

SERVICENOW CMDB + ALFABET IT PLANNING FOR HEALTHCARE

CONTEXT

A large health insurance provider was planning IT investments as part of a digital technology refresh effort, and already had a large investment in ServiceNow CMDB to track all (current state) deployed applications.

Alfabet was used as an IT Planning tool to track current and future planned applications -- including all the underlying technologies used to support each application, plus details of how each application was used by different organization units to support the business capabilities.

CLIENT CHALLENGE

IT Portfolio data redundancy and overlap was causing lack of confidence in “version of the truth” reporting and any future portfolio recommendations based on the data - whether it was duplicates of applications, different definitions of “what is an application vs technical component”, or just naming applications differently.

The company wanted to integrate their CMDB (in ServiceNow) with their IT Planning tool (Alfabet):

- To provide a clearer perspective on how current deployed technologies were being used by different organization units to support processes and capabilities
- To better understand the underlying technologies used by each application
- To enable long term IT planning by modeling both the current operating model and the Target Operating Model
- To encourage better business – IT alignment

SNAPSHOT



PAIN POINTS

- Low confidence in IT Planning analysis / recommendations
- Missing application entries in ServiceNow impacts ticket-asset root cause insights

RESULTS

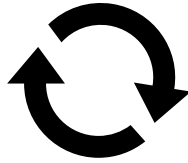
- In Alfabet, current-state application inventory could now be more “trusted” for planning
- ServiceNow better root-cause insights (today) with more accurate app inventory
- ServiceNow better root-cause (future) when app components can be tied to incidents or problems

WHAT WE DID

In principle, we advised the client to consider the logical source of truth for data where it is most closely aligned and easiest to maintain.

- ServiceNow needs to leverage its CMDB for “source of truth” data to support various ITSM functions - for example, service tickets or incidents attributed to a specific application.
- Alfabet is intended for IT Portfolio management for the purpose of better IT Planning insights. Alfabet needs both current inventory and future-state plans for trusted analysis and insights.

ALFABET
OWNER: FUTURE STATE APPS &
TECH COMPONENTS



servicenow
OWNER: CURRENT STATE APPS

A 2-way interface was developed between Alfabet and ServiceNow, mapping between the Alfabet “logical” applications and the ServiceNow “physical” deployments to and from production. From the ServiceNow perspective, this integration captured all the CMDB applications that were moved into production and made that data available to Alfabet. From the Alfabet perspective, these records would contain the Service Now Configuration Item (CI) reference ID, along with updated record start and end dates.

Any new, active, planned deployments in Alfabet that did not have a ServiceNow CI reference number were added to Service Now and received CI reference number, and then synchronized back to Alfabet.

RESULTS & BENEFITS

The 2-way mapping allowed for each System Of Record (SOR) to maintain its data at the lowest cost with existing functions and processes, yet allowed the data to be used for critical day-to-day IT support operations, and holistic IT future-state planning.

- In Alfabet, current-state application inventory could now be more “trusted” for planning
- In ServiceNow, there was better chance of getting up to date applications from IT portfolio analysts entering data into Alfabet, but missing in ServiceNow
- In ServiceNow capabilities expansion, app-supporting technology components could be aligned to the “application source of truth”, so when ServiceNow was ready for that data to become available for ticket alignment, it would already be aligned to valid CIs