![servicenow logo]

Service Delivery

Today, IT organizations face increasing demands for innovative business services – services that have to be introduced and upgraded in weeks, not months or years. Agile, dependable service delivery is not negotiable – businesses need these services to respond to rapidly evolving market conditions and user needs. By delivering new service capabilities rapidly and accurately, IT enables revenue growth, enhances customer satisfaction, drives operational efficiency, and unlocks business potential.

Service Delivery Challenges
To deploy complex business services quickly and accurately, IT needs automated, repeatable provisioning mechanisms. However, many IT organizations lack these mechanisms, and struggle with the following:

- They continue to use slow and error-prone provisioning processes.
- Unintegrated tools make it hard to standardize and reuse services.
- A lack of service portability leads to service provider lock-in.
- Disparate IT architectures arising from M&A activity magnify the problem.
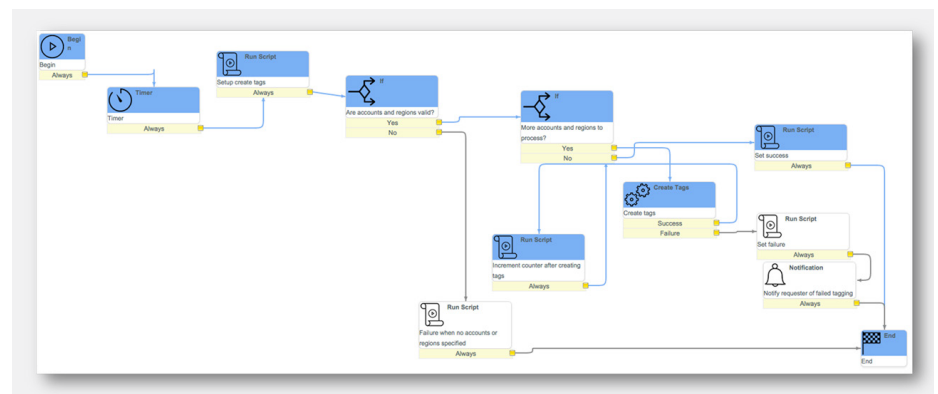
As a consequence, service delivery becomes slow and expensive. Time to market suffers, as does end-user satisfaction. Other business functions lose faith and launch "shadow" IT initiatives, creating unacceptable risk, compliance issues and security vulnerabilities. Ultimately, IT loses control and cannot meet their objectives.

ServiceNow Automates Service and Infrastructure Provisioning
ServiceNow rapidly provisions business services and underlying IT infrastructure. It replaces manual processes and siloed systems with automated service provisioning mechanisms that are repeatable, secure and compliant.

ServiceNow starts by creating reusable infrastructure services. These infrastructure services provision standardized IT resources – for example, a LAMP stack on an Amazon EC2 instance. ServiceNow orchestrates the entire provisioning process, abstracting away complexity and eliminating errors.

These infrastructure services provide direct value – for instance, they can be used to automate creation of development environments. However, they also provide consistent building blocks for complex, multi-system services. By combining these infrastructure services together using ServiceNow's intuitive graphical workflow designer, delivery teams can automate the provisioning of entire business services.

Benefits

- **Accelerate Service Delivery**
  ServiceNow automates service and infrastructure provisioning, creating consistent, and reusable processes that dramatically lower provisioning effort.

- **Increase Service Quality**
  Because ServiceNow automates provisioning, it eliminates manual errors during deployment. This results in fewer change-related incidents and improved service uptime.

- **Lower Infrastructure Costs**
  ServiceNow gives full visibility of AWS resource usage and costs. It automatically highlights those resources that are underutilized or stranded, so that they can be consolidated or decommissioned.

- **Improve Service Portability**
  ServiceNow breaks down service provisioning into a modular set of infrastructure services. These can easily be swapped out to adapt services to different environments and underlying technologies.

ServiceNow Orchestrates Service Provisioning Workflows

Built-In Cloud Provisioning

ServiceNow has advanced public and private cloud provisioning capabilities. Using these features, IT can define a wide set of standardized infrastructure services – ranging from simple creation of instances through to provisioning of complete software stacks.

For Amazon AWS, ServiceNow offers automated workload provisioning for individual EC2 instances, as well as provisioning of virtual private clouds (VPCs) via CloudFormation. It also supports automated VMware workload provisioning.

Intuitive Service Catalog

ServiceNow radically simplifies creation of cloud and other resources with its state-of-the-art service catalog.

This service catalog presents users with a concise list of all of the standardized infrastructure provisioning services that are available to them based on their role.

The user then selects the service they require and fills in a service template with information needed to create the service – for example, subnet IDs. They can also tie the resource to specific cost centers and project codes for future cost and utilization analysis.

Once the service template is complete, the user simply submits their request. ServiceNow orchestrates the entire provisioning process and informs the user whether or not the request was successful.

The request process can also be easily extended to incorporate authorizations and notifications. This gives business total visibility and control, leading to reduced costs and better governance.

Complete Lifecycle Management

ServiceNow's provisioning capabilities span the service delivery lifecycle. In addition to creating cloud resources, it can start and stop instances, take snapshots for cloning, extend leases, and terminate instances.
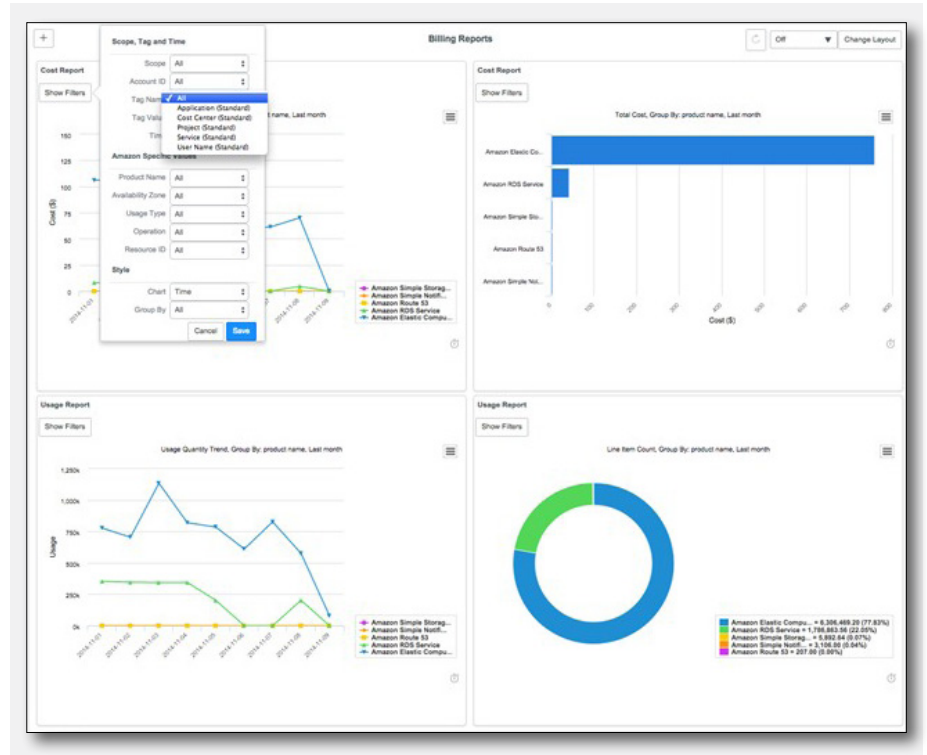
AWS Cost and Usage Dashboard

ServiceNow maps the infrastructure resources it provisions directly into its CMDB. For instance, it creates a software stack, all of the components in the stack are mapped to CIs and associated relationships. This makes the resource completely manageable.

Easily Extensible

IT organizations can easily extend the infrastructure provisioning capabilities of ServiceNow using simple point-and-click tools. ServiceNow can interface with any platform that supports Web services, and is also pre-integrated with Puppet and Chef.

Cost and Utilization Dashboards

ServiceNow makes it easy to see billing and usage information associated with Amazon AWS resources. Its intuitive consolidated AWS dashboard provides a clear breakdown of cost and usage by cost center, project or business service. This allows service delivery teams to eliminate waste, optimize service costs, and maximize return on investment.

ServiceNow also has individual and team dashboards that let users see and manage all of their AWS resources from one place. These dashboards also highlight underutilized and stranded resources – so that users are reminded to decommission these when they are no longer required.

servicenow

www.servicenow.com