



Defining your legacy: Transform to drive business strategy

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Service-now.com
On Demand IT Service Management

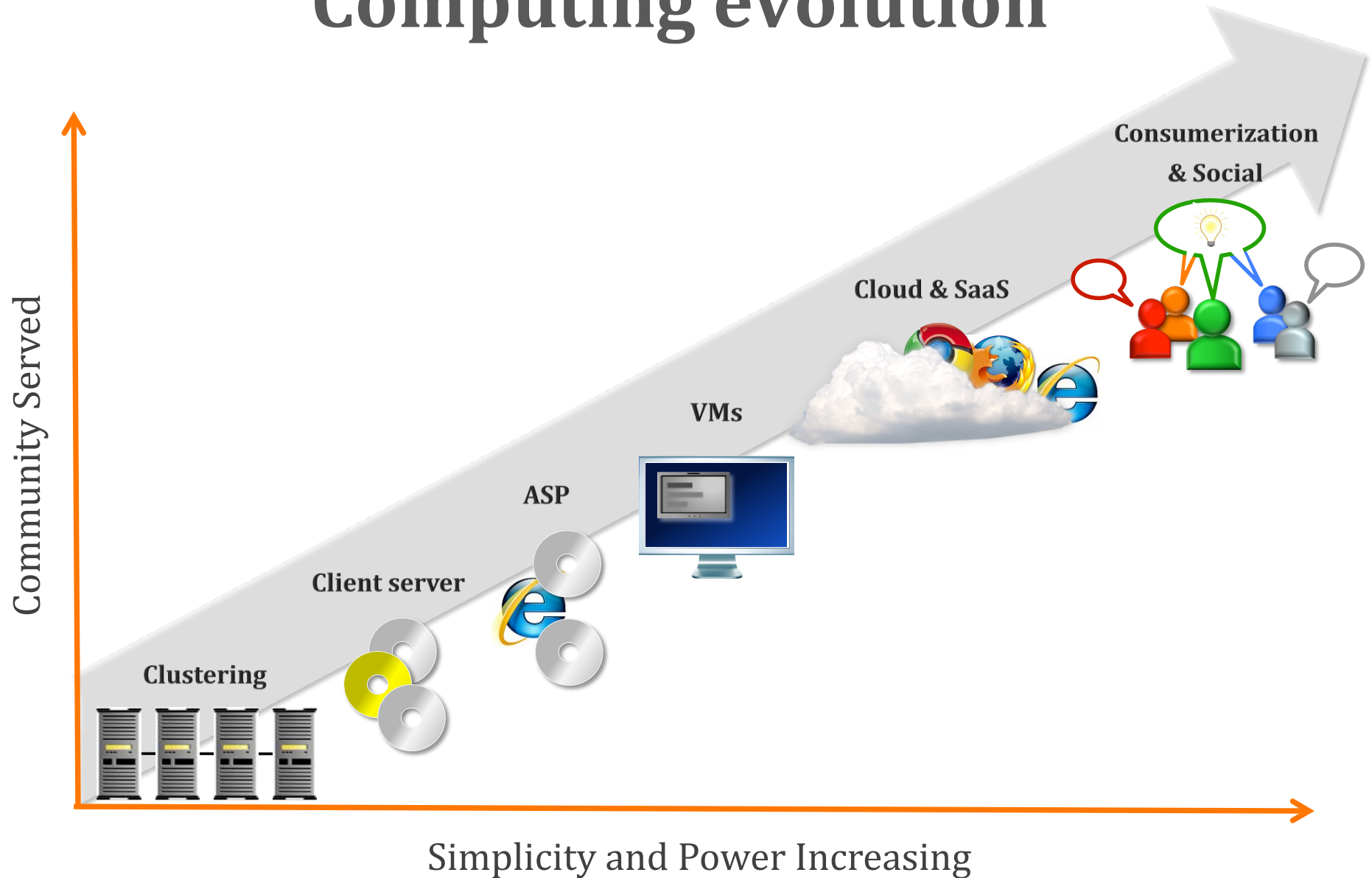
“ By 2012, 20 percent of businesses
will own no IT assets. ”

Source:

Gartner

Key predictions for IT organizations
and user in 2010 and beyond

Computing evolution



CIO categories

Function head

Partnering with the business & process transformation

Transformational leader

Focused on IT operational excellence

Business strategist

Enterprise strategy, innovation and differentiation

Source:



CIO Executive Council

Leaders Shaping the Future of Business

"State of the CIO 2010: Three CIO Types: Business Strategists Gain Ground" - December 2009

Future state CIO

Legacy focus

Business strategy focus



Elements of CIO transformation

1. What do I own?
2. How is it performing?
3. What does it cost?
4. Working on the right things?
5. Transparent to the business?
6. Driving innovation?



What do I own?



What do I own?

ECMDB Business Services

- All (36)
- Most Critical (33)
- Applications (15)

Application Servers

- All (9)
- Tomcat
- JBoss
- BEA Weblogic
- IBM Websphere
- Java
- Domino
- Web Servers (9)

Database Instances

- All
- DB2
- MySQL
- Oracle
- MSSQL
- Sybase

Infrastructure Services

- Email (5)
- FTP
- Directory Servers
- Other

Servers

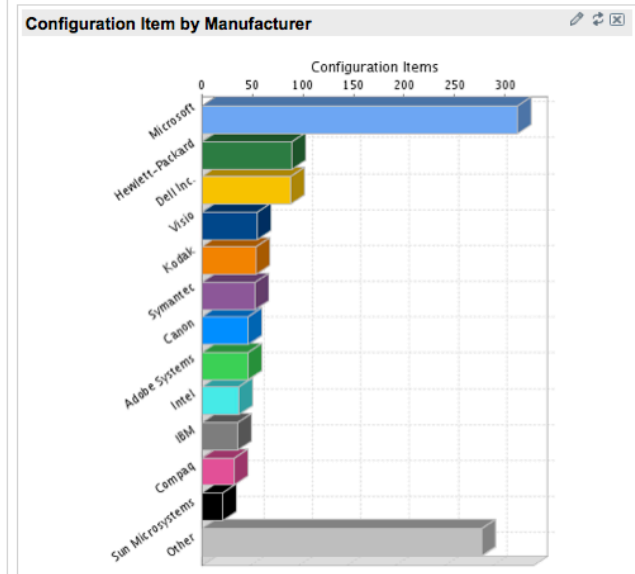
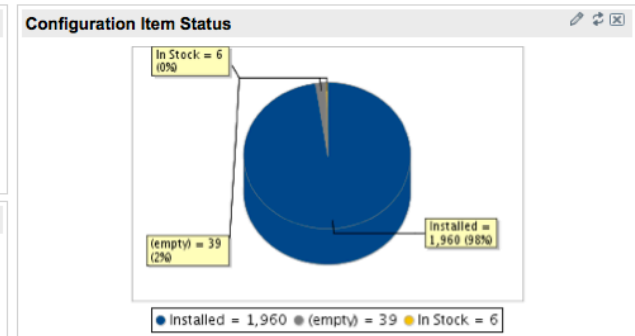
- All (44)
- Linux (4)
- Windows (8)
- Unix (10)
- Solaris
- AIX (3)
- HPUX
- Virtual Machines
- Clusters (1)

Network

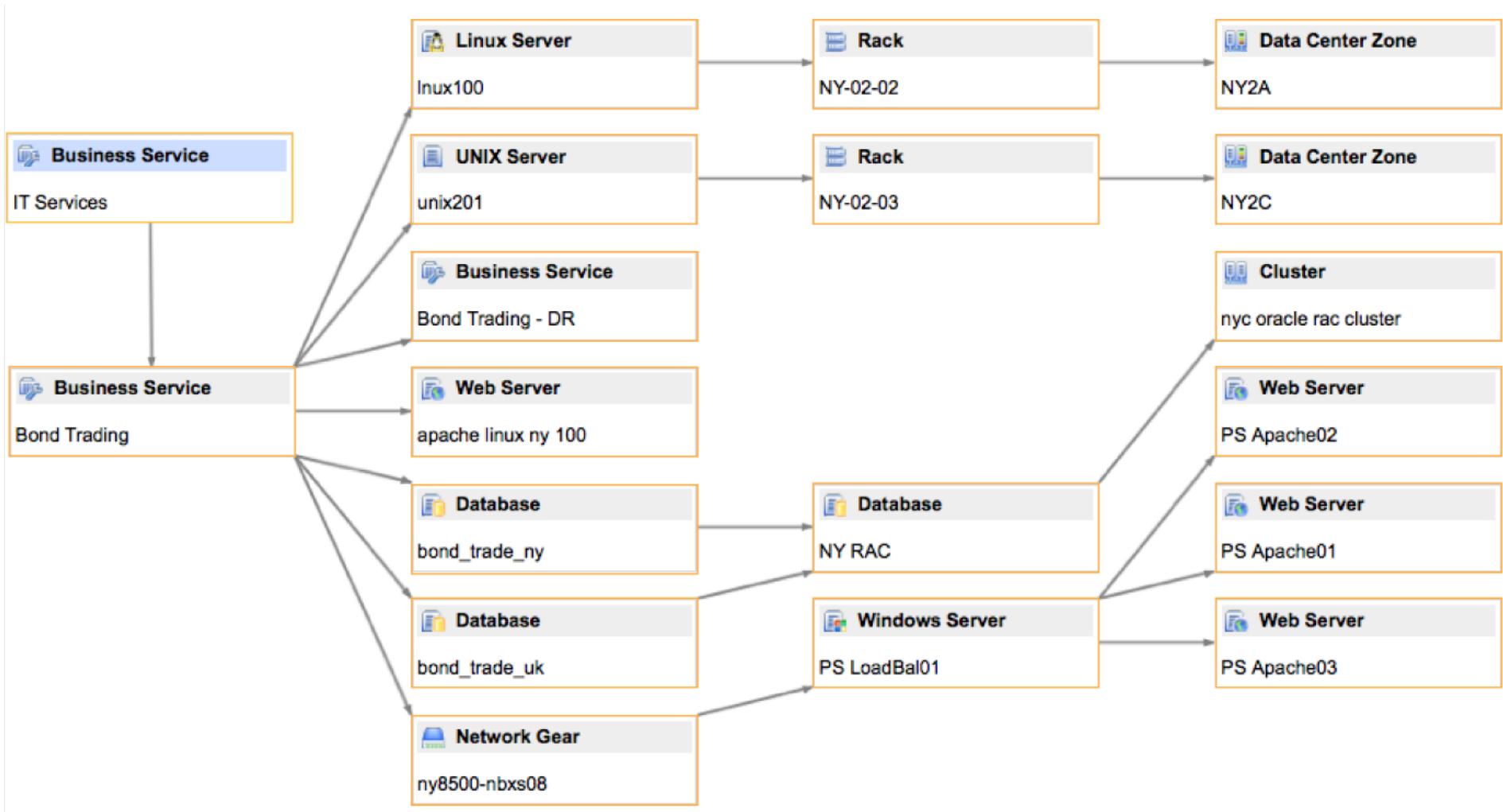
- Networks
- Devices
- Gear (5)
- VPN
- Switches
- Routers

CMDB Type Counts

Computers The number of Computers in the CMDB	95
Servers The number of Servers in the CMDB	22
Printers The number of Printers in the CMDB	2
Computer Peripherals The number of Computer Peripherals in the CMDB	2
Network Gear The number of Network Devices in the CMDB	5
Mass Storage Devices The number of Mass Storage Devices in the CMDB	3
Business Services The number of Business Services in the CMDB	36
Databases The number of Databases in the CMDB	13
Applications The number of Applications in the CMDB	1
Software Packages The number of Software Packages in the CMDB	1767
IP Services The number of IP Services in the CMDB	0
Network Adapters The number of Network Adapters in the CMDB	0

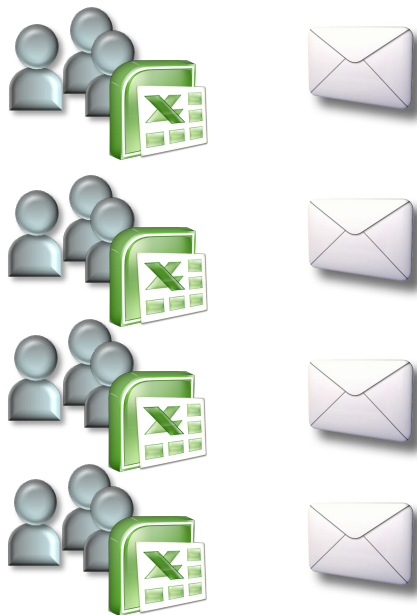


What do I own?



How is it performing?

8:00 AM



12:00 PM



5:00 PM



24 hours and more than 50 people, per day

My Service Subscriptions

Commitments Current status: Available Planned Outage Degraded Unavailable

Americas Messaging (North and South) 🔍			
Available			
	Last 7 days	Last 30 days	Last 12 months
99.5% Availability 24X7	<input checked="" type="checkbox"/> 99.40%	<input checked="" type="checkbox"/> 99.86%	<input checked="" type="checkbox"/> 99.99%

Asia/Pacific Messaging 🔍			
Unavailable since 2010-06-21 13:47:16 📄			
	Last 7 days	Last 30 days	Last 12 months
99% Availability 24X7	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

Bond Trading NY 🔍			
Degraded since 2010-06-21 13:47:43 📄			
	Last 7 days	Last 30 days	Last 12 months
99% Availability 24X7	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%
99.97% Availability NYC Hours	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

Branch Office 🔍			
Available			
	Last 7 days	Last 30 days	Last 12 months
99.5% Availability 24X7	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

Central Office 🔍			
Available			
	Last 7 days	Last 30 days	Last 12 months
99.997% Availability 24X7	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

European Messaging 🔍			
Available			
	Last 7 days	Last 30 days	Last 12 months
99.5% Availability 24X7	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

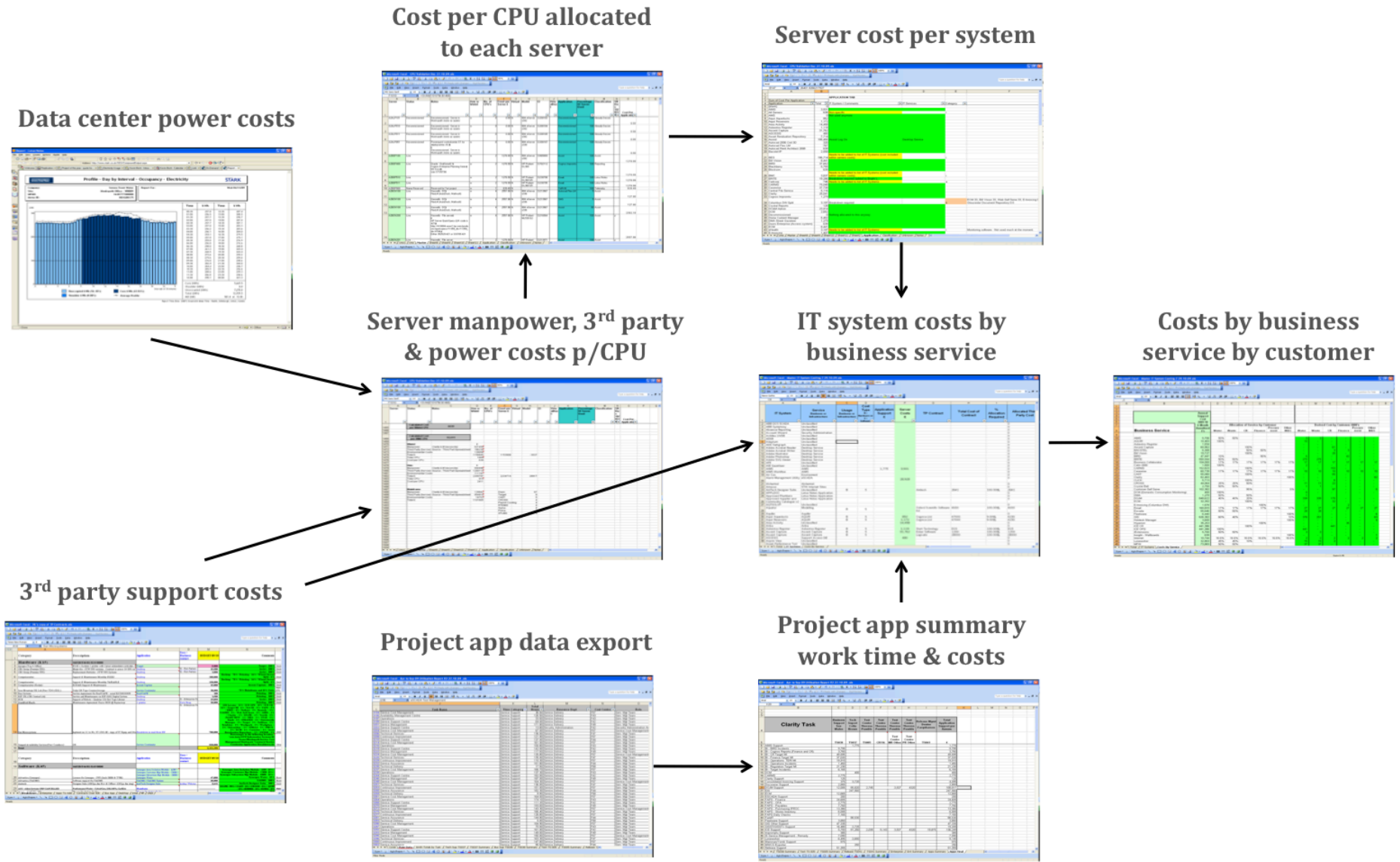
International Basic 🔍			
Available			
	Last 7 days	Last 30 days	Last 12 months
99.97% Availability London Hours	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

MDM 2008 User Client Access 🔍			
Planned Outage restore time unknown 📄			
	Last 7 days	Last 30 days	Last 12 months
99.99% Availability 24X7	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

Service-Oriented architecture 🔍			
Available			
No availability commitments for this Service			

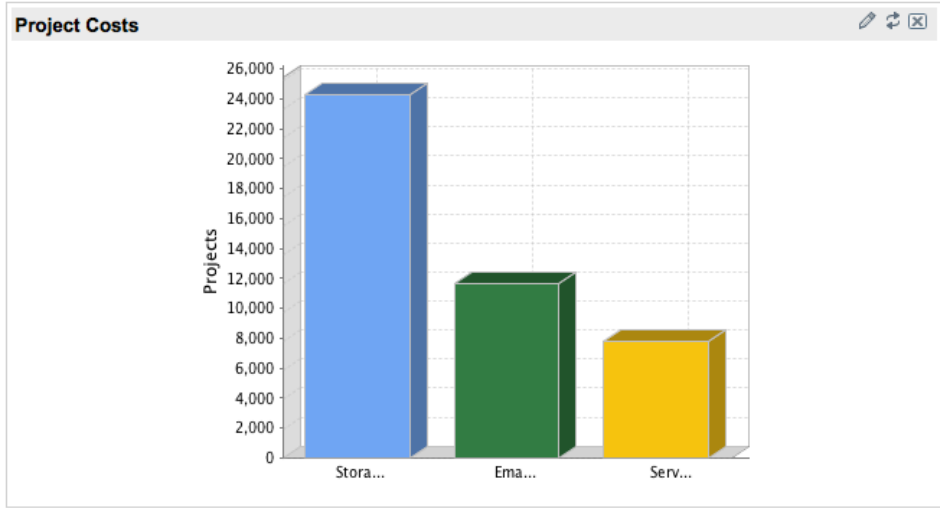
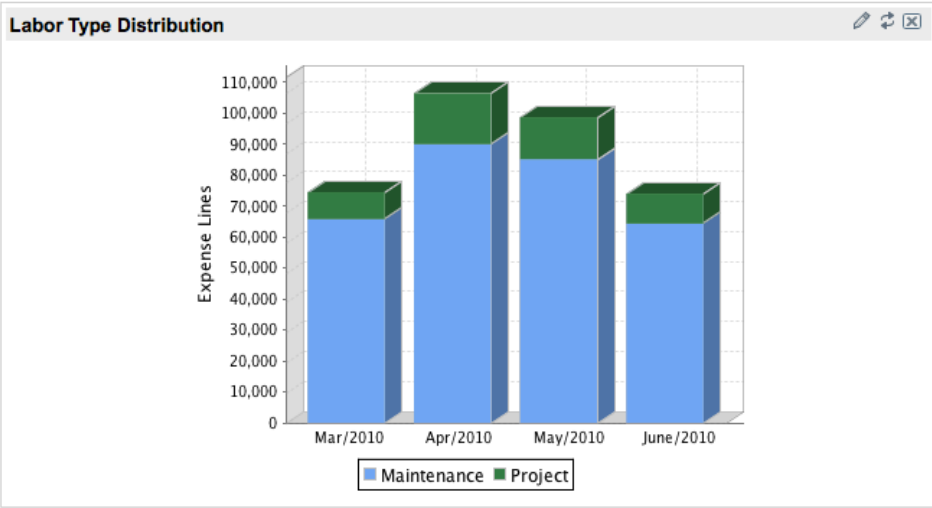
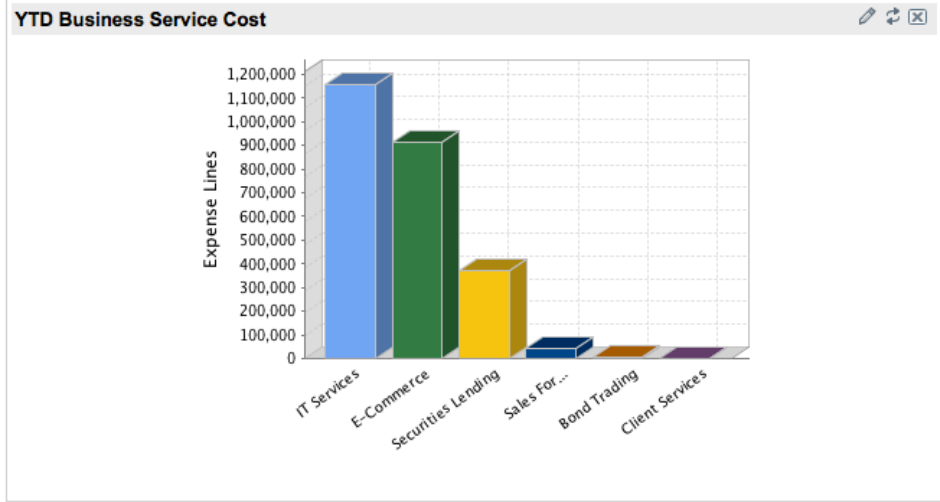
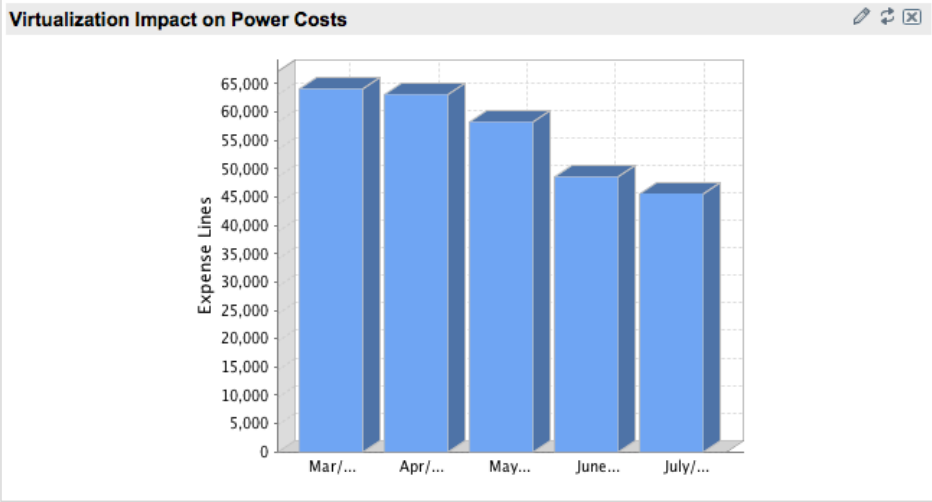
Voice America Basic 🔍			
Available			
	Last 7 days	Last 30 days	Last 12 months
99.97% Availability NYC Hours	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%	<input checked="" type="checkbox"/> 100%

What does it cost?

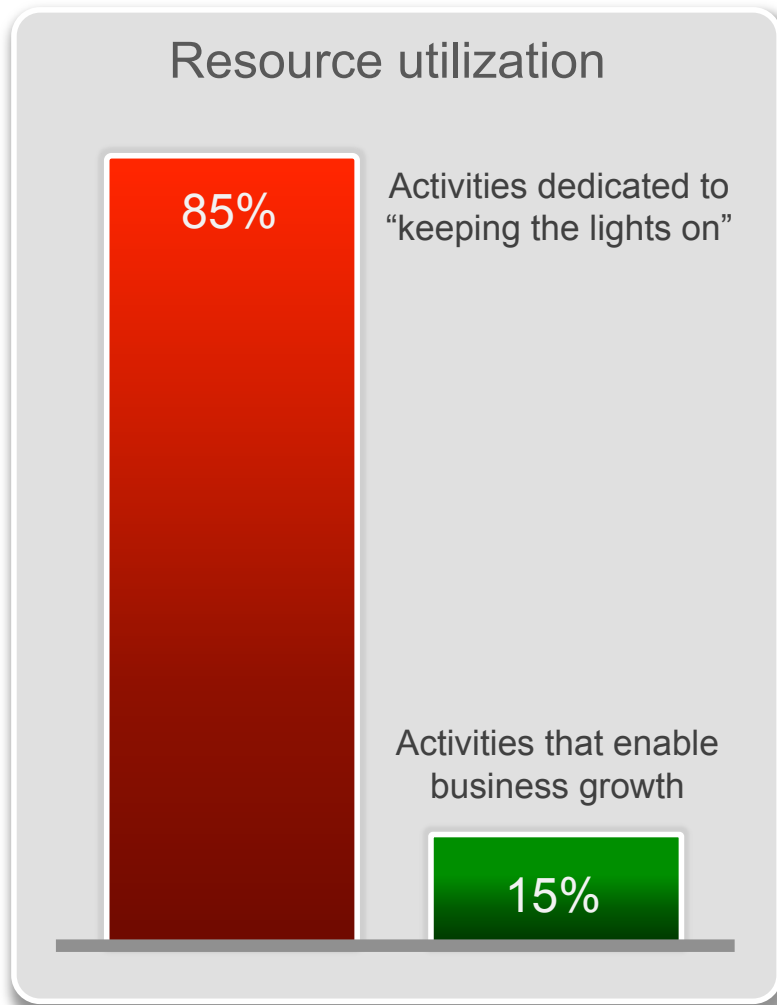


Name	Planned	Actual	Remaining
IT 2010	\$4,000,000.00	\$3,100,000.00	\$900,000.00
Manufacturing 2010	\$1,300,000.00	\$702,000.00	\$598,000.00
Investments 2010	\$500,000.00	\$311,500.00	\$188,500.00
Administration 2010	\$100,000.00	\$65,500.00	\$34,500.00

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Working on the right things?



Work time capture technology

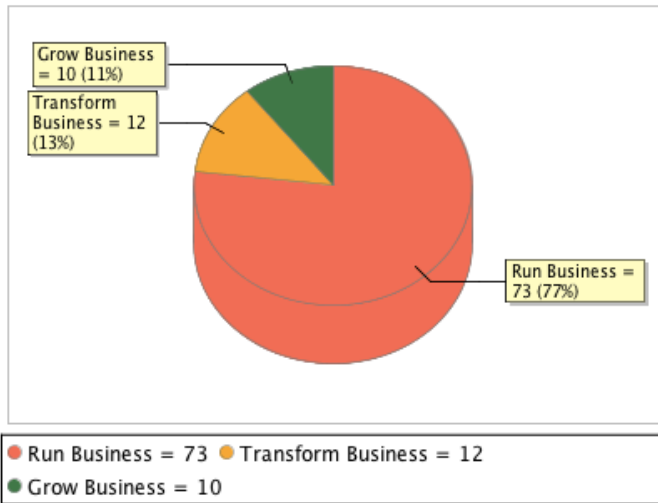
Project Portfolio: IT Projects

	Start	End	Milestones	Risk	Cost	ROI	Scope	Staff	% Complete
Windows 7 deployment	2010-08-09	2010-08-21	Green	Critical	Green	80%	Green	Yellow	65.0%
Dallas server farm upgrade	2010-08-10	2010-09-28	Yellow	Low	Green	150%	Green	Green	90.0%
Migrate execs off of PCs	2010-08-12	2011-01-14	Green	Low	Green	100%	Green		45.0%

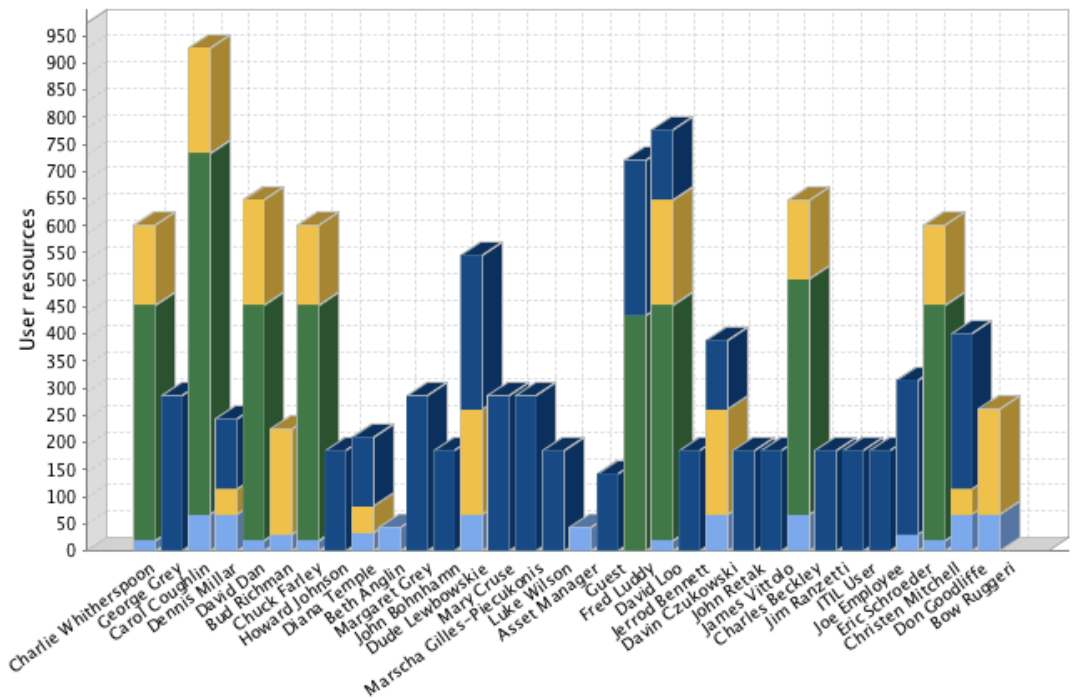
Project Portfolio: Business Projects

	Start	End	Milestones	Risk	Cost	ROI	Scope	Staff	% Complete
Service-now deployment	2010-08-13	2010-12-29	Green	Low	Green	500%	Green	Green	75.0%
Office relocation (Dallas to San Diego)	2010-08-11	2010-11-25	Yellow	High	Green	150%	Green	Red	25.0%

Portfolio projects (by category)



Resource hours (by user by task)



Transparent to the business?

Technology-centric

- Technology mandates
- Service portfolio describes what IT delivers to the business
- Service portfolio really a cost recovery catalog
- PDF or hard copy service portfolios distributed



Service-centric

- Service lifecycle approach
- Services designed through collaboration
- Communicate service scope, price
- Subscription based; not mandatory
- Easily accessible, Web-based description of product offerings

Electronic Messaging



Electronic messaging (email) for the global corporate entity. Does not include other forms of machine to machine messaging such as MQ Series, SOAP, TIBCO, or other side machine to machine technologies.

Current Status: Operational

Service Scope

In Scope

- Blackberry Mail Bridge
- Chat
- Electronic Mail (Exchange)
- Web Access (to exchange)

Out of Scope

- Client Install/Patching
- Desktop Support

Price model: per mailbox

Mailboxes consist of the following

- Delivery to/from (commitments vary by offering)
- Storage (max 20G unless offering specifies otherwise)
- Backup
- Retention (duration specified by offering)

Service Offerings

Americas Messaging (North and South)

Operational

Location: **Americas**
Manager: **Fred Luddy**
Tech Contact: **David Dan**
Billed Monthly: **\$10.95** per mailbox

Committments

- ✓ **30 Minute Delivery**
- ✓ **45 Day Retention**
- ✓ **99.5% Availability** 24 x 7

European Messaging

Operational

Location: **Emea**
Manager: **Davin Czukowski**
Tech Contact: **Davin Czukowski**
Billed Monthly: **€12.00** per mailbox

Committments

- ✓ **30 Minute Delivery**
- ✓ **45 Day Retention**
- ✓ **99.5% Availability** 24 x 7

Asia/Pacific Messaging

Operational

Location: **Apac**
Manager: **Natasha Ingram**
Tech Contact: **Charles Beckley**
Billed Monthly: **¥1,200.00** per mailbox

Committments

- ✓ **30 Day Retention**
- ✓ **60 Minute Delivery**
- ✓ **99% Availability** 24 x 7

Transform your legacy today.



Simplify

Establish culture that evaluates status quo

Drive out maintenance; emphasize transformation and growth

Reduce time and effort for calculated decisions



www.service-now.com/transform

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