

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



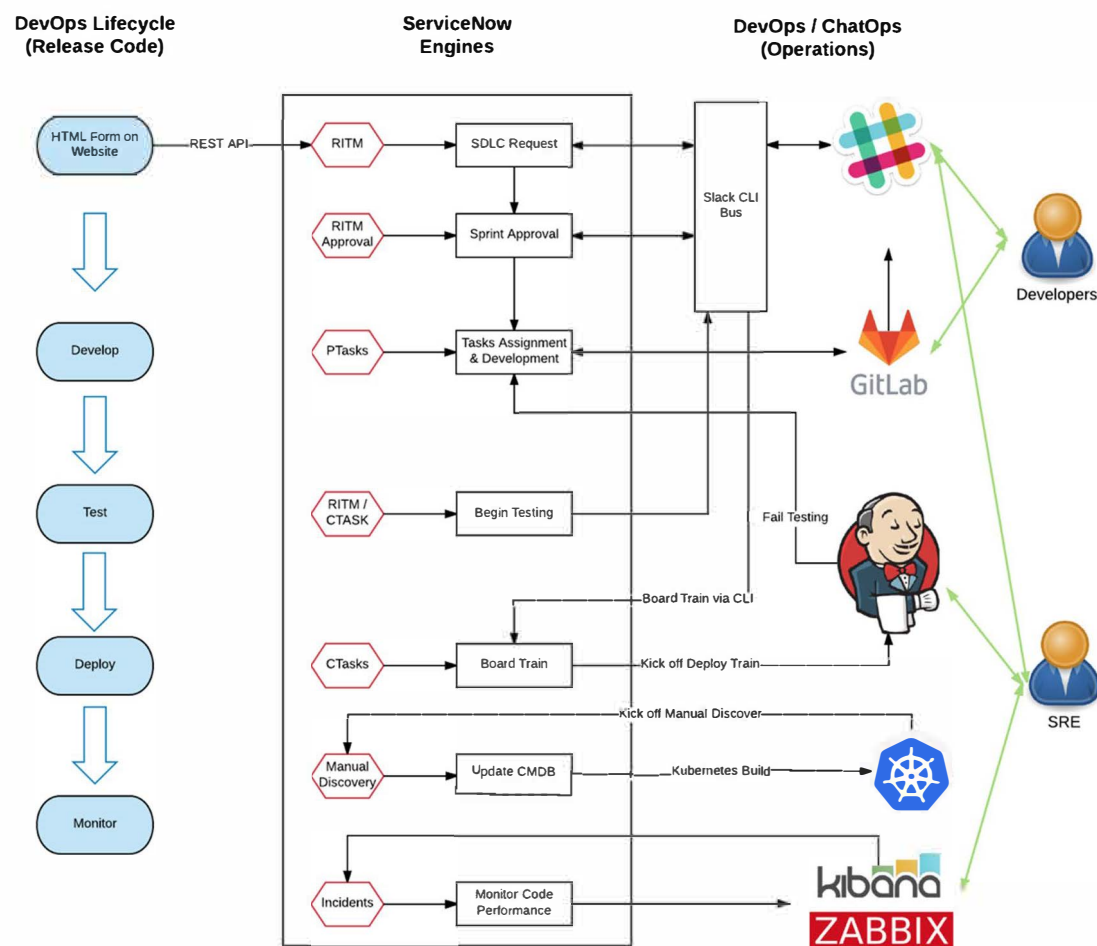
servicenow Integrations

Map 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 your DevOps toolchain into NOW



Outcomes

Unified Audit Trail

Enabling Hassle-free Development

Cross-Organizational Traceability

Integration Impact

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

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 56db3ab451fb364291da7fc4b2f50105ee98c1a1	Normal	Closed	Tameem Hourani

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/56db3ab451fb364291da7fc4b2f50105ee98c1a1

Build ID	Building	Commit	Display Name	Duration	Result	URL
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)						

