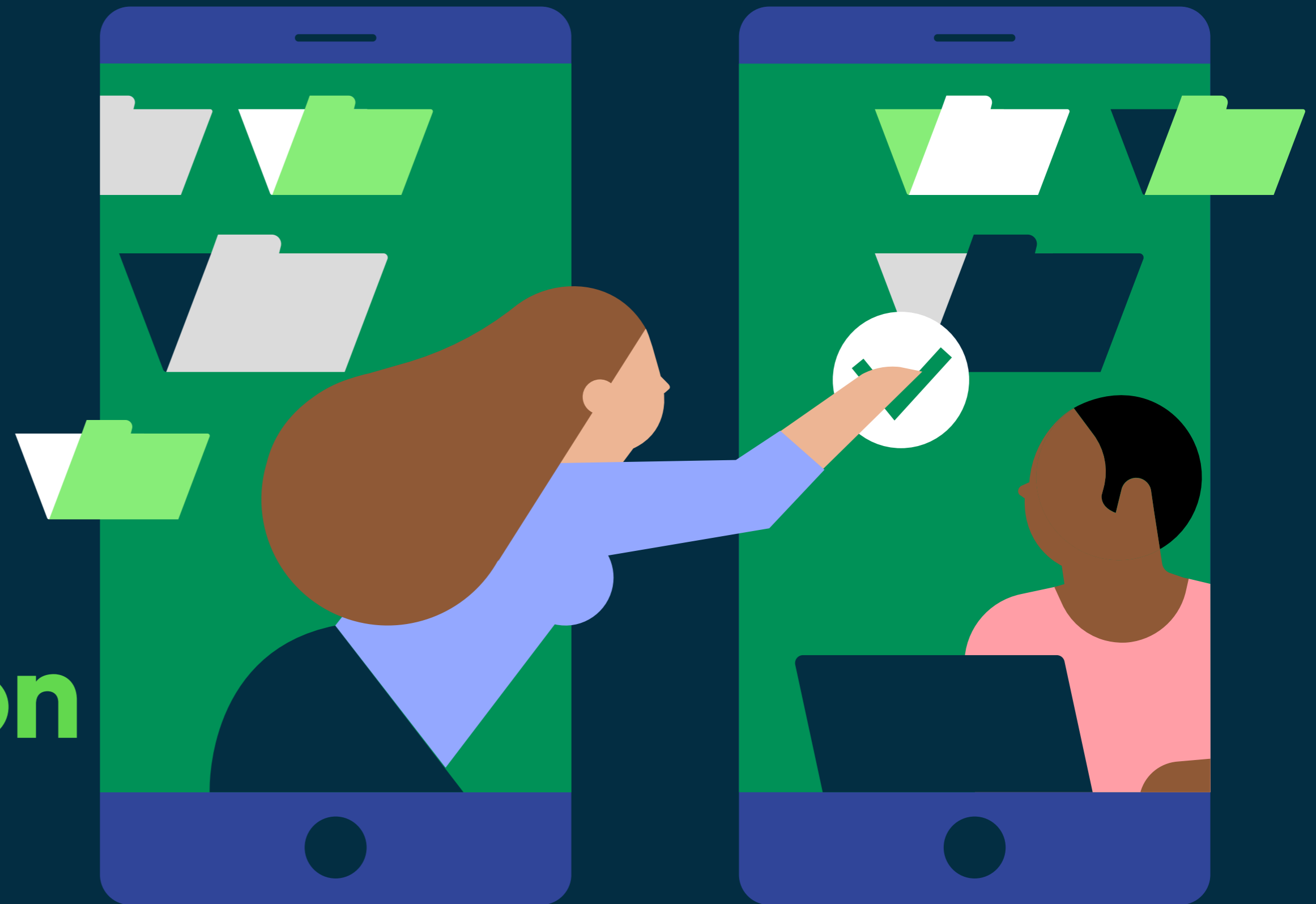


# Silo busting in IT services and operations is good for the business – and team satisfaction

Empowering teams with modern, unified, and automated workflows



# Table of Contents

Chapter 1: Free to have an impact . . . . .	3
Chapter 2: A unique and powerful workspace for collaboration . . . . .	7
Chapter 3: Predictive AIOps enables proactivity . . . . .	10
Chapter 4: Teaming up for a quick investigation . . . . .	12
Chapter 5: A playbook to automate remediation . . . . .	15
Chapter 6: An impact on business – the good kind . . . . .	16

## Chapter 1

### Free to have an impact

#### Change of scenery

It was a good day to grab lunch with my co-worker Megan at our favorite Italian restaurant two blocks from the office. It had been drizzly the last couple of days, but the sun had pushed aside the clouds, and it felt good to get outdoors for a walk down the street. At the restaurant, we had devoured our meals, and now it was time to get back to the office.

"I don't know about you, Katherine, but I am stuffed," says Megan. "And I can still make two meals out of these leftovers."

"You and me both, sister!" I reply. "They are mighty generous with the pasta portions here."



**At the restaurant,  
we had devoured  
our meals, and now  
it was time to get  
back to the office.**

### A quick mobile reply to my boss

Megan and I are both senior IT operators for a large international sportswear manufacturer, on the hook for keeping some of the company's most important business services up and running. As we're settling the bill, I see an email on my phone from my boss. He's asking for the current status on a project to migrate a new business service for a customer loyalty program to the Azure cloud. "Gimme a sec," I tell Megan, as I quickly provide a short update. I am excited to dive in again to the high-impact project, which will be critical to driving an increase in repeat business.

"I am really loving this cloud migration project," I tell Megan. "I mean, it's way more interesting than the day-to-day stuff."

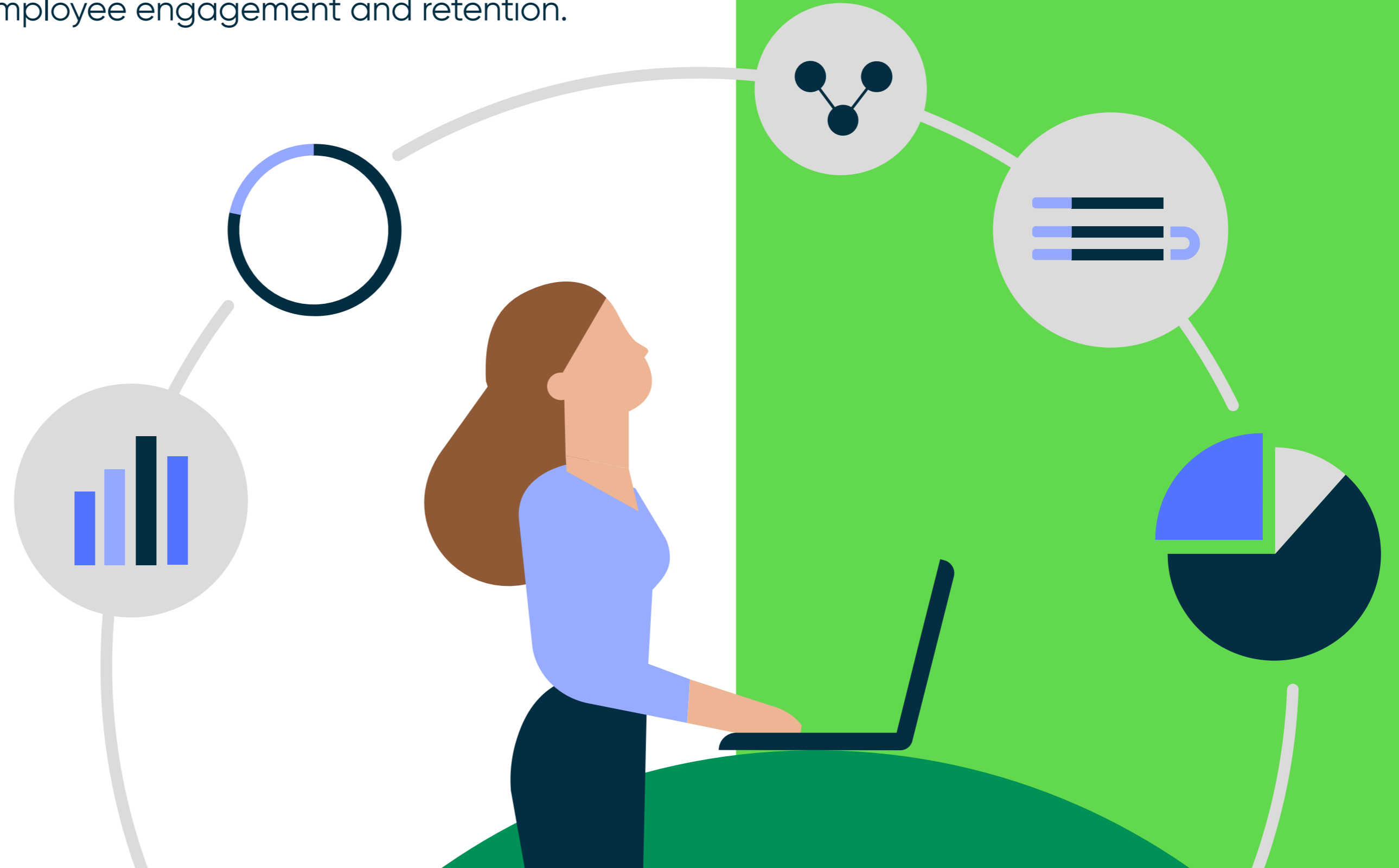
Megan nods in agreement. "Yep, and it's going to be huge for the company once it's launched."

**As we settle the bill,  
I see an email on my  
phone from my boss.**



## Feeling engaged

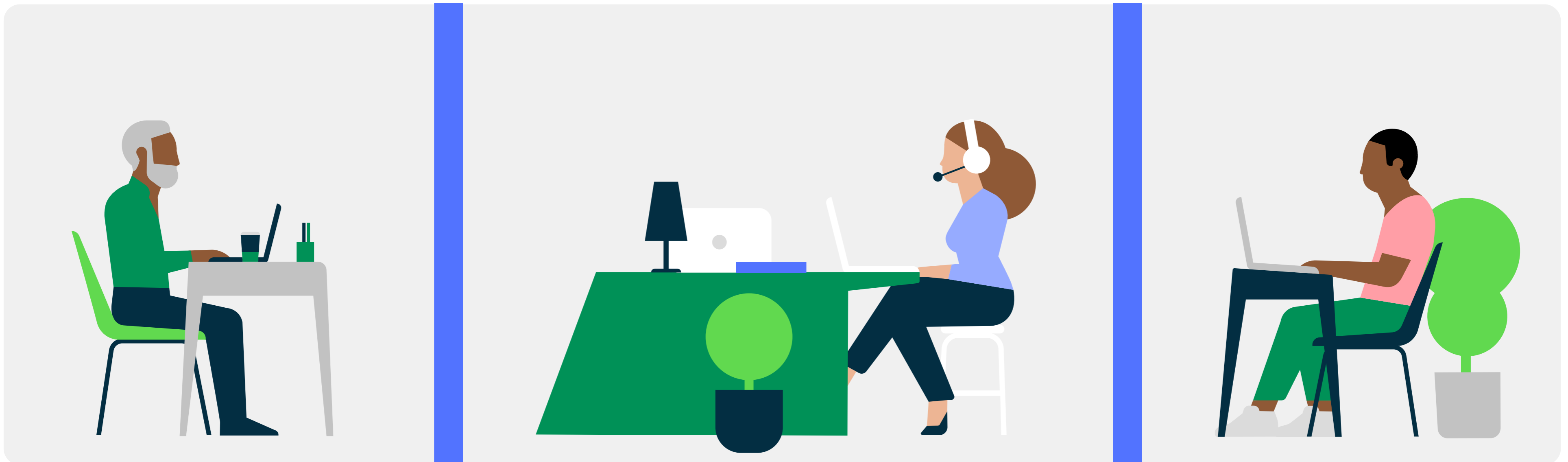
I think to myself that the opportunity to contribute to the project is possible only because our company made a commitment last year to modernize, automate, and optimize technology service operations. Not only has this commitment enabled constant IT service availability without disruptions to the employee experience, but also it has freed me and the team from so much mundane, manual work. I've never felt more empowered to devote more of my time, talents, and energy to projects such as this. I recall reading a [recent IDC study](#) about how a work environment such as this leads to innovation in IT as well as higher employee engagement and retention.



## Previously siloed

It's much different than what I experienced in a previous role at another company, where manual, antiquated processes as well as siloed services and operations teams kept me and my teammates mired in long, cumbersome issue resolutions and poor delivery of services. In one silo, service management agents behind a service desk worked to gather incidents, manage changes, and fulfill employees' technology requests. In another silo, technology operators sat behind consoles to sift through resource spreadsheets, events, logs, metrics, and traces to find root cause issues.

The result was unnecessary friction, reactive fire drills, a lack of productivity, and increased cost of operations. Like many IT professionals in similar circumstances, I fled the chaotic conditions for my current, more forward-thinking company. I'm so happy that I did – working here is much more interesting.



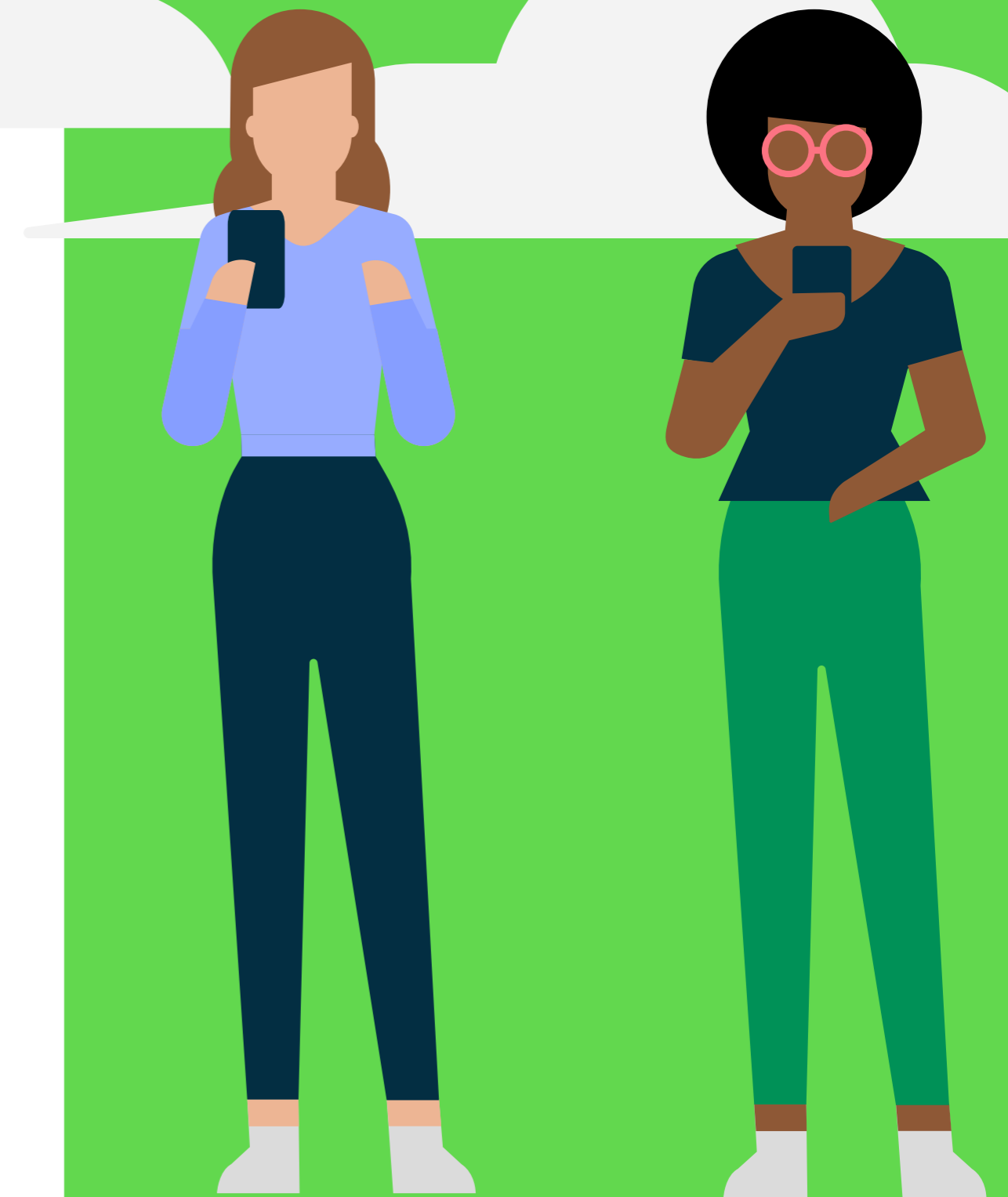
## Chapter 2

# A unique and powerful workspace for collaboration

### I got this

As Megan and I are walking back to the office, I notice an alert on my phone about a critical issue that might affect an important business service. "I got this," I tell Megan. "It will take me away from the cloud migration project for a bit, but it won't take long to figure this out."

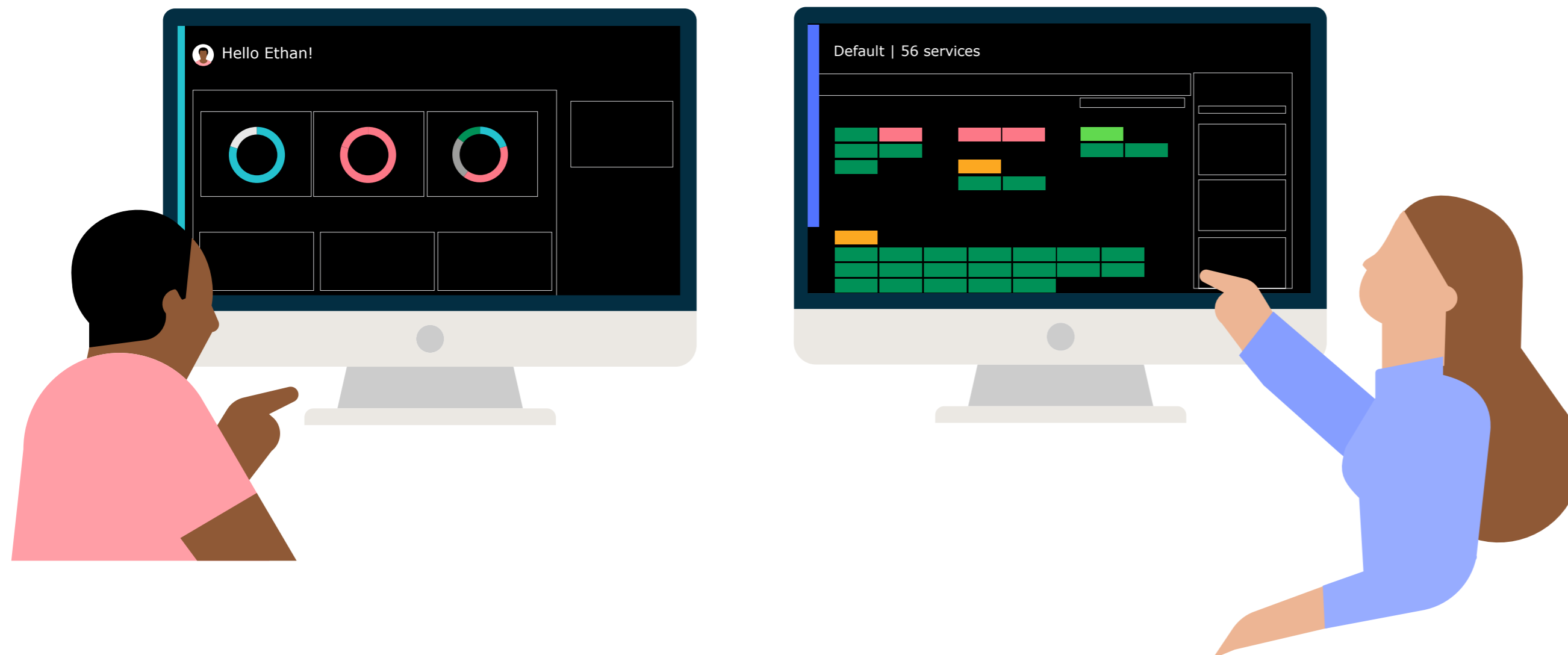
I'm not worried about any time-consuming firefighting because my company uses a unique and powerful workspace to deliver a unified experience with workflows for both IT services and operations. It provides a common look and feel for both IT service agents and IT operators, seamlessly displaying a flow of incidents, problems, changes, alerts, and logs to predict and resolve service degradations.



## A shared, role-based workspace

The views in this service operations workspace vary by each persona's responsibility:

- The service agents can organize and plan their organization's day-to-day services and support; they can easily see ongoing and established operations issues grouped by incident type and ranked by severity to anticipate workload and automate responses.
- The IT operators like me can group and relate issue alerts, events, and logs according to the infrastructure of critical business applications with service maps; this lets us predict and address issues before they cause widespread impact, in most cases.

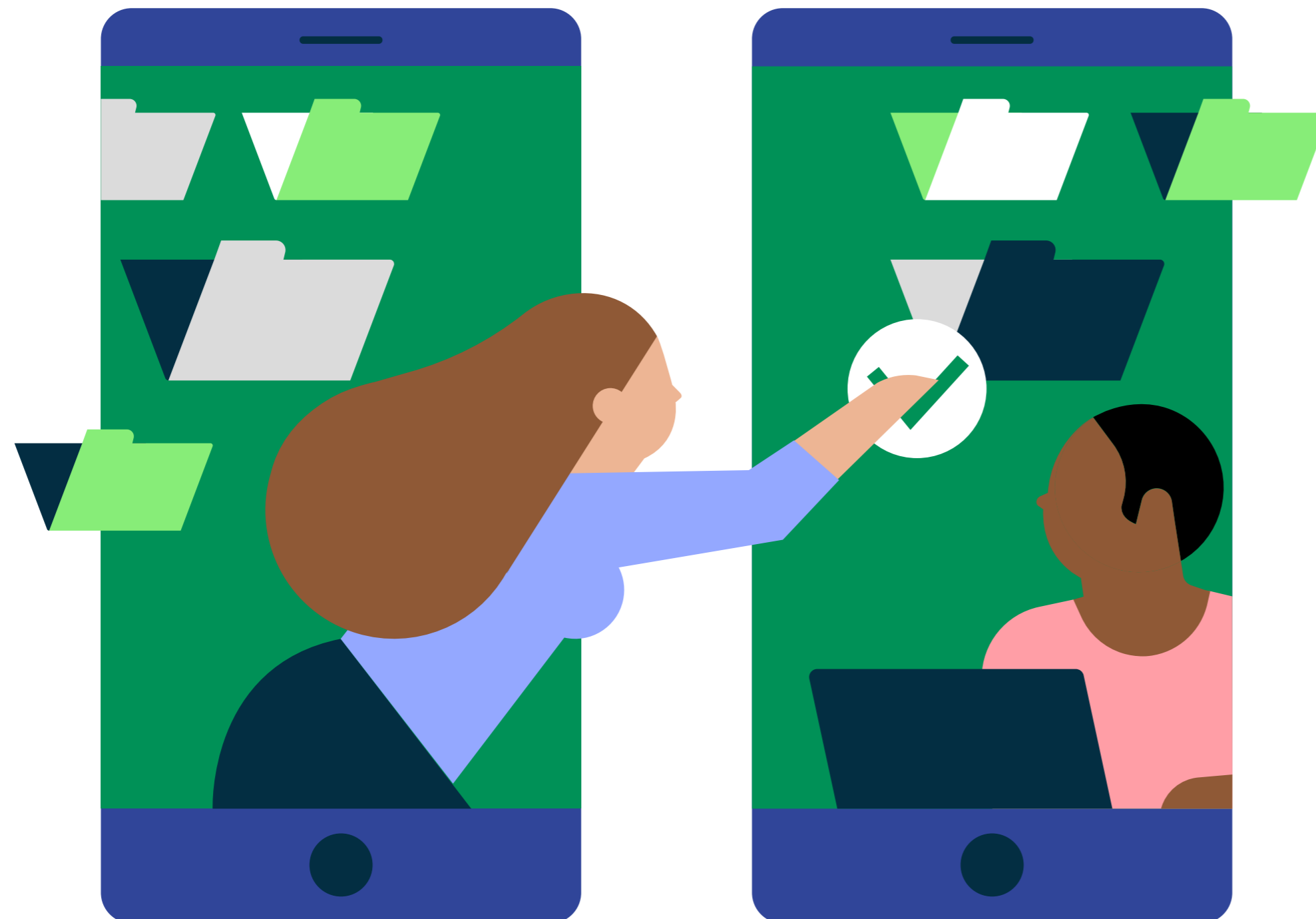


**Both teams get personalized and configurable views that help us to focus on the most important tasks. Not only are we more productive, but we can deliver great employee and customer experiences.**



### Instant collaboration

Thanks to this workspace, our two teams can improve service availability and reliability by collaborating instantly to identify and resolve issues. It provides all of the functionality and automation for both teams to manage tasks specific to their roles, but it also shares data and recommendations via a common interface – versus the hassle and time of making phone calls or composing emails when tools are separate for both teams. Plus, both teams get personalized and configurable views that help us to focus on the most important tasks. Not only are we more productive, but we can deliver great employee and customer experiences.



## Benefits galore

The benefits of combining services and operations are clear and well documented.

**75% reduction**  
in resolution times

**30% improvement**  
of service agent  
productivity

**4K hours saved**  
**per month**  
across both teams\*

**\$4.5M in annual savings**  
in the IT organization\*

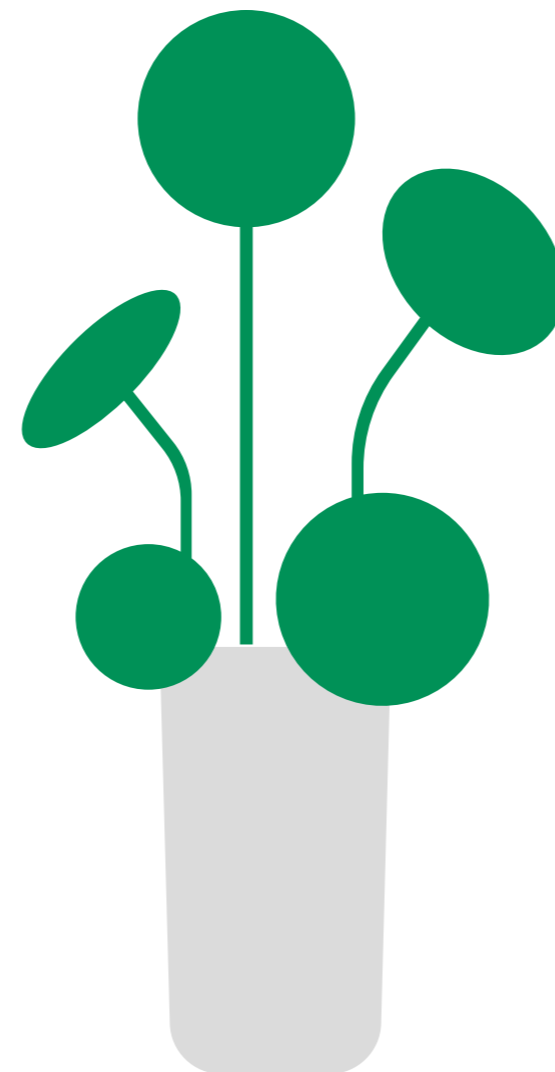
\*Applies to enterprises; see "[Total business value of ServiceNow IT apps](#)" for more information.

## Chapter 3

# Predictive AIOps enables proactivity

### Getting out front

When I arrive at the office and open the service operations workspace on my desktop PC, I dive into the details of the alert I'd received. I see the potential outage with Apollo Online, which is a critical part of our order status service for our company's e-commerce operation. The predictive AIOps technology used in the workspace is actively monitoring enterprisewide business services and applications and looking for warning signs before users are impacted, so I can actually get in front of situations like these.



## High-priority alerts consolidated

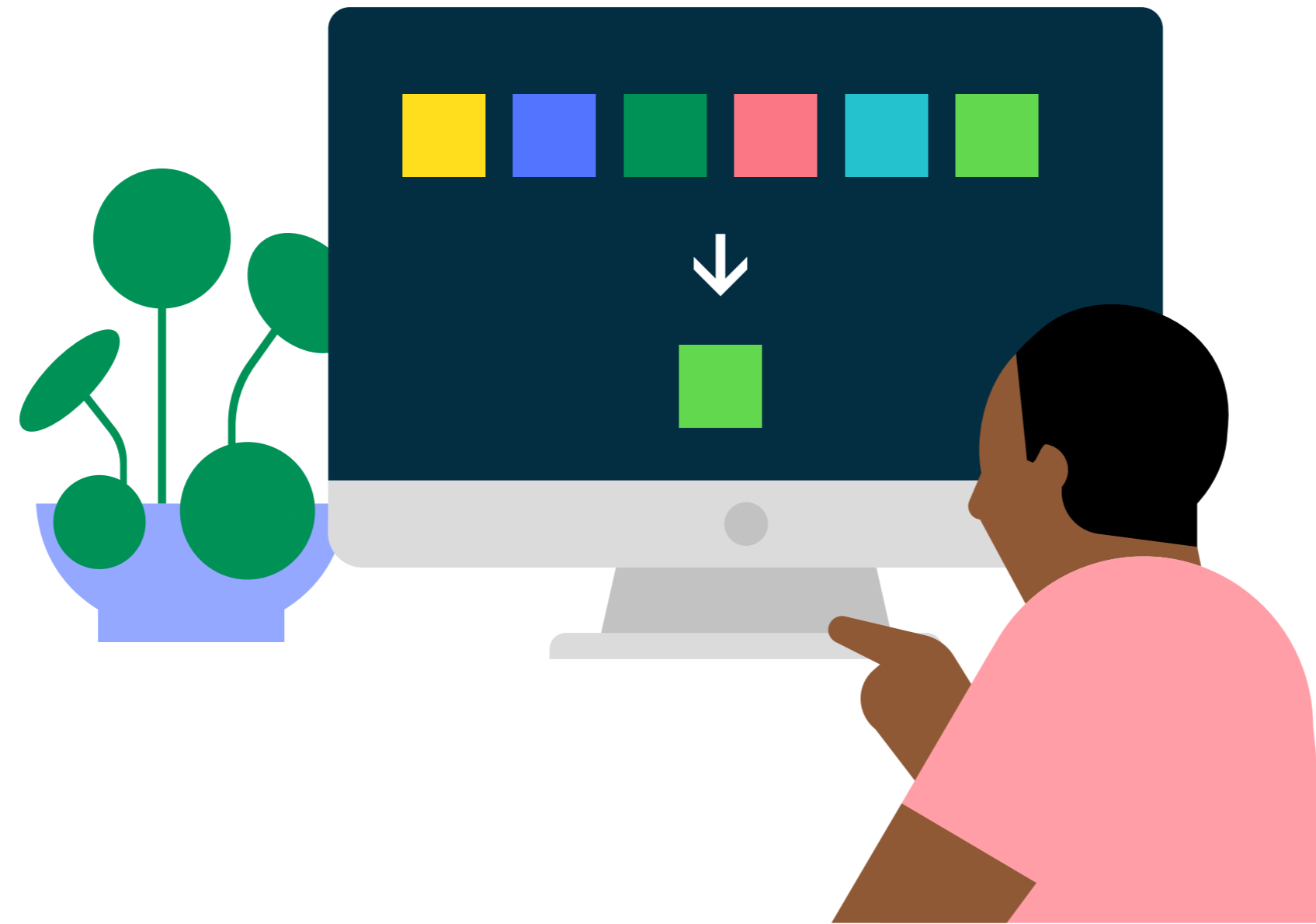
I drill deeper into the alert. Even though there are a number of alerts tied to Apollo Online, I quickly filter by the highest-priority alerts that are consolidated into one primary issue through powerful event correlation functionality. I see that the issue – which happens to be related to the volume of logs and an application database – is directly tied to the order status service.

Drilling still further into the issue, I can see that the log analytics engine built into the workspace – which is constantly monitoring and tracking logs across applications – has surfaced an anomaly: a recent 350% increase in log volume for the application database. I look for possible solutions and notice that the AIOps recommendation engine integrated into the workspace has presented some relevant data and suggested remediation.



## Chapter 4

### Teaming up for a quick investigation



#### Filtering data to find incidents

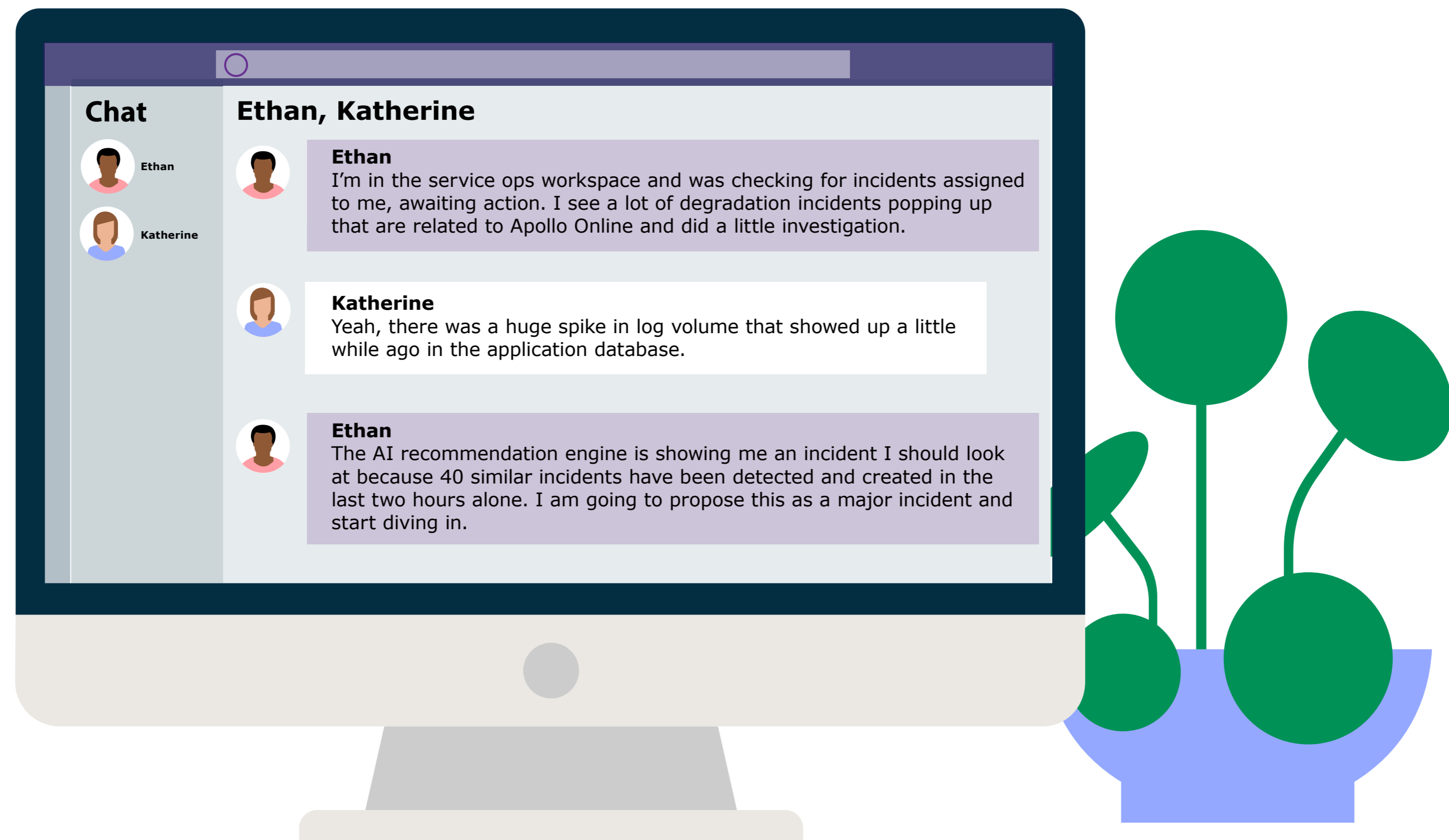
At about the same time I'm exploring the best remediation path, Ethan – an IT service agent – is also in the service operations workspace at his desk one floor below. He has access to all the information he needs to analyze and prioritize his work in a single dashboard just like I do in IT operations. Ethan can easily filter across multiple data sources to find incidents that need his attention.

I also know that Ethan can see the task record and view everything he needs to understand the problems he faces. And simple things such as filling in the details and connecting related records are all intelligently populated for him, saving him time.

**Yet another cool thing about the workspace is that it integrates teams and available experts to expedite collaboration – recommending and connecting individuals that have direct relationships with business services and applications.**

## Pulling in a subject matter expert

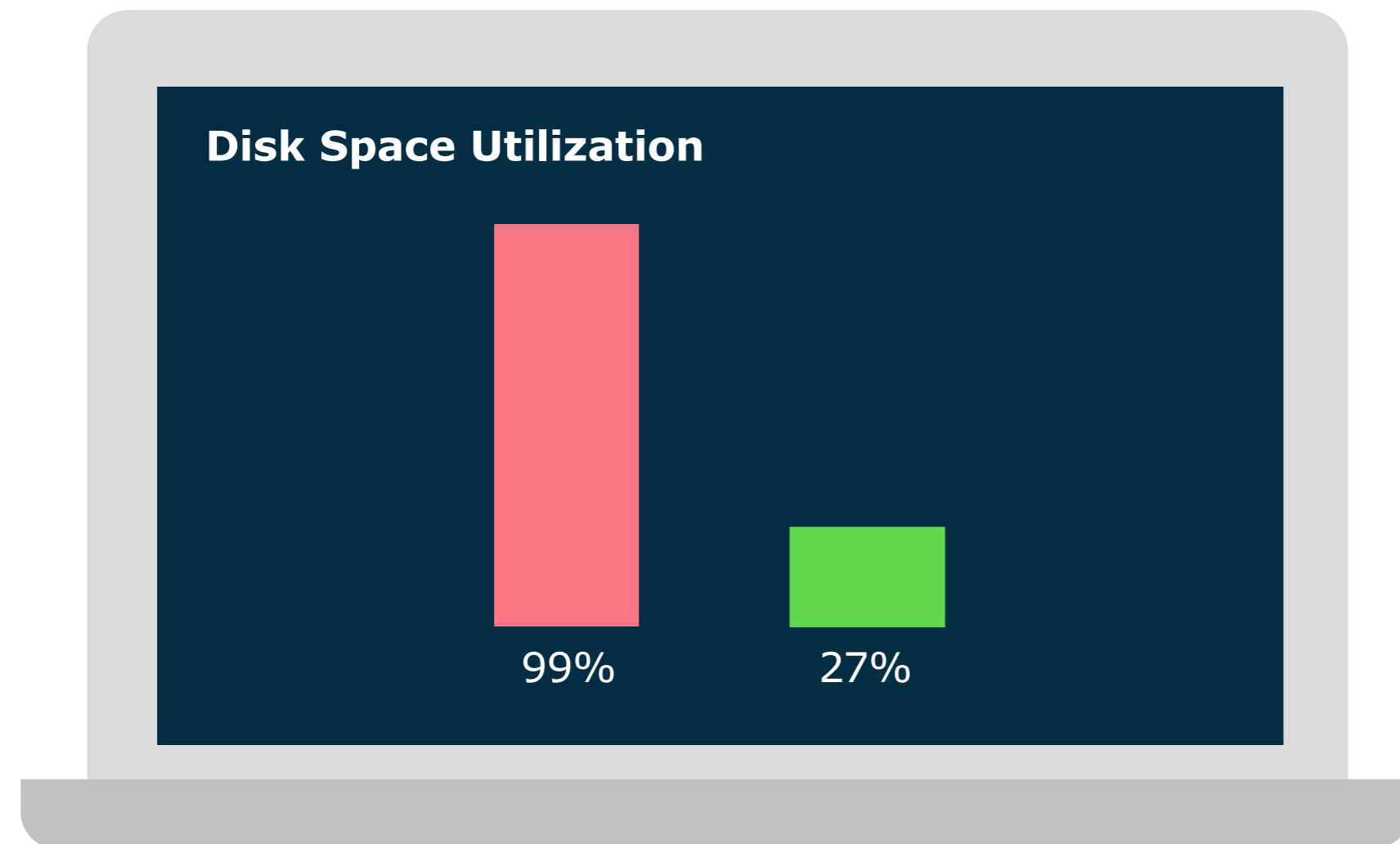
Yet another cool thing about the workspace is that it integrates teams and available experts to expedite collaboration – recommending and connecting individuals that have direct relationships with business services and applications. In this case, Ethan sees that I am the primary contact for this issue and immediately pulls me into the chat feature in our collaboration tool to review the situation.



### A potential workaround

I let Ethan know that I've already been investigating the issue and provide details to him about a potential workaround that would expand disk space on the application database.

"Thanks so much for the details," replies Ethan. "I think that's the best path forward. I will keep an eye out for an update on your workaround so we can put this to bed."



**Automated remediations speed up time to implement a fix or workaround and help our operations team to quickly restore services.**

## Chapter 5

# A playbook to automate remediation

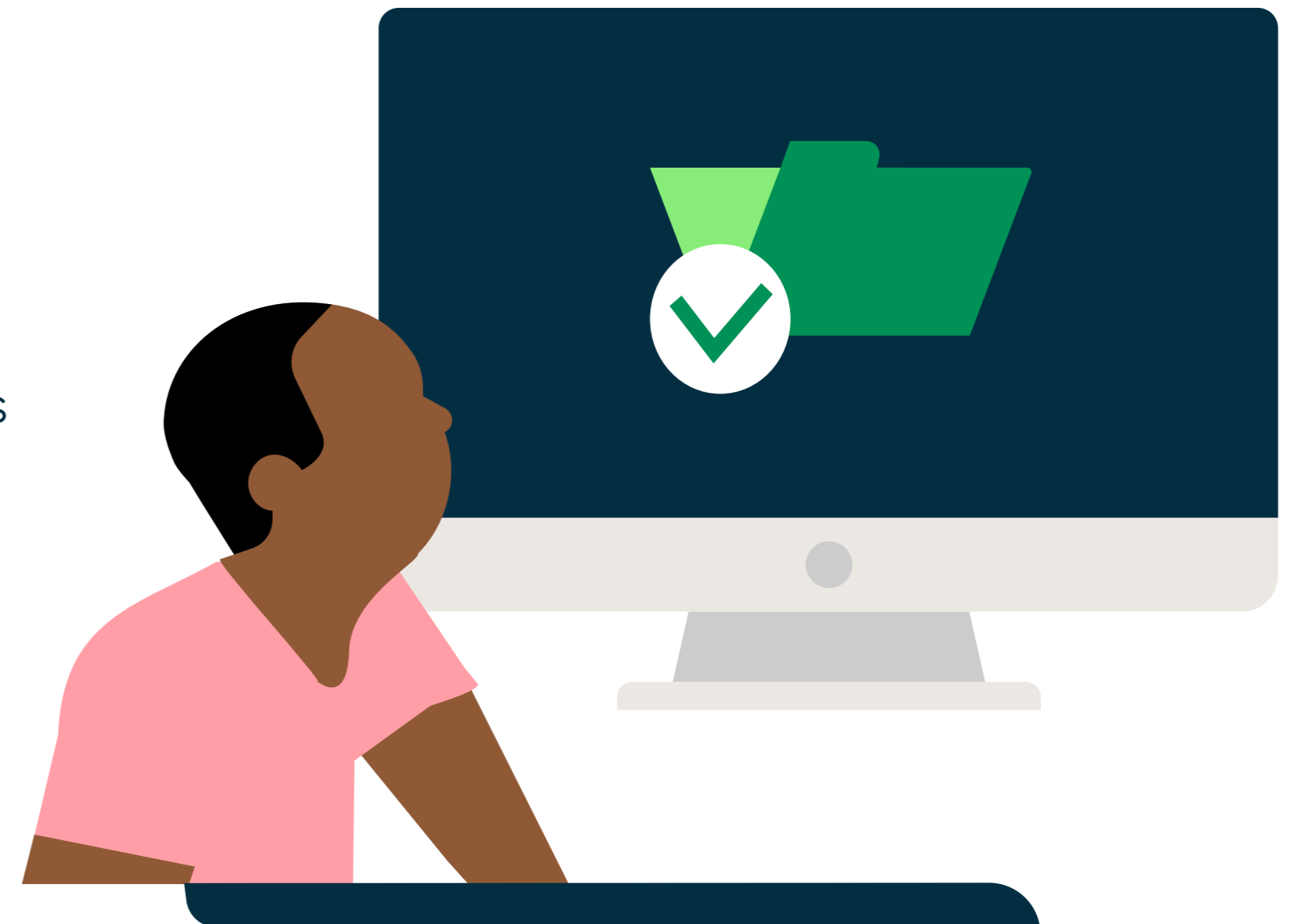
### Restoring the service

Now armed with the agreed-upon solution, I use playbooks with automated remediations available through the workspace. These automated remediations speed up time to implement a fix or workaround and help our operations team to quickly restore services. I execute the solution to expand the disk space, and I can immediately see that it has restored the order status service back to normal.

### Documenting for the future

I ping Ethan and let him know that it's all good now. "Glad we jumped on this – it could've been a much more serious situation," I tell him in a collaboration tool chat. "Go ahead and close out the incident."

I see in the workspace that Ethan updates the incident record with the workaround details we discussed and closes it out. All the incident details, including the communication with me, are logged in the workspace for future use by both IT operators and service agents.



## Chapter 6

# An impact on business – the good kind

### A unifying experience

I am pleased that the entire process to remediate the issue – and prevent a potential business-impacting outage – took less than an hour. The key to this fast and accurate remediation was the collaboration with Ethan via the shared workspace. Even though we've been using the workspace for several months, I am still amazed how effectively it breaks down the working silos that normally stifle cooperation between IT service and operations teams and provides a unified experience to predict and resolve service degradations.

### Back to a project for growth

Now, I'll turn my attention to something that will also have an impact on business, but in a good way: the cloud migration project for the customer loyalty application.







## Learn more

Ebook: [5 remedies for the top IT pains](#)

Website: [Service Operations Workspace](#)

## About technology service operations

For technology-driven organizations, providing dynamic digital services for hybrid workforces has become mission-critical. Burdened with legacy tools, talent shortages, and disparate data silos, IT is overwhelmed and struggles to support organizationwide innovation.

As an industry leader, ServiceNow offers a solution to unlock development and innovation by automating and optimizing technology service operations on a single cloud platform. In synchronizing IT services and operations, teams gain complete visibility to best deliver modern, cost-effective services – across hybrid and multicloud environments. Teams can also scale with AI to resolve common employee requests and predict then remediate issues to keep digital services running 24/7, all resulting in the ability to govern and deliver extraordinary technology experiences with high productivity.

### About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow®. For more information, visit [www.servicenow.com](http://www.servicenow.com).