



Automate Ops in DevOps

Business are demanding higher stability, more quality, stable performance and shorter release cycles of new features on the ServiceNow platform. An integrated Way of Working between Development and Operations (DevOps) is required to meet these demands. In order to accomplish this, automation is key. The Ops Automation application supports this need of automation on your ServiceNow landscape

Automate, automate, automate!

The Ops Automation application introduces the new standard in how to manage all ServiceNow environments. The OA application is a low-code no-code framework that automates all monitoring aspects, it will also notify and takes action. On top of all of this, it visualizes the controls in dashboards making it easy to share to stakeholders.

» Curious? Read how OA will provide smart solutions in various area's in managing the ServiceNow landscape.

Spend less time on operations

Ops Automation monitors ServiceNow environments 24/7 and detects incidents before your business does. In case of an incident OA will avoid exhausting root cause analysis by correlating incidents to changes and sharing previous applied fixes and workarounds to your ops engineers.

Fast feedback loop

The OA application excels in preventing incidents caused by changes. The application already detects defects during the development and testing cycle. Shortening the feedback loop to your dev engineers.

Give trust to your DevOps teams

Grant DevOps teams the power to deploy and monitor policies defined in the Definition of Done. Ops Automation acts as an approval gate by providing a holistic overview of all ServiceNow environments. Understand the health, performance and usage of each environment.

Integrate

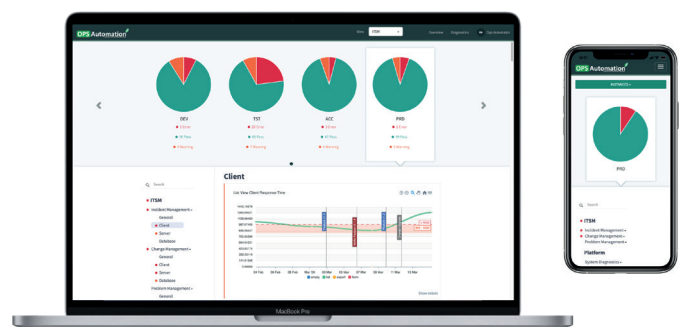
The OA application collects data from any ServiceNow product including ITSM, ITBM, CSM, HR, ATF and scoped applications. OA is also able to feed any kind of process like Incident Management and Event Management.

Start yesterday

It's always a good moment to start using OA. The application is able to collect data historically, providing insights in prior events. Use the data in root cause analysis, baseline the performance or for future events.

Be in control anytime, everywhere

OA is shipped with a portal that provides trend analysis together with threshold, ticket and release information. It wouldn't have been called Ops Automation if it didn't fully generate this based on the configured controls.



The OA portal is available on all devices.



Feature overview



Monitor

- Controls
- Measurements
- Thresholds



Data

- Data storage & sync
- (Historical) Data Collection



Take Action

- Tickets
- Emails
- Documentation
- Orchestration



Analytics

- Dashboards & Reporting
- Quick insights (e.g. cause-effects)
- Correlate activities (e.g. releases) in reports
- User-friendly & Intuitive portal

The sky is the limit

OA is a powerful application not only to manage the ServiceNow landscape. It provides monitoring, notifications and orchestration on any kind of business process. Think of managing the Financial health of the organization by monitoring costs and budgets. Get a clear visualization on successful and failed deployments of your CI/CD pipelines. Be notified when an employee reaches it's out of service date in your HR process.

Imagine your own use case, sky is the limit.

Value of Ops Automation

- ✓ **Increased customer satisfaction.**
- ✓ **Stable performance and higher quality of delivered features, releases and patches/ upgrades on the platform.**
- ✓ **Save time and money, reduced manual labor in operational activities (e.g. daily checks and root cause analysis).**
- ✓ **Significantly less incidents related to changes on the ServiceNow environments.**
- ✓ **Advanced control on managing the ServiceNow landscape and business processes.**
- ✓ **Enabler of integrating Development and Operations (DevOps), increases collaboration and shorten time to market.**

About Fruition Partners

Professionalism, enthusiasm and positive energy are the key to delivering successful IT transformation. That is what we believe and what we stand for.

With a broad range of services, solutions and best practices we help you turn your IT department into a coherent, agile unit that can always meet business demands.

For more information or a no-obligation demonstration of the OA Application visit www.fruitionpartners.nl/ops-automation or call us at +31 70 799 00 30.