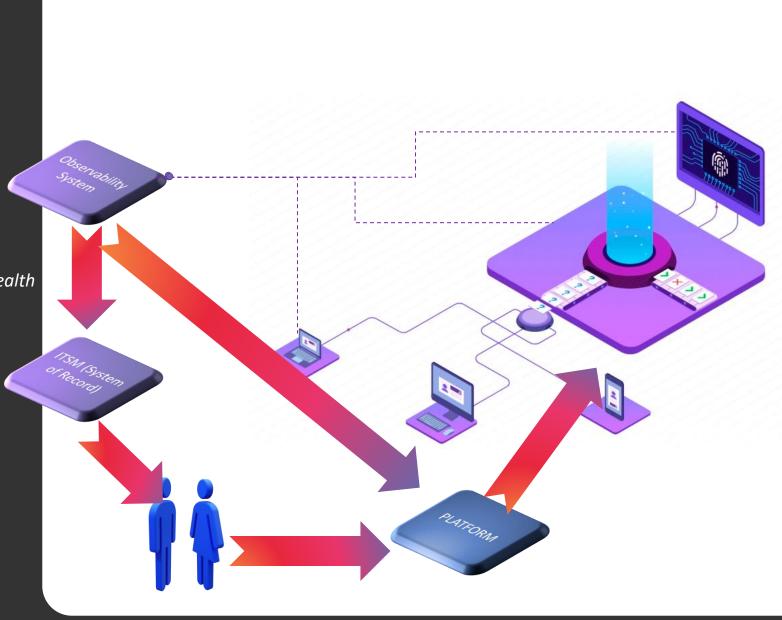
61 mins to resolve incidents23 mins to identify issues4 P1s and 7 P2s a quarter

What if you could reduce

61 mins to resolve incidents 23 mins to identify issue By 10x? 4 P1 and 7 P2 / Quarter By 30%?

#### Automated Ops not Automating Ops

Observability generated **alerts Alerts** transferred to a Platform Platform evaluates impact of alerts against desired health **Platform** takes **action** on the system Administrators **assists** Platform (if needed)



#### 1. Complete, Full Stack Observability

Is a computational problem What is the current state of this system? Deep discovery, Telemetry, Augmented Diagnostics, Behavioral models

#### Consistent State Infrastructure, Configuration, Policy as Code Software Orchestration on a DevSecOps pipeline

2. Change as a Transaction

#### 3. Smart Workflows

#### Link Observability and Change State of Health <> Desired change to configuration Scripts, Templates, Test Cases

- 1. Complete, Full Stack Observability
- Change as an ACID transaction.
   Infrastructure, Configuration and Policy as code.



3. Smart Workflows do the work.

SRE/Minimal Ops as the operating model – build resilience

Bringing it together on ServiceNow.



# Automating Operations across the Value Stream



### Software innovation fuels digital transformation

Cutting through ever-growing complexity is key to capitalizing on ever-expanding options



#### Value is maximized when you get it right

- Deliver innovation that truly matters and maximizes the business outcomes
- Rapidly innovate while
   reducing business risk
- Provide great technologist
   experiences to develop
   and retain top talent





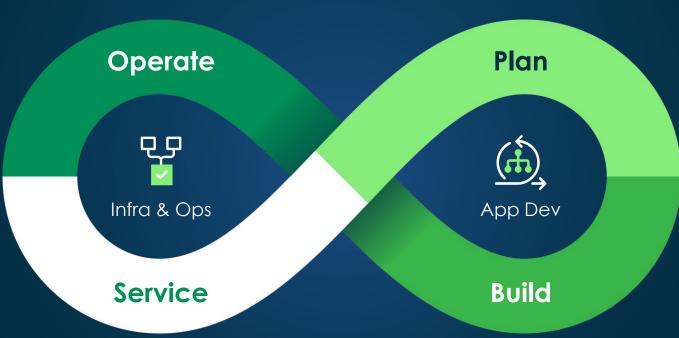
#### Innovation falters when you get it wrong

- Manual governanceprocesses hamper the flowand increase cost
- Frequent incidents and slow mitigation impact revenue and reputation
- Process overhead starves value delivery and drains talent

### Transforming delivery through digital workflows

Connect and empower teams, processes, and tools across the technology value stream

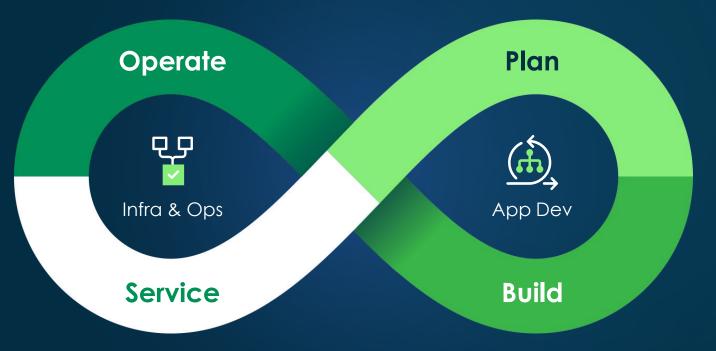




### Transforming delivery through digital workflows

Connect and empower teams, processes, and technology across the lifecycle

# Stream



#### Maximize business value

Concentrate on what matters most

#### Innovate with confidence

Rapid, efficient, well-governed delivery

#### Drive operational resilience

Systematically improve availability

### Align work to strategy to deliver business priorities

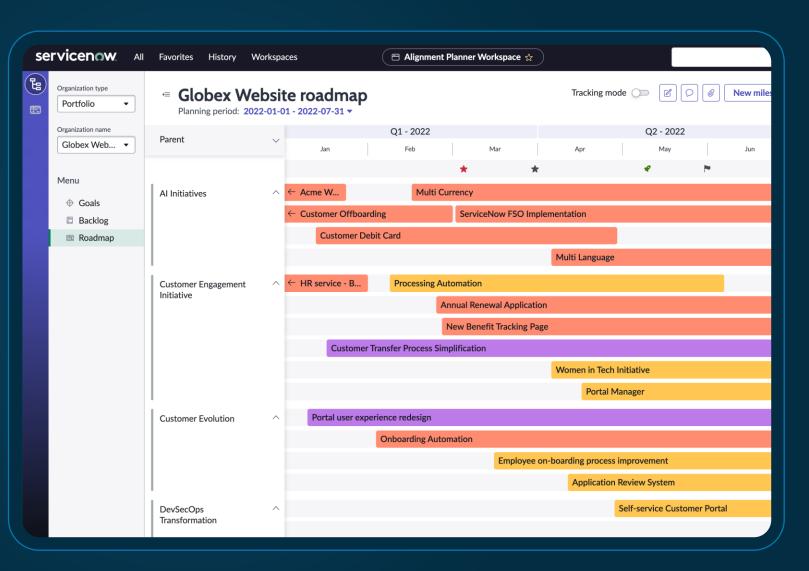
Prioritize, plan, and deliver the work that generates customer value

 Use visualized plans to drive strategy-aligned roadmaps

Plan

Stream

- Apply Lean business cases to deliver more value faster
- Synchronize work across organizations and teams, waterfall and Agile
- Augment deliverables with telemetry to simplify remediation



### Empower developers to release rapidly with confidence

Increase velocity while reducing business risks

- Automate policy checks to enforce governance controls transparently to developers and reduce outages
- Improve Dev experience by making the "definition of done" transparent and reduce process overhead
- Continuously optimize the app delivery value stream

IOW	🖻 DevOps Change
Insights Home	
Summary Flow metrics Change ac Application V Repository V	Celeration       Accelerate metrics       Quality metrics       View change       ppment       Operation Stability         Service        Configuration item        Product        Work item type
WIP Cycle Time	Condition Add Filter Condition Add "OR" Clause All of these conditions must be met
2.17 days	Code Coverage
↑ 1.68 days (342.9%) since …	↑ 0 Integration Tests Failed   Integration Test
	Load Tests Failed     Is     Image: One of the second seco
April 2022	April Num of Outages in last 7 days  is  0  AND OR  X
Activity over last 30 days	Num of Current Outages   I is   O  AND OR   X
Application	Num of Open Incidents
Corpsite	Total num of commits   Iess than  Ios for the second secon
Hotel Reservation System	Tests Passing Percent <ul> <li>is empty</li> <li>AND</li> <li>OR</li> <li>X</li> </ul> <ul> <li>or</li> <li>Tests Passing Percent</li> <li>is</li> <li>X</li> </ul> <ul> <li>Interval of the set of the s</li></ul>

Stream

Build

### Empower SREs to observe, identify, and react

Delivering service reliability at scale

 Continuously observe health of customer facing apps and prevent outages before they have an impact

Operate

Stream

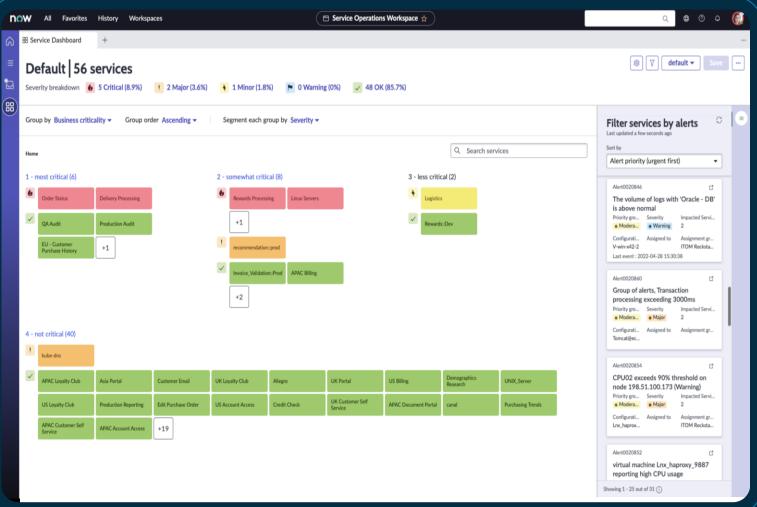
- Full provenance into code and config pipelines for faster alert resolution
- Ensure great customer experience and SLAs with fast root cause analysis and streamlined incident response

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### Extend empowerment across service delivery

Better experiences, faster resolution, lower costs Service

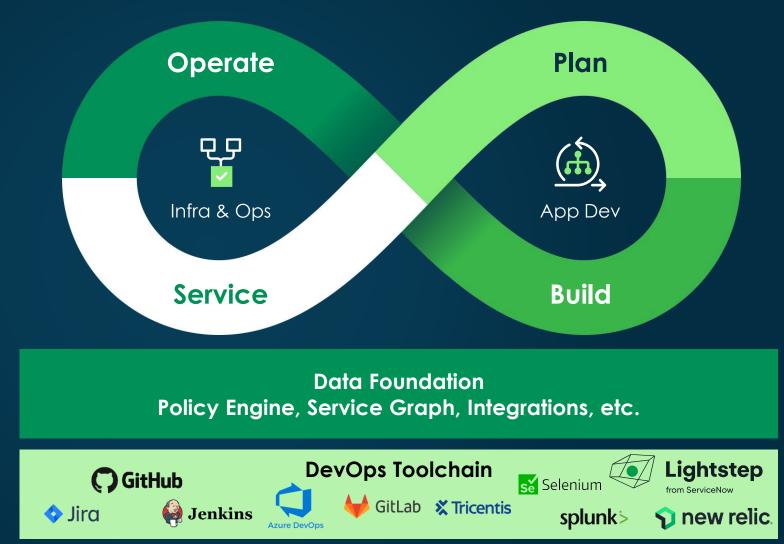
- Collapse silos & empower everyone to streamline delivery and drive resiliency
- Users can self-service anytime and anywhere via streamlined, Al-powered experiences
- Service Agents leverage intelligent automated workflows, seamless incident escalation
- AI-Powered Operations enables proactive incident avoidance and accelerates resolution



### One Foundation that binds the entire value stream

Abstracted and corelated data model and integrations

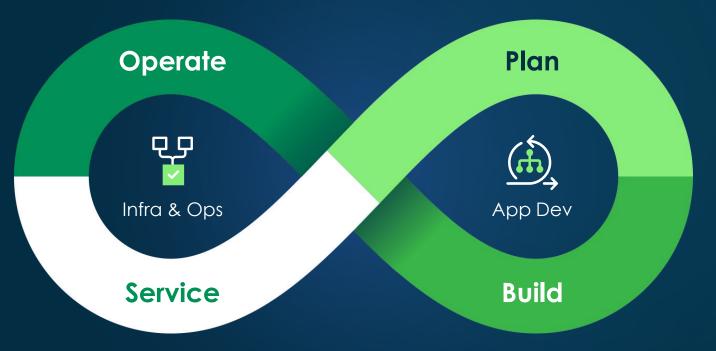
- Manage the digital thread of software supply chain in a consolidated data model independent of fragmented underlying toolchain
- Purpose built integrations to leading DevOps tools with flexibility of adding new
- Policies that digitize the enterprise GRC documents to foster a "trust and verify" culture vs the "command and control" structure



### Transforming delivery through digital workflows

Connect and empower teams, processes, and technology across the lifecycle

# Stream



#### Maximize business value

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### servicenow

# Thank You