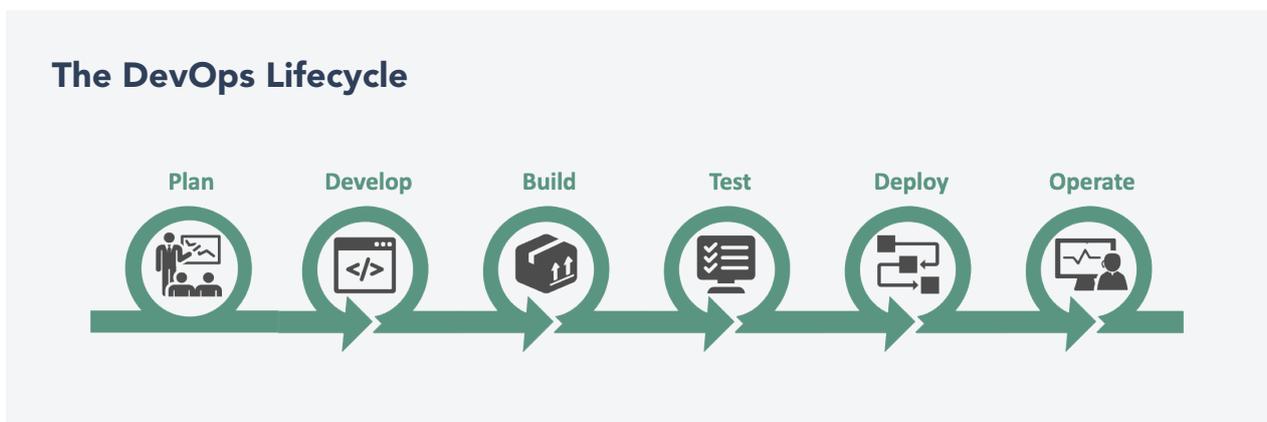


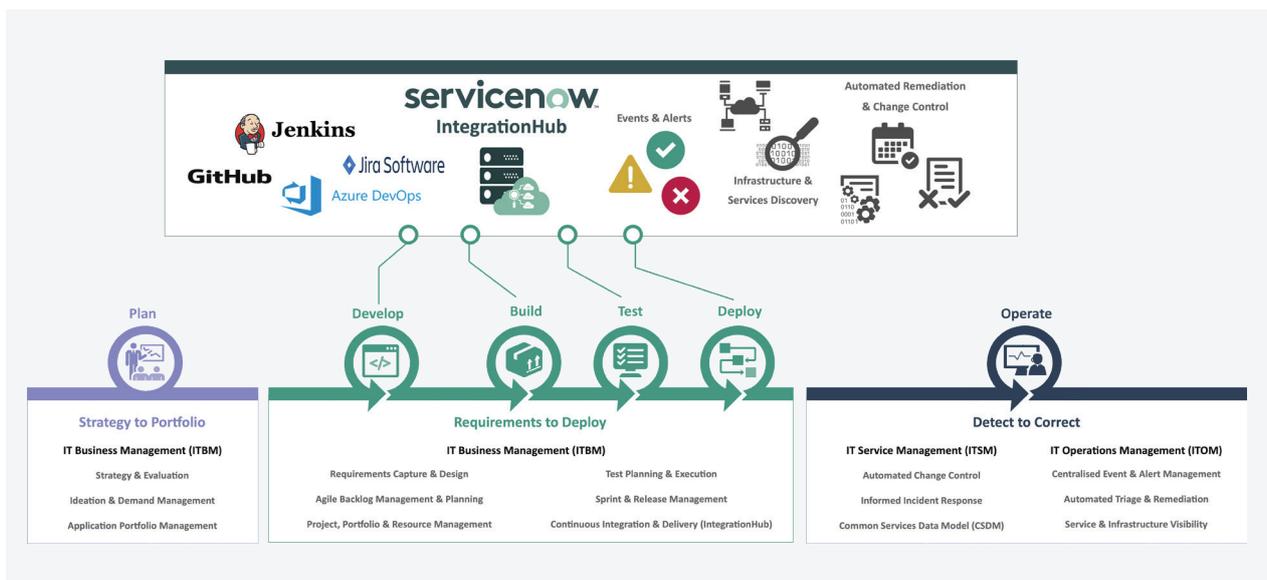
## Building DevOps Capability

Digital is now the basis of business competition. Time to market depends on a flexible, responsive and secure technology management capability.

At its core, DevOps is about maximising the flow of value through your organisation using a combination of culture, technology and people. A well developed DevOps mindset, and supporting technologies in your teams, can help improve customer experience, reduce service disruptions and attract top talent.



At ValueFlow, we see ServiceNow® as a fundamental part of the future DevOps toolchain of many of our aspirational clients. Using advanced platform capabilities, such as visual task boards, automated testing, cloud management and orchestration, ServiceNow can underpin the work of your developers. These features will allow your team to develop with transparency of progress and outcomes



ServiceNow consists of powerful features and capabilities to underpin your DevOps journey, from planning through to operating.

At ValueFlow, we have real-world experience implementing these technologies and practices to drive our clients digital transformation.

<p><b>Plan</b></p> <p>Capture Requirements, Projects, Resources and Finance with ITBM's powerful planning and forecasting capabilities.</p> <p>Design your sprints, spend and resource management to manage risk and throughput.</p>	<p><b>Develop</b></p> <p>Agile Development allows you to create, track and work on stories, defects and backlogs, view burndown and more.</p> <p>Full integration into your existing toolsets (such as Jira or HPQM) for ease of transition.</p>	<p><b>Build</b></p> <p>Pull and push code across environments and test in real time with automation build toolset integration.</p> <p>Cloud Management provides on-demand environment creation and decommissioning, provides 'single pane of glass' visibility into associated costs.</p>
<p><b>Success Metrics</b></p> <ul style="list-style-type: none"><li>■ Stories vs Test cases</li><li>■ Return on Investment</li><li>■ Previous Performance vs Post Go Live</li></ul>	<p><b>Success Metrics</b></p> <ul style="list-style-type: none"><li>■ Velocity</li><li>■ MVP Delivered</li><li>■ % Defects passed into build</li></ul>	<p><b>Success Metrics</b></p> <ul style="list-style-type: none"><li>■ Velocity</li><li>■ # Successful builds</li><li>■ % Stories accepted as done</li></ul>
<p><b>Test</b></p> <p>The Automated Testing Framework can be used for regression testing of ServiceNow builds, while Test Management provides visibility of tests run outside of the platform.</p> <p>Integration into other testing tools keeps platform adoption simple.</p>	<p><b>Deploy</b></p> <p>Integrate into world-class deployment tools and automate your release process from ServiceNow - rolling back seamlessly if issues are found.</p> <p>Incorporate your controls and governance into your release.</p>	<p><b>Operate</b></p> <p>Fully automate Change, Incident, Event, Capacity and Availability Management using assignment rules, machine learning, and predictive intelligence.</p> <p>Remove manual approvals and drive accountability.</p>
<p><b>Success Metrics</b></p> <ul style="list-style-type: none"><li>■ % Automated Tests</li><li>■ # Defects</li><li>■ % Re-usable Tests</li></ul>	<p><b>Success Metrics</b></p> <ul style="list-style-type: none"><li>■ Automated Deploys vs Manual</li><li>■ Commits vs Incidents</li><li>■ % Automated Roll-Back</li></ul>	<p><b>Success Metrics</b></p> <ul style="list-style-type: none"><li>■ % Availability</li><li>■ % Incidents resolved automatically</li><li>■ % Changes automatically approved</li></ul>

