



IT-SZOLGÁLTATÁSOK MIGRÁCIÓJA A FELHŐBE

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2015. március 27.

TARTALOM

- Bemutatózás, GlideVision
- Felhő, a felhő-migráció, ServiceNow
- Ügyfélprojektek
- Q&A



AZ ELŐADÓRÓL

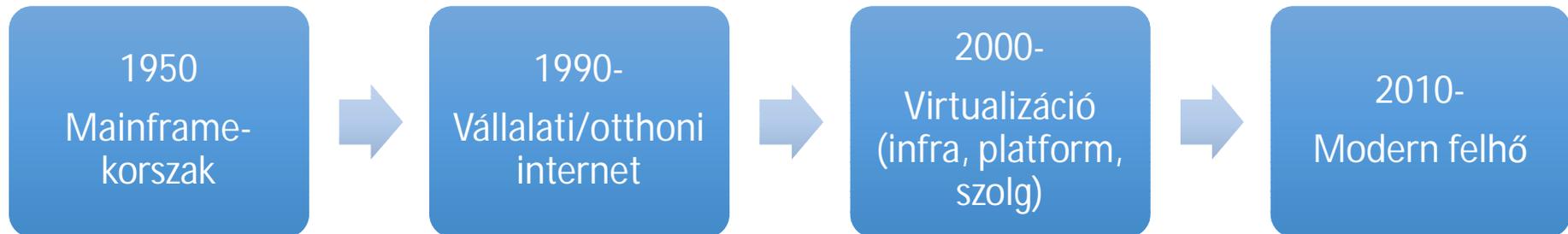
- Kósa Barna
 - Magyarország (+ Csehország) - GlideVision
 - 2005 óta ITSM-területen (tanácsadás, fejlesztés, implementáció)
 - Főként HP: Service Desk, Service Center, Service Manager, ServiceAnywhere, Universal CMDB, Business Service Manager, Cherwell
 - ServiceNow 2014. július óta (System Administrator, Implementation Specialist)
 - Kerékpározás, túrázás, utazás



- Csehország
- 3,5 év tapasztalat
- 15+ projekt
- 30+ minősített munkatárs
- Fő fókuszterület: ServiceNow (+ SnowMirror)
- End-to-end szolgáltatás
 - Stratégiai tanácsadás
 - IT szolgáltatás-menedzsment tanácsadás
 - ServiceNow implementáció, fejlesztés, adminisztrációs és támogatás
 - Oktatás
- A ServiceNow első számú cseh partnere
 - Cseh implementációk java része
 - Legtöbb minősített tanácsadó
 - Legjobb ügyfélreferenciák
- Magyarország



A FELHŐ KORSZAKA



- Jelenünk a felhő kora
 - Egyszerű személyes felhő-alapú megoldások (email, dokumentumok, általános tárhely, zene, együttműködés, ...)
 - Vállalati felhő megoldások (Amazon, Microsoft, HP, IBM, **ServiceNow**, ...)
- Alkalmazások újszerű használata (kollaboráció, IoT, mobil elérés)
- A felhő-migrációk követik az IT-szektor érettségét



FELHŐ-MIGRÁCIÓ

- Komplex tevékenység, nagy váltás, magas szintű elköteleződést igényel
- Aggályok: az adat a távolba kerül, biztonsági kérdések
- A felhő-alapú megoldások közvetlen előnyei
 - Kisebb költségek
 - Üzemeltetés magasabb szintű (rendelkezésre állás, mentés, skálázhatóság)
 - 21. századi alkalmazások (alapoktól úgy tervezve)
 - Modern web-technológiák támogatása (HTML5, WebServices, platformfügg.)
 - API-k segítségével megnövelt funkcionalitás és programozhatóság
 - Bárhonnan elérhető (opcionális korlátozásokkal)
- Alkalmas időpont az átgondolásra
 - Nem egyszerűen átállás felhőre
 - Folyamatok, metodológiák átszervezése, átgondolása → az üzletmenet hangolása, frissítése



SERVICENOW

- 2004 – Fred Luddy (Peregrine, Remedy)
- Felhőalapú ITSM-platform (alkalmazás-keretrendszer)
 - ITIL-modulok/alkalmazások: IM, PM, ChM, CM+CMDB, KM, LicM, Req, ...
 - Kiegészítő modulok: HR, Facility management, Time management, SDLC, Project management + 3rd party alkalmazások
 - Discovery
 - Orchestration
 - (On-premise) Integrációk
 - + rengeteg hasznos plugin, widget, stb.
- A kezdetektől fogva felhőre készült (teljesen webalapú)
- 10+ év folyamatos fejlődés
 - Fő verziók évente (Aspen, Berlin, Calgary, Dublin, Eureka, Fuji)
 - Patch-ek évközben is (hibajavítások)



ACISION



Client	Acision
Before ServiceNow	BMC Remedy (Nikita) – MSP construction with few integrations (Knova, SMS), too complex, development without planning, unmanageable Outsource was too expensive, started internal project to fix, failed, saved by GlideVision Incident, Problem (very basic), Knowledge, Change (interface with R&D), in-house developed CMDB, many tools, Self-Service Portal
Reason for switch	ICT: Finance optimization (UK → Philippines, Hungary), problem with technical guidance, support Services: save money
Process restructuring Implemented processes	ICT: tried to keep as close to the OOB as possible, client was flexible, change of service provider, good opportunity to rethink (Incident, Problem, basic Change, CMDB integration, Knowledge in SNow) Services: no change in the processes
Why ServiceNow?	Class-leading UI, functionality, good SNow sales and demo, best mix of features, cloud was in the company's strategy (remove geographical dependencies)
Biggest challenge	Lack of support from ServiceNow (resources and knowledge), internal team had to learn everything
Biggest advantage	ServiceNow is much more flexible (compared to Remedy), got rid of a lot of legacy products and solutions, simplified the processes (ICT), easy INC logging, introducing workflows, easy approvals
Extensions planned	ICT: internal development of modules already started (procurement, facility) Services: no order placed yet, ideas/plans are in the funnel
Customer satisfaction	Positive, easier to implement, easier to use (simplified processes), cheaper to operate, saved SNow at a customer, big success





ICT: 2012/10 – 2012/11
Serv: 2013/1 – 2015/3
Cons + Implementation
3 FTE



BMC Remedy (Nikita)
Incident, Problem (very basic), Knowledge, Change (interface with R&D), in-house developed CMDB, many tools, Self-Service Portal

Issues Outsource was too expensive, started internal project to fix, failed, saved by GlideVision

↑ ICT: internal development of modules already started (procurement, facility)
Services: no order placed yet, ideas/plans are in the funnel



⚡ Lack of support from SNow (resources and knowledge), internal team had to learn everything
SNow is much more flexible (compared to Remedy), got rid of a lot of legacy products and solutions, simplified the processes (ICT), easy INC logging, introducing workflows, easy approvals

→ **Finance optimization (UK → Philippines, Hungary), problem with technical guidance, support**

Why SNow Class-leading UI, functionality, good SNow sales and demo, best mix of features, cloud was in the company's strategy (remove geographical dependencies)



ICT: tried to keep as close to the OOB as possible, client was flexible, change of service provider, good opportunity to rethink (Incident, Problem, basic Change, CMDB integration, Knowledge in SNow)
Services: no change in the processes

Positive, easier to implement, easier to use (simplified processes), cheaper to operate, saved SNow at a customer, big success





Client	AVG Technologies CZ, s.r.o.
Our responsibility	Service Now consultancy – implement Incident, Change Management, CMDB Integration – Active Directory, JIRA and HP uCMDB
Size of the project Size of participation	11/2013 – 03/2015 4 FTE, 180 MD
Description	<p>Goal of the project was to implement basic ITIL processes in ServiceNow and import historical data from old legacy system – iSupport.</p> <p>We delivered the project in three phases:</p> <ul style="list-style-type: none"> • Incident Management & Request Fulfillment <ul style="list-style-type: none"> • The aim was to replace old tool and prepare basis to accommodate other ITIL processes • Change Management <ul style="list-style-type: none"> • Infrastructural Change Management was implemented around heavily customized AVG process. • CMDB <ul style="list-style-type: none"> • We have implemented Configuration Management and integrated ServiceNow with HP uCMDB <p>As a result of the above activities, we enabled AVG to consolidate it’s ITIL processes in a single tool, simplifying their overall setup complexity. We practiced importing historical data from iSupport, Atlassian Jira, and HP uCMDB.</p>
Methodologies	ITIL v3 Scrum



AVG – 2

Before ServiceNow	iSupport (on-premise solution): IM, RequestM, IT catalog (ordering IT stuff), Knowledge Base
Reason for switch	Licensing for iSupport was over, GUI for iSupport was bad, low grade of customization capabilities, customer wanted more than iSupport was able to provide, many small factors caused the kickoff of the project
Process restructuring Implemented processes	Started from scratch: OOB Snow processes with slight change 3 phases: 1) IM, ReqM, Jira/AD-integration 2) ChM (custom process, migration from Excel), 3) ConfM, CMDB, integration with HP uCMDB
Why ServiceNow?	Decision maker came from RWE, product was well known and appreciated
Biggest challenge	Deadlines were tight, need to do a quick implementation Phase 1 TTM was 2 month
Biggest advantage	Simplified UI for end-users (no ESS used), iSupport was very complex, lot of unnecessary fields, no role separation, everyone saw every data; notifications: communication via email (update of INC-records) is widely used
Extensions planned	In-house development in progress (easy to learn), GlideVision is involved at resource peaks, unknown functionality development
Customer satisfaction	Absolutely positive, only objection: the solution was a bit expensive Expansion of ServiceNow for other processes, areas: HR, financial, legal processes → more users (customer doubled the licenses used) → platform becomes more accepted, embedded and integrated into the everyday life of AVG → price per user decreases, usefulness increases



2013/11 – 2015/3
Cons + Impl, Integration
180 MD, 4 FTE

⚡ Deadlines were tight, need to do a quick implementation
Phase 1 TTM was 2 month

⊕ Simplified UI for end-users (no ESS used), iSupport was very complex, lot of unnecessary fields, no role separation, everyone saw every data; notifications: communication via email (update of INC-records) is widely used



iSupport (on-premise)
IM, RequestM, IT catalog (order IT stuff), Knowledge Base



License ending, GUI for iSupport was bad, low grade of customization capabilities



Started from scratch: OOB SNow processes with slight change
3 phases: 1) IM, ReqM, Jira/AD-integration 2) ChM (custom process, migration from Excel), 3) ConfM, CMDB, integration with HP uCMDB

Issues Customer wanted more than iSupport was able to provide, many small factors caused the kickoff of the project

Why SNow Decision maker came from RWE, product was well known and appreciated



Absolutely positive, only objection: the solution was a bit on the expensive side
Expansion of SNow for other domains: HR, financial, legal processes → more users (license doubles) → platform becomes more accepted and integrated to the everyday life of AVG → price per user decreases, usefulness increases



In-house development in progress (easy to learn), GlideVision is involved at resource peaks, unknown functionality development





Client	DHL IT Services	
Our responsibility	PM – Cooperate with internal PM, Managing internal teams ITIL expert consultation - design and implement the optimization changes Technical consultation – design and implementation in the ServiceNow platform, integrations	
Size of the project Size of participation	07/2013 – 09/2013 4 FTE, 180 MD	
Description	Goal of the project was to replace the previous Knova knowledge management tool by ServiceNow Knowledge Management module and setup the knowledge management project in a suitable way for the customer. Technical consultants realized the project within three scrum sprints providing demo presentation after each sprint. ServiceNow Knowledge Management out-of-box module has been customized to support all features required by customer (like support for synonyms search etc.) and complete data migration has been executed from previous knowledge management tool.	
Methodologies	ITIL v3 Scrum	

DHL – 2



Before ServiceNow	HP OV ServiceDesk (Prague, Cyberjaya, among several other SD tools (BMC Remedy, Maximo, myCSM)) Incident, Problem, Change, Request
Reason for switch	End of product support, SD was not enough for DHL needs
Process restructuring Implemented processes	Initially no restructuring (mature ITIL users), after the implementation fine tuning was started Inc, Prob, Request fulfillment, Change, SLA was changed, Knowledge was introduced
Why ServiceNow?	HP SD → SM migration failed (took a lot of money), had to search for new product BMC Remedy vs ServiceNow: Snow won because of features, flexibility and customization possibilities
Biggest challenge	Large team, had to coordinate many stakeholders, many integrations, gradual migration, coexistence of old and new, rollout was difficult
Biggest advantage	Centralization has started, system become more robust Made room for further improvements
Extensions planned	Since then there were a lot of extensions (RequestIT portal – big success), ongoing project, 6+ releases
Customer satisfaction	High satisfaction, ordering of new releases shows





2013/7 – 2013/9
PM – coop with internal PM + team
ITIL cons – design and implementation
180 MD, 4 FTE



Large team, had to coordinate many stakeholders, many integrations, gradual migration, coexistence of old and new, rollout was difficult



Centralization has started, system become more robust
Made room for further improvements



HP OPENVIEW

HP OV Service Desk
Incident, Problem, Change, Request



End of product support, SD was not enough for DHL needs



servicenow

Initially no restructuring (mature ITIL users), after the implementation fine tuning was started
IM, PM, Request fulfillment, Change, SLA was changed, Knowledge was introduced

Issues SD was used Prague, Cyberjaya, among several other SD tools (BMC Remedy, Maximo, myCSM) - too many tools in use

Why SNOW HP SD SM migration failed (took a lot of money), had to search for new product
BMC Remedy vs ServiceNow: Snow won because of features, flexibility and customization possibilities



High satisfaction, ordering of new releases shows



Since then there were a lot of extensions (RequestIT portal – big success), ongoing project, 6+ releases





Client	KBC ICT Services, KBC Bank & Verzekering / ČSOB a.s.	
Our responsibility	PM – Cooperate with the customer’s competence center, Managing internal teams ITIL expert consultation - design and implementation of the optimization changes in ServiceNow	
Size of the project Size of participation	11/2012 – 06/2014 1 - 4 FTE, 500 MD	
Description	<p>Goal of the project was to replace an old ITSM tool with ServiceNow and implement related processes in the ServiceNow platform (Asset Management, CMDB, Incident, Problem, Change Request, Release Management, End-user Portal, Service Catalog).</p> <p>Project was divided into three parts:</p> <ul style="list-style-type: none"> • Part I – SACM (Service, Asset and Configuration Management) – implementation of CMDB, classification, integrations • Part II – SSP (Self-Service Portal) & Service Catalog – implementation of Service Catalog including integrations, workflows and configuration of multiple Self-Service Portals (country-oriented) • Part III – Related Processes – Implementation of Incident, Problem, Change Request, Release Management support in ServiceNow platform 	
Methodologies	ITIL v3	

KBC – 2

Before ServiceNow	
Reason for switch	
Process restructuring Implemented processes	
Why ServiceNow?	
Biggest challenge	
Biggest advantage	
Extensions planned	
Customer satisfaction	





2012/11– 2014/6
PM – Cooperate with the customer's competence center, Managing internal teams /ITIL expert consultation - design and implementation of the optimization changes in ServiceNow
500 MD, 1-4 FTE



Large team, had to coordinate many stakeholders, coexistence of old and new, rollout was difficult



Centralization has started, system become more robust
Made room for further improvements

servicenow

HP OV Service Desk
Incident, Problem, Change, Request



End of product support, SD was not enough for DHL needs



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Why SNow HP SD SM migration failed (took a lot of money), had to search for new product
BMC Remedy vs SNow: SNow won because of features, flexibility and customization possibilities



High satisfaction, ordering of new releases shows



Since then there were a lot of extensions (RequestIT portal – big success), ongoing project, 6+ releases



Client	RWE IT Czech, s.r.o.
Our responsibility	Service Now consultancy – implement Incident & Service Catalog, Problem, Change, Knowledge & CMDB
Size of the project Size of participation	08/2013 – 08/2014 1 FTE, 220 MD
Description	<p>Goal of the project was to implement basic ITIL processes in ServiceNow and import historical data from old legacy systems CA Service Management.</p> <p>We delivered the project in five phases:</p> <ul style="list-style-type: none"> • Incident Management & Service Catalog <ul style="list-style-type: none"> • The aim was to replace CASM tool and prepare basis to accommodate other ITIL processes • Change Management <ul style="list-style-type: none"> • Application Change management was implemented around heavily customized client process, historical changes were imported. • Problem Management <ul style="list-style-type: none"> • Was newly introduced therefore tightly build around OTOB setup. • Knowledge Management <ul style="list-style-type: none"> • Consolidate the current process, import existing articles and dismiss the previously used tool • CMDB <ul style="list-style-type: none"> • Import several thousand configuration items concerning core RWE infrastructure <p>As a result of the above activities, we enabled RWE to consolidate it's ITIL processes in a single tool, simplifying their overall setup complexity. We practiced importing historical data from HP Service Manager, Atlassian Jira, OpenOne OpenMinder and several Configuration Management tools.</p>
Methodologies	ITIL v3



RWE CZ – 2

Before ServiceNow	CA Service Management (on-premise), lot of small companies, suppliers in many countries Incident, Service Catalog, SLAs
Reason for switch	License expiration + switch was initiated in UK and stopped → DE reused the instance → CZ joined and implemented its own processes (CZ project was faster, cheaper and more effective without any big issues)
Process restructuring Implemented processes	No restructuring at the project, redesigning is done right now (with assistance of GlideVision) Phase 1: Incident, Service Catalog, SLA Phase 2: Change, Knowledge, CMDB (partially) Currently: consulting CMDB (Germany)
Why ServiceNow?	See reason for switch
Biggest challenge	Lot of stakeholders, lot of resolving groups, teams (communication and coordination in the processes were difficult), lot of SLAs (500+), complex services tree
Biggest advantage	CA SM had no end-user portal, ServiceNow utilizes that + processes were simplified Performance improvement, much higher availability, better customization capabilities, TTM is much better
Extensions planned	Non-IT processes are planned to be implemented in ServiceNow (having an own instance): HR, project management, time cards, demand management
Customer satisfaction	Big success story in the race with Germans



2013/8– 2014/8
Service Now consultancy and implementation
220 MD, 1 FTE



Lot of stakeholders, lot of resolving groups, teams
(communication and coordination in the processes were difficult), lot of SLAs (500+), complex services tree



CA SM had no end-user portal, ServiceNow utilizes that + processes were simplified
Performance improvement, much higher availability, better customization capabilities, TTM is much better



CA Service Management (on-premise)
Incident, Service Catalog, SLAs



License expiration



No restructuring at the project, redesigning is done right now (with assistance of GlideVision)
Phase 1: Incident, Service Catalog, SLA
Phase 2: Change, Knowledge, CMDB (partially)
Currently: consulting CMDB (Germany)

Issues
Why SNOW

Switch was initiated in UK and stopped → DE reused the instance → CZ joined and implemented its own processes (CZ project was faster, cheaper and more effective without any big issues)



High satisfaction, big success story in the race with Germans



Non-IT processes are planned to be implemented in ServiceNow (having an own instance): HR, project management, time cards, demand management



MEGÉRI A VÁLTÁS?

- Minden ügyfél pozitív tapasztalatokat szerzett a ServiceNow-val
 - Alacsonyabb TCO
 - Cap-Ex mentesség (pay as you go, alacsonyabb belépési költségek)
 - Beépített üzletmenet-folytonosság és biztonság
 - Megnövelt tudás és funkcionalitás
 - Korlátlan skálázhatóság
 - Gyors Time-to-Value
 - Üzletre koncentráció, nem az IT-ra
 - Környezetbarát
 - ...



Q&A

