

Key challenges faced by highly regulated Institutions

- Lack of ability to effectively track DevOps changes.
- Extremely delayed audit times due to complex CI/CD environments.
- Lack of visibility across the DevOps toolchain.
- Fragmentation of code deploy audits.

Client Challenge

Pushback on manually logging software changes via ITIL change management process



Solution

- Integrating DevOps toolchain to provide end-to-end visibility
- Trace data throughout CI/CD lifecycle
- Automated change mgmt. to drive Velocity & Audit controls



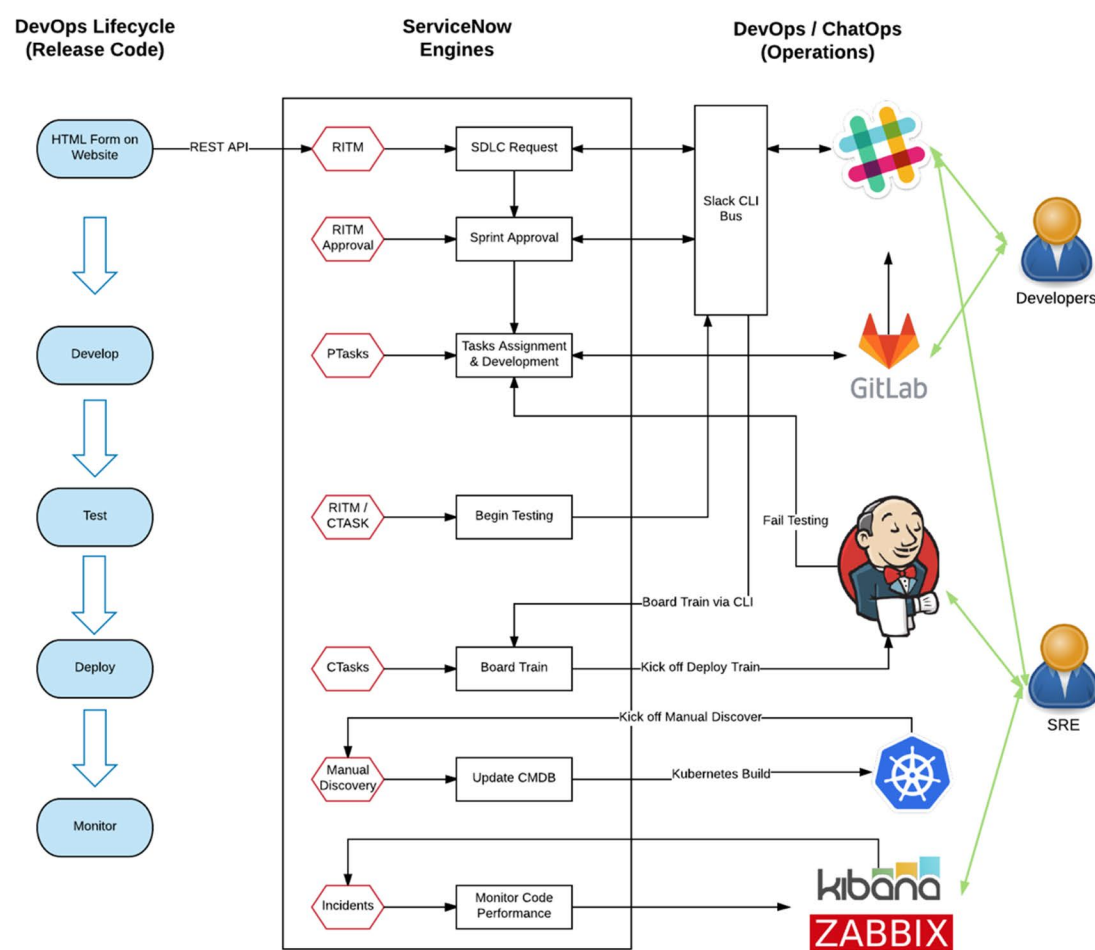
servicenow Integrations

mapping all DevOps tools into NOW, and use NOW as a hub to track changes across the CI/CD pipelines for better traceability



Devops BI

Ingesting MetaData from all your DevOps toolchain into NOW



Outcomes

Unified Audit Trail

Enabling Hassle-free Development

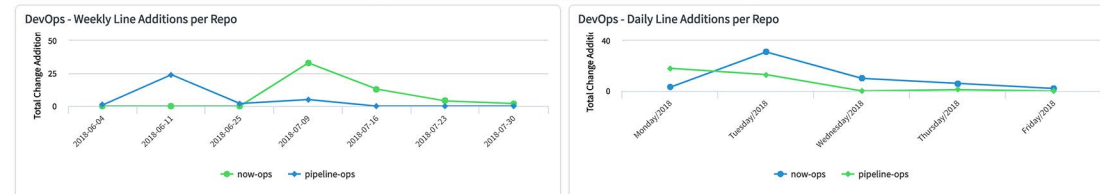
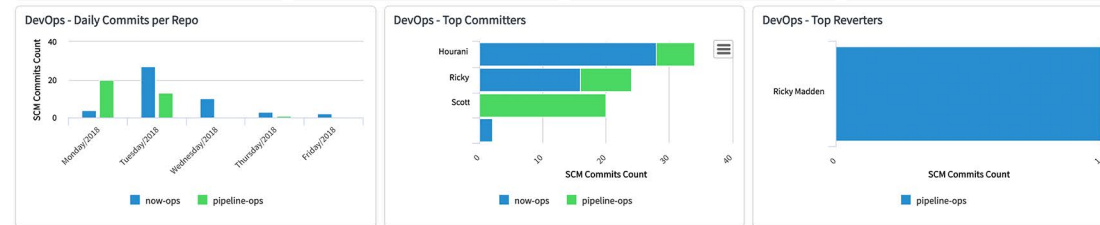
Cross-Organizational Traceability

Deploy Change Tracking						
Number	Created	Closed	Short description	Type	State	Assigned to
CHG0030049	2018-08-01 04:33:50	(empty)	Request Approval for code promotion to production for commit 1530796b70754844b3757d216b3e18d6ddb47155	Normal	Authorize	Tameem Hourani
CHG0030048	2018-08-01 04:29:10	2018-08-01 04:34:27	Request Approval for code promotion to production for commit 56db3ab451fb364291da7fc4b2f50105eeffc1a1	Normal	Closed	Tameem Hourani

DevOps - Commits Merged Today							
Commit Date	Repository	Committer	Committer Email	Message	Total Changes	Revert	URL
2018-08-01 04:33:07	now-ops	Tameem Hourani	tameem@nowdevops.io	no approval needed	2	false	https://github.com/nowdevops/now-ops/commit/1530796b70754844b3757d216b3e18d6ddb47155
2018-08-01 04:29:10	now-ops	Tameem Hourani	tameem@nowdevops.io	no approval	2	false	https://github.com/nowdevops/now-ops/commit/56db3ab451fb364291da7fc4b2f50105eeffc1a1

DevOps - Builds Run Today						
Build ID	Building	Commit	Display Name	Duration	Result	URL
9 total Builds						
Full Display Name: now-ops-approval-step_#94 (1)						
Full Display Name: now-ops-build_#50 (1)						
Full Display Name: now-ops-build_#51 (1)						
Full Display Name: now-ops-dev-deploy_#50 (1)						

Continuous Integration Health			
DevOps - Lines of Code Added This Week	DevOps - Commits This Week	DevOps - Lines of Code Added Today	DevOps - Commits Today
2	2	2	2



Integration Impact

reduced customer audit times from
18 days to 2 hours
for all DevOps related compliance audits