

# 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

# Microland at a Glance



33 years of thought  
Leadership in  
IT Infrastructure



20% growth rate  
80% engagements  
in outcome models



Stable financials &  
4000+ global  
workforce



Focus on  
Transformation  
led Operations



Leaders in Analytics,  
Automation & AI led  
Infrastructure management



Avg CSAT of 4.3 & NPS  
of 91%+

## Global Footprint



Onshore/Offshore offices and delivery centers  
ISO 20000, 27001, BS10012

## Value Enhancement Through Innovators



# Recent **Accolades and Recognitions**

**Gartner**



Leader in the Gartner® Magic Quadrant™ for Managed Network Services in 2021

**\*ISG**



Leader in Next-Gen Private/Hybrid Cloud – Data Center Services and Solution, 2021 – Archetype Study

 **Microsoft**



Winner at Microsoft Incubathon 2021  
- The unique industry innovation garage challenge

**AVASANT**



Innovator in the Avasant RadarView™ 2021 for Intelligent Automation Services

 **Everest Group®**



Major Contender by Everest Group in the IT Managed Security Services (MSS) PEAK Matrix® 2021

 **Everest Group®**



Major Contender by Everest Group in the Cloud Services PEAK Matrix® 2020

**\*ISG**



Rising Star across three categories in ISG Provider Lens™ US, 2021 Networks – Software Defined Solutions

**\*ISG**



Product Challenger in ISG Provider Lens™ - Internet of Things - Services and Solutions, 2021

 **Microsoft**



'Finalist' in the Microsoft 2021 Government Partner of the Year Awards

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# 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

## Current: "Towers"



## Future: "Stack+Pod"



Organized by

Towers

Client context: Platform, Function, Industry

Operating model

Factory

DevOPS

Systems Integration

Army of specialists  
One and done

Persistent team  
Ongoing journey

Decision maker

IT

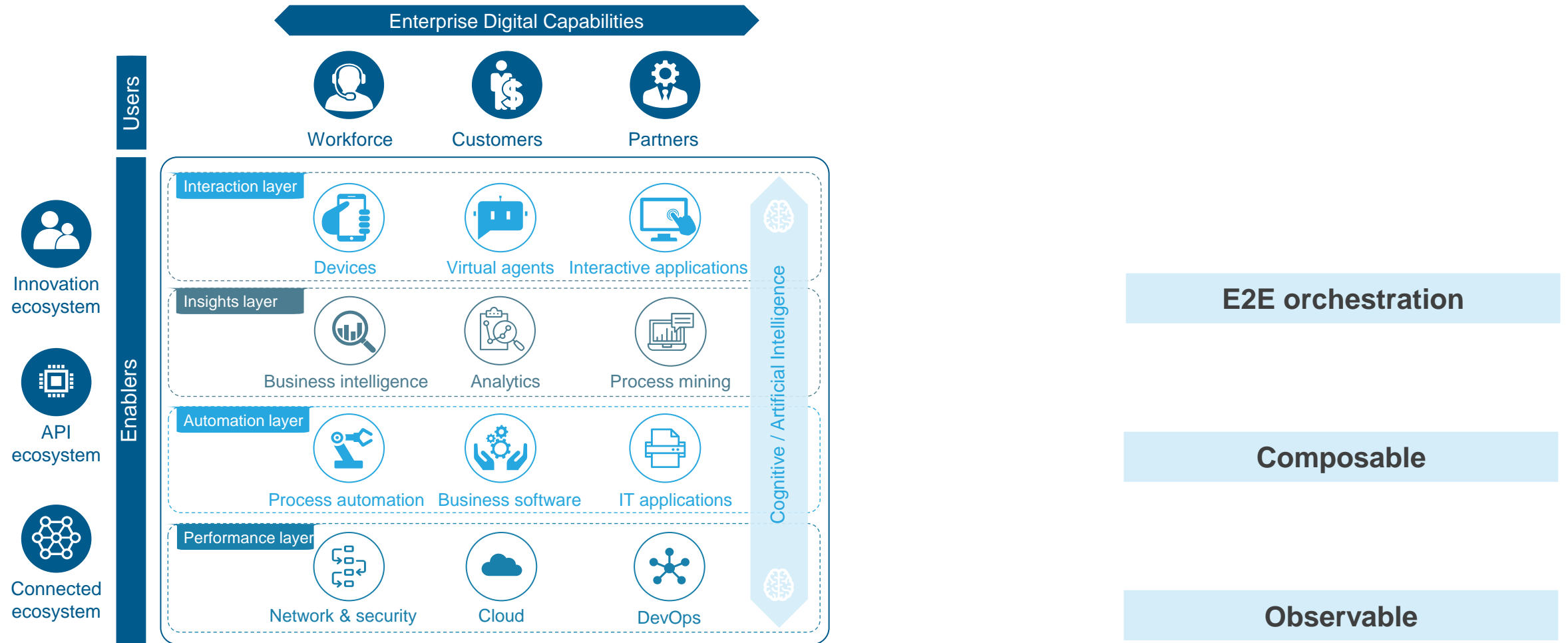
IT + Business

Results

IT SLAs

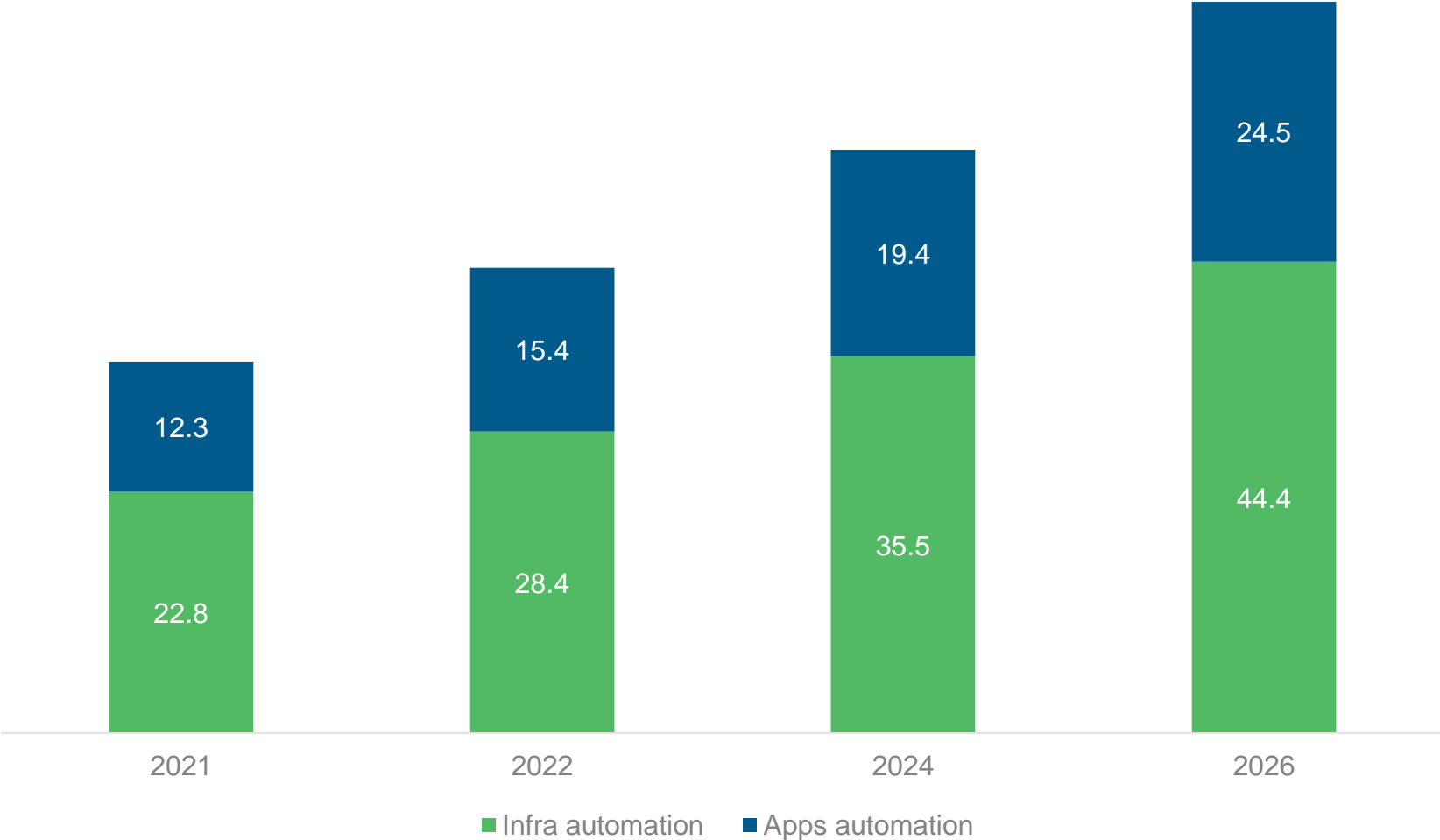
Business outcomes

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



# 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



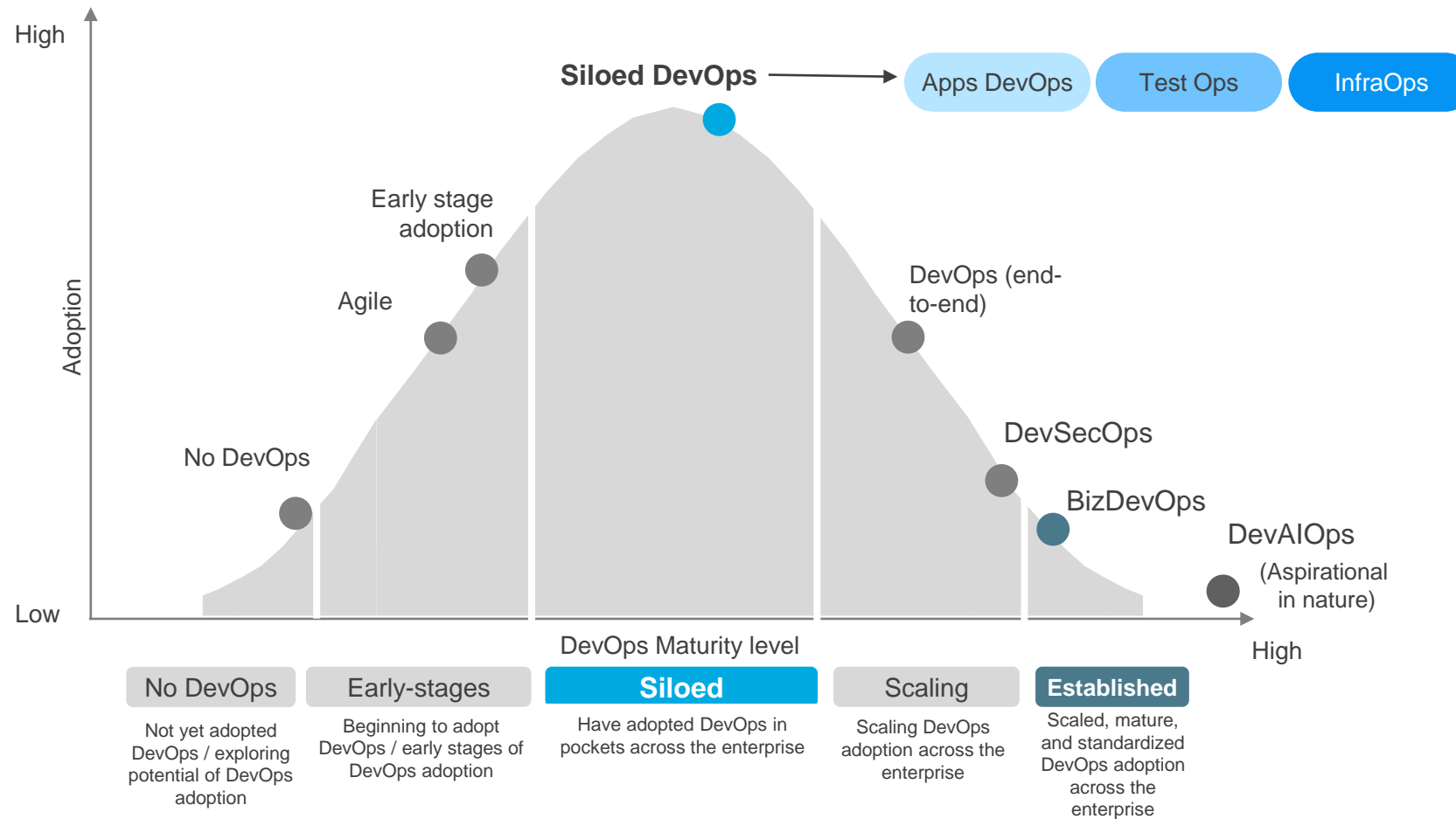
**60%<sup>1</sup>** of enterprises want to explore relatively newer ServiceNow products such as integrated risk management, security operations, and HRSD

- 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



<sup>1</sup> 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



Agility



Change management



Resilience



Value

## Hot buttons identified by clients

Cloud versions of legacy platforms are still 5-10 years to reach maturity of on-premise version

SaaS sprawl is immense strain on integration

User adoption of the implemented platform is abysmally low in many cases

Strong disconnect between vendor innovation and client priorities

<sup>1</sup> 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



**68%** Enterprises have not realized envisioned value from their digital transformation initiatives



**53%** Enterprises cite change resistance as a key obstacle to realizing intended outcomes

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



Mitigates employee and organization risk



Increased and faster ROI



Drives operational efficiency



Promotes cross-team collaboration



Uncovers organizational problems



Reduces time to productivity

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

Unfaltering Service Experience is critical to  
Your Business

Satish Sukumar  
SVP and Global Head of Platforms  
Microland Ltd

How can you afford?

61 mins to resolve incidents

23 mins to identify issues

4 P1s and 7 P2s a quarter

What if you  
could reduce

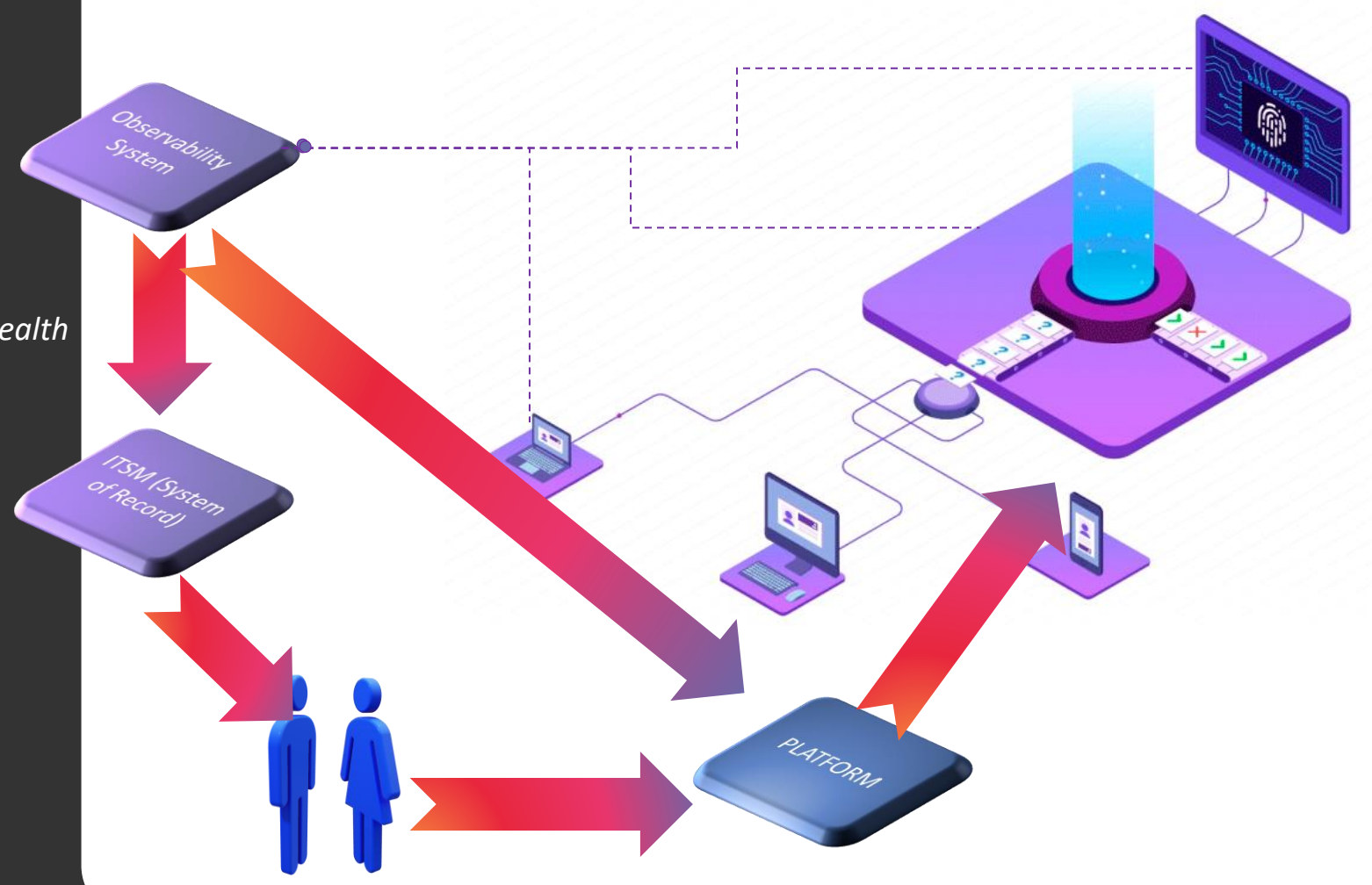
61 mins to resolve incidents }  
23 mins to identify issue } By 10x?

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

## 2. Change as a Transaction

Consistent State

Infrastructure, Configuration, Policy as Code

Software Orchestration on a DevSecOps  
pipeline

### 3. Smart Workflows

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

1. Complete, Full Stack Observability
2. 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





# Automating Operations across the Value Stream

**Pablo Stern**

SVP & GM Technology Workflows  
ServiceNow



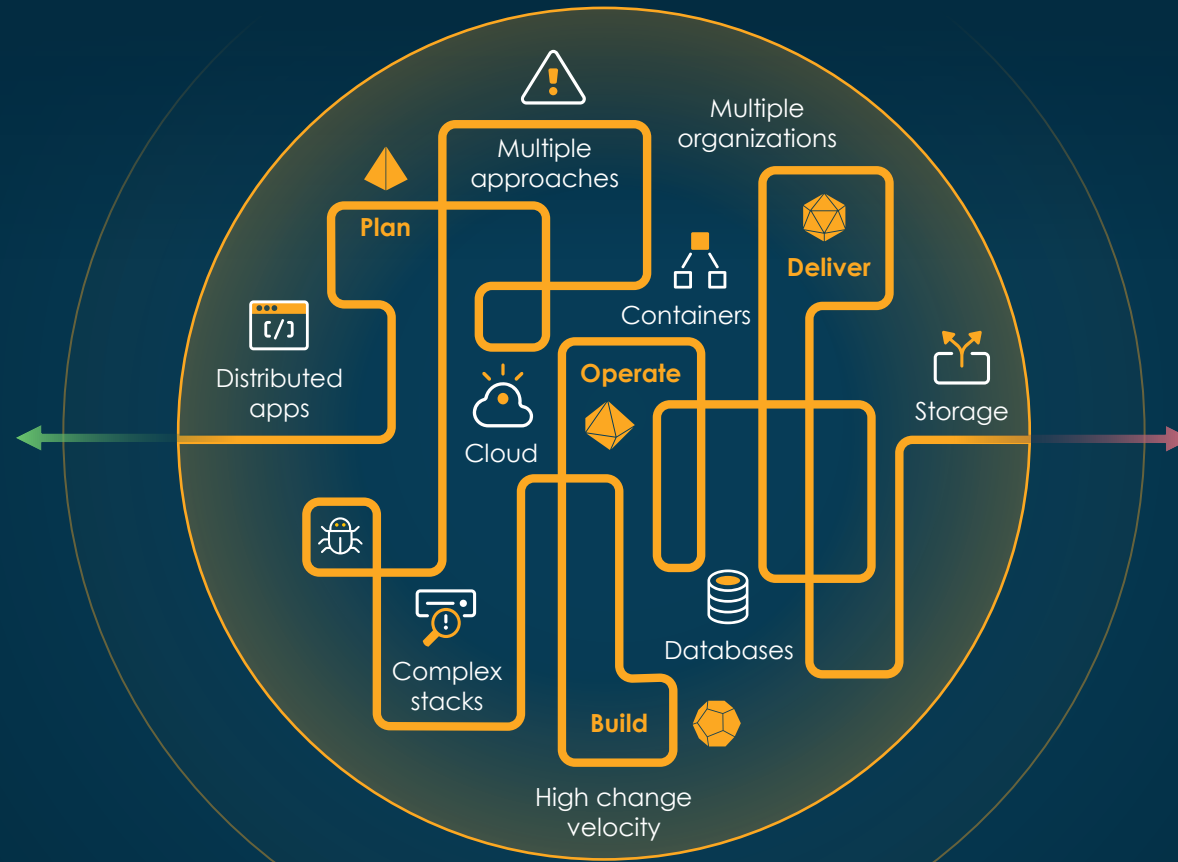
# Software innovation fuels digital transformation

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 governance processes** hamper the flow and increase cost
- **Frequent incidents** and slow mitigation impact revenue and reputation
- **Process overhead** starves value delivery and drains talent

**Complexity can raise risk and impact resilience**

# Transforming delivery through digital workflows

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

VALUE ∞  
Stream



# Transforming delivery through digital workflows

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

VALUE ∞  
Stream



## Maximize business value

Concentrate on what matters most

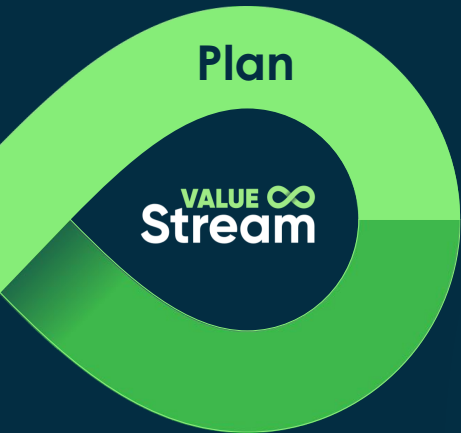
## Innovate with confidence

Rapid, efficient, well-governed delivery

## Drive operational resilience

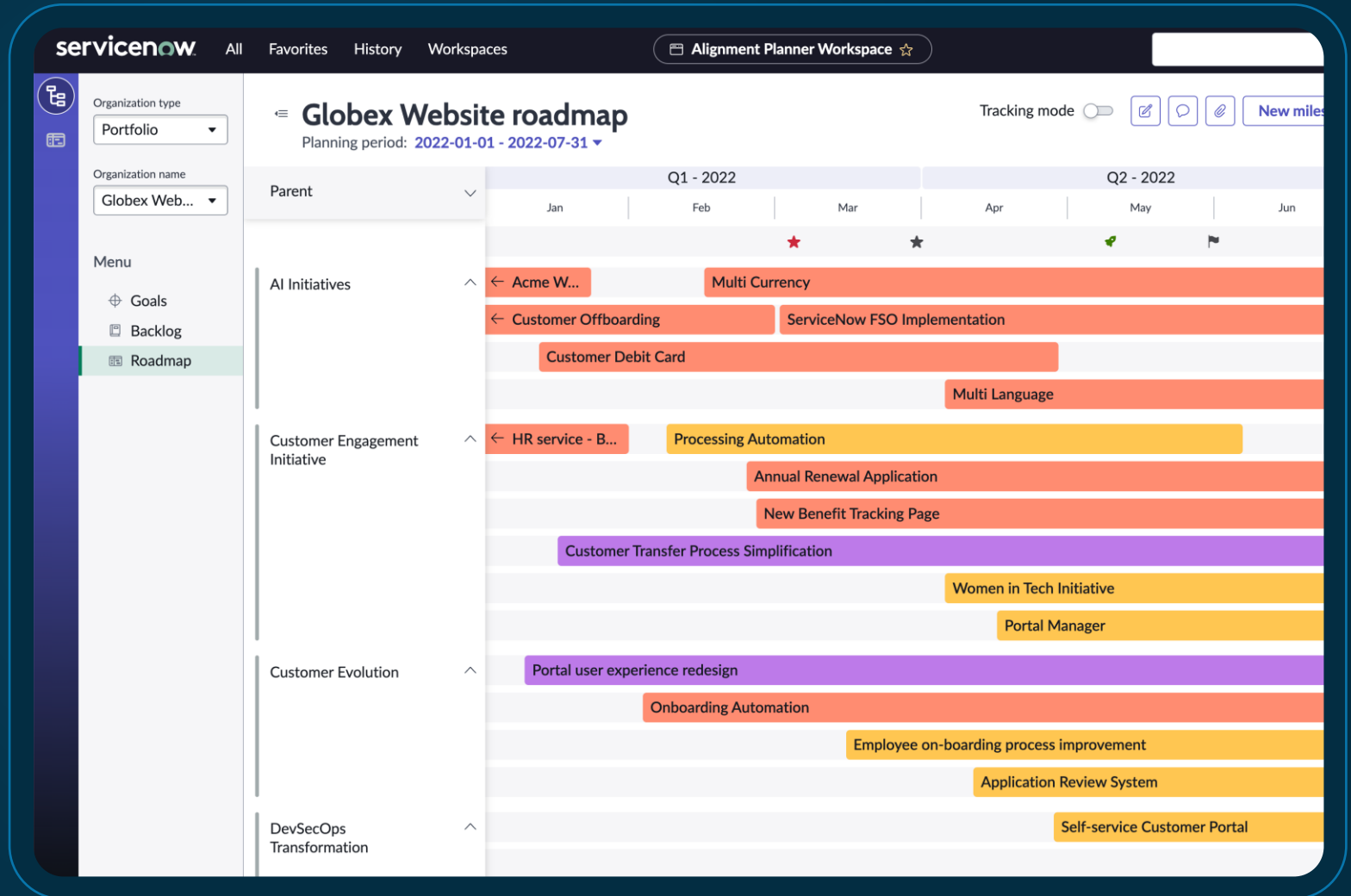
Systematically improve availability

# 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
- 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

now DevOps Change

Insights Home

Summary Flow metrics Change acceleration Accelerate metrics Quality metrics Deployment Operation Stability

Application Repository Service Configuration item Product Work item type

WIP Cycle Time

2.17 days

↑ 1.68 days (342.9%) since ...

April 2022

Activity over last 30 days

Application

Corpsite

Hotel Reservation System

Condition

Add Filter Condition Add "OR" Clause

All of these conditions must be met

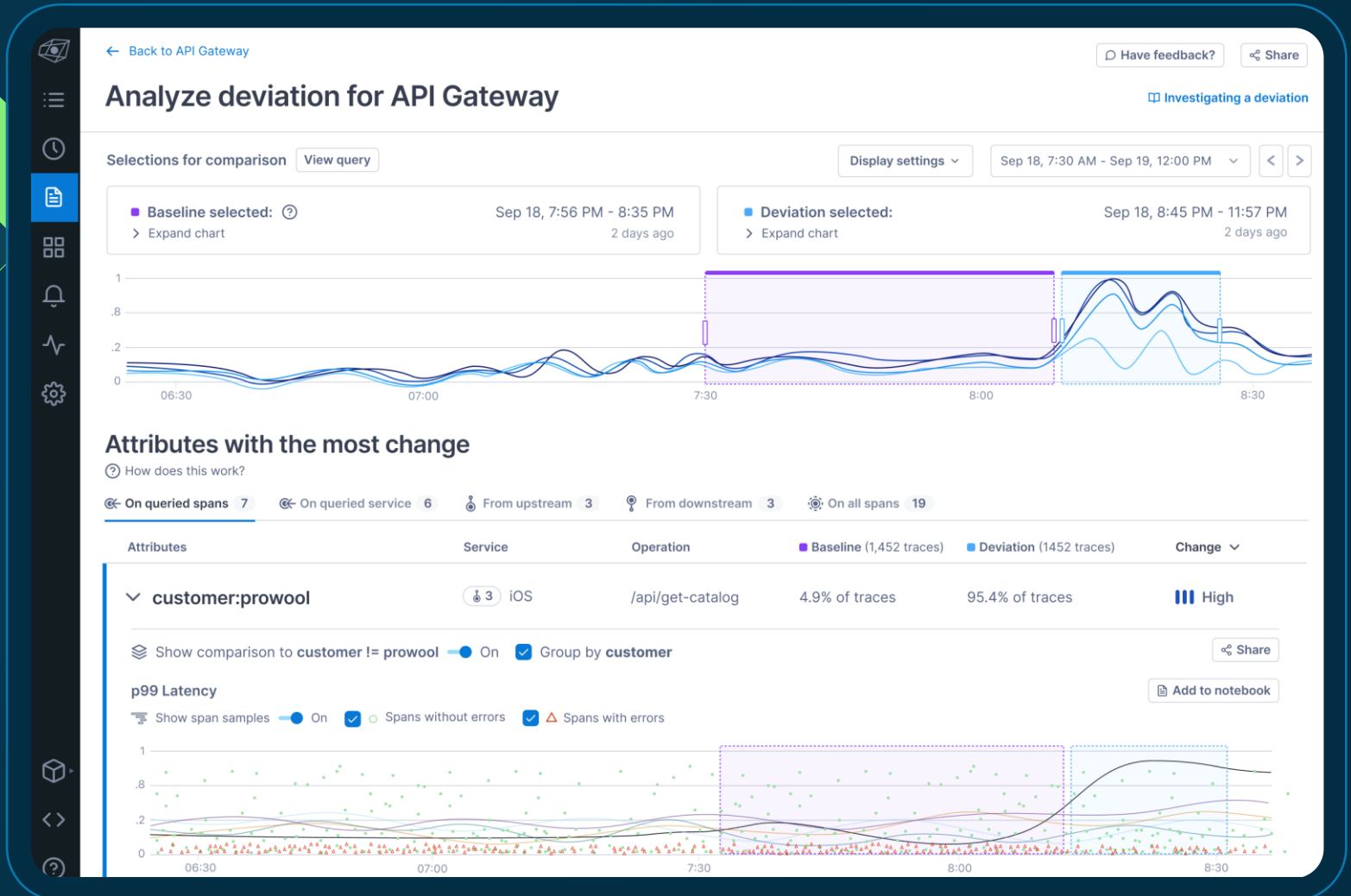
Code Coverage	greater than	70	AND	OR	X
Commits Without Work Item	is	0	AND	OR	X
Integration Tests Failed	is	0	AND	OR	X
Load Tests Failed	is	0	AND	OR	X
Regression Tests Failed	is	0	AND	OR	X
Num of Outages in last 7 days	is	0	AND	OR	X
Num of Current Outages	is	0	AND	OR	X
Num of Open Incidents	is	0	AND	OR	X
Total num of commits	less than	50	AND	OR	X
Tests Passing Percent	is empty		AND	OR	X
or Tests Passing Percent	is	100			X

# 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
- 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



# Extend empowerment across service delivery

Better experiences, faster resolution, lower costs



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

Service Dashboard

Default | 56 services

Severity breakdown: 5 Critical (8.9%) 2 Major (3.6%) 1 Minor (1.8%) 0 Warning (0%) 48 OK (85.7%)

Group by Business criticality Group order Ascending Segment each group by Severity

Home

Search services

1 - most critical (6)

- Order Status
- Delivery Processing
- QA Audit
- Production Audit
- EU - Customer Purchase History

2 - somewhat critical (8)

- Rewards Processing
- Linux Servers
- Logistics
- Rewards:Dev
- recommendation:prod
- Invoice\_Validation:Prod
- APAC Billing

3 - less critical (2)

- Logistics
- Rewards:Dev

4 - not critical (40)

- kube-dns
- APAC Loyalty Club
- Asia Portal
- Customer Email
- UK Loyalty Club
- Allegro
- UK Portal
- US Billing
- Demographics Research
- UNIX\_Server
- US Loyalty Club
- Production Reporting
- Edit Purchase Order
- US Account Access
- Credit Check
- UK Customer Self Service
- APAC Document Portal
- canal
- Purchasing Trends
- APAC Customer Self Service
- APAC Account Access

Filter services by alerts

Alert0020846

The volume of logs with 'Oracle - DB' is above normal

Alert0020860

Group of alerts, Transaction processing exceeding 3000ms

Alert0020854

CPU02 exceeds 90% threshold on node 198.51.100.173 (Warning)

Alert0020852

virtual machine Lnx\_haproxy\_9887 reporting high CPU usage

# One Foundation that binds the entire value stream

## Abstracted and correlated 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



**Data Foundation**  
Policy Engine, Service Graph, Integrations, etc.





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Thank You