# Empowering Ops-ITSM Teams with Context-Infused Automation


## Abstract

A lot has been written about digital transformation, but ongoing research and industry dialogue show that it isn't a stage act that occurs with a sleight of hand in a dark theatre. Digital transformation requires IT transformation to enable it and drive it forward, but how do you get there? How does IT transform?

It starts with a holistic approach to operations management, especially when combined with IT service management. The value of Ops-ITSM integrations is multifaceted, from incident and performance management, to asset management, to improved IT efficiencies overall. It requires improved discovery and data sharing, more dynamic and operationally-aware CMDBs and service models, advanced correlation analytics across all domains, and well-targeted automation.

This impact brief puts a spotlight on the whys, the wherefores, and the benefits of joining Ops with ITSM and introduces ScienceLogic's unique integration with ServiceNow.


## Just a Little Background

The notion that operations and ITSM are, or should be, two separate worlds is fading fast among more progressive IT organizations. EMA research on service management shows that ITSM teams are more likely to report into operations than any other group. Moreover, a growing number of strategic IT initiatives require operations with ITSM integrations, such as:

- Problem, incident, or availability management
- IT asset management
- Change management
- Analytics to support OpEx efficiencies

And this list is far from complete.

Not surprisingly, ITSM teams prioritize *integrated operations* as one of their top two current priorities, along with *IT-to-business integrations*. Integrating operations with ITSM magnifies success in both areas, promotes team growth, and delivers superior business outcomes.

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## Data Sharing, Anyone?

Effective cross-silo data sharing can introduce both technology and cultural challenges for many IT organizations, but technology is also key.

Without the right technology to empower it, data sharing will remain a costly nightmare, no matter how motivated IT teams are to work together better. EMA research shows that *inaccurate or ineffective data* and *warring or siloed tools* are among the top two roadblocks to both digital and IT transformation.

From an incident management perspective, the problem is often too much data, inaccurate data, and poorly prioritized data. The result is protracted war-room delays versus a more streamlined approach that enables IT to fix issues before they impact the business.

## Discovery: What's Really Out There?

From a discovery perspective, the value of bringing operations and ITSM together can be dramatized by just a few EMA research statistics on optimizing IT for cost and value.

- Enterprise IT organizations have, on average, *15 different discovery tools* supporting IT asset discovery and inventory, resulting in untimely delays such as an average of 30 hours of data reconciliation just to prepare for a major audit.
- When you consider other areas such as performance and change management, the number of relevant toolsets grows substantially. One mid-tier, global manufacturer had 300 different monitoring toolsets, each with its own discovery capabilities, residing in different data centers in different countries.

There's a clear need for a unified view of "what's truly out there," and "how it works together." However, this unified view can only begin to bring full value to IT through an effective operations and ITSM handshake.

## Application Discovery and Dependency Mapping

Few capabilities accelerate and empower the handshake between Ops and ITSM more than application discovery and dependency mapping (ADDM) in all of its flavors. These include infrastructure-to-infrastructure, application-to-infrastructure, and application-to-application. ADDM benefits are magnified as it evolves to become more dynamic, more cloud-aware, and more business-aware so that application services and business services are understood together. *Here, context is key,* whether it's for performance analytics, change management, asset optimization, cloud migration, or other needs. EMA research consistently shows a high correlation between ADDM adoption and success in performance management, change management, and asset optimization.

## Keeping Your CMDB/CMS Up-To-Date

A CMDB/CMS can provide crucial operational insights for effectively managing change, planning data center consolidations, and executing initiatives like DevOps, SecOps, and the move to cloud. Real-time operational inputs that capture critical infrastructure and application interdependencies are essential to maintain an accurate CMDB or CMS.

- Most IT organizations spend an average of **12 hours per week**, or **624 hours a year**, just trying to reconcile data from different sources to keep their CMDBs current. Some spend as much as five times that. Even then, the CMDB is far from up-to-date or accurate.

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## Automation and Incident Handling

The real value in having relevant data with proper context is the ability to take actions more quickly and effectively. To do this, *automation is essential*. This includes automation ranging from trouble-ticketing, to workflows for assembling relevant IT teams when issues arise, or when changes need to be made, to configuration automation and analytics-driven automation to actively remediate service performance issues.

Incident handling involves multiple processes with multiple technology dependencies, all of which can profit from automation. These include *generating relevant and actionable alerts*, *assembling teams* (when needed), and then *diagnosing, remediating,* and *validating* that the incident was properly addressed. To do all these things efficiently, nothing could be more critical than a highly integrated approach for data sharing, data contextualization (relationship mapping), event analytics, and the automation of incident management workflows.

- To minimize or eliminate superfluous alerts, a growing number of IT organizations are applying machine learning, or other analytics. EMA has seen reductions in mean time to repair as high as 80 percent with the right analytic investments.

## EMA Perspective

The Ops-ITSM hub can deliver surprising value in everything from SecOps to DevOps, to support for cloud migration and even the Internet of Things. As a result, IT can see dramatic gains in its overall efficiency, such as the following:

- Dramatic reductions in mean time to repair (up to 80 percent)
- More dynamic and effective cross-domain asset management with radical reductions in operational overhead, as well as cost savings
- Significant shifts toward more proactive versus reactive attention to service performance and other issues with dramatic improvements in business-related outcomes
- Operational toolset consolidation (sometimes more than 10 to 1) and improved processes for better OpEx efficiencies across a more unified IT
- More effective business alignment for IT as a whole

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### ScienceLogic and ServiceNow

ScienceLogic's unique approach to Ops-ITSM integrations serves as a compelling model for delivering on the values put forward in this report. With a focus primarily on improved efficiencies in incident handling and asset management, they also offer significant advances in supporting an accurate and timely CMDB. ScienceLogic is making its hybrid IT management solution even more holistic and effective with its bidirectional ITSM integration. The ScienceLogic/ServiceNow integration is made all the stronger thanks to ScienceLogic's technical advances, as well as to the company's deep awareness of where and how operations can join with ITSM to become a more powerful hub for critical transformational needs.

### About EMA

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help EMA's clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals, and IT vendors at www.enterprisemanagement.com or blogs.enterprisemanagement.com. You can also follow EMA on Twitter, Facebook, or LinkedIn. 3682.030818