

Enterprise DevOps Reference Poster

How to gain better insights and incorporate self-service with ServiceNow

Our philosophy

This poster embodies our view on Enterprise DevOps. Enterprise DevOps is all about providing insights, but more importantly, making sure your teams can deliver more business value without compromising on quality. That's why we use a single platform to govern the DevOps process, using API and integration points to integrate your CD pipeline and infrastructure components.

Self-service

ServiceNow offers a way to implement centralized self-service by providing portals and APIs, which accommodate the services of each individual team.

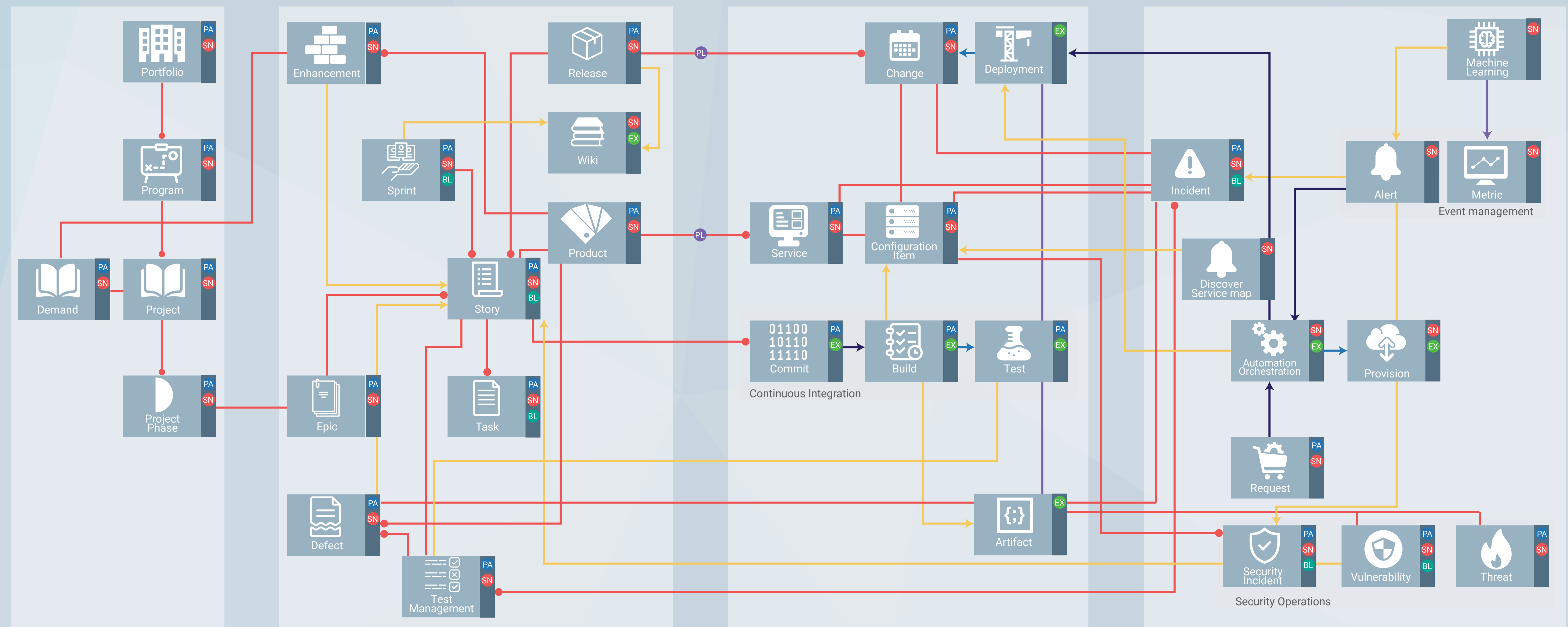
Single pane of glass

Using ServiceNow as a tool for DevOps is all about governance. It provides insights and self-service for DevOps teams. Insights are key to improve your product and way of working. ServiceNow offers you pipeline, product and team overviews. Integration with third-party version control systems like GitLab or GitHub will give you valuable insights in development, builds, test results related to

Legend

- Uses
- Related to
- Creates (potentially) or updates
- Automates
- Triggers

- BL Part of a unified backlog
- PA Performance Analytics source
- SN Provided by ServiceNow
- EX External tool
- PL Provided by Plat4mation



Portfolio Management

To meet strategic goals and business demand, project and portfolio mgt practices can be applied in the DevOps world to provide structure and financial control.

Agile development

At the core of DevOps lies the Agile way of working – from development to running a product in production. The Agile way of working, using product and team views, will provide overview and insights into your projects and ITSM processes.

Continuous delivery

If you want to improve delivery of new features, you need to implement a continuous delivery pipeline. Using our integration points, you can automate your CD pipeline and gain insights.

Continuous operations

You build it, you run it. Use new technologies to improve Operations' speed and delivery, incorporating your ITSM processes into your Development dept – creating a DevOps team that can design, build and run their own products. Operating without interdependencies, your team will be in full control thanks to increased standardization.

Visualizations

Performance Analytics

All components marked PA generate data for data analytics. Measurement is one of the main themes in DevOps. That's why we measure everything. Using ServiceNow's extensive dashboard and reporting functionality, we provide clear insights in your way of working. This will allow teams and Product Owners to quickly identify bottlenecks and measure improvements, thus enhancing governance.

Analytics and Dashboards

Roadmap4U

With this application, Product Owners and stakeholders can create a joint roadmap using Epics or project phases. Enriched with data from the platform, these roadmaps will enhance collaboration.

Analytics and Dashboards

Boards4U

Highly configurable boards provide you with a single overview of your Sprint, making this application perfectly suitable for working Scrum or Kanban. But you can also work with Fast Lanes or show incidents and/or alerts on your board – creating a single source of truth for your DevOps teams.

Automated Change & Continuous Improvement

With the gathered data, Product Owners can set gates that will be automatically filled with data. These gates enable risk calculation for changes, in turn providing deployment gates. The dashboards enhance engagement, keeping everyone involved informed on product quality and releases.