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ALFABET

INTEGRATED IT PLANNING INTEROBERABILITY WITH SERVICENOW AND JIRA
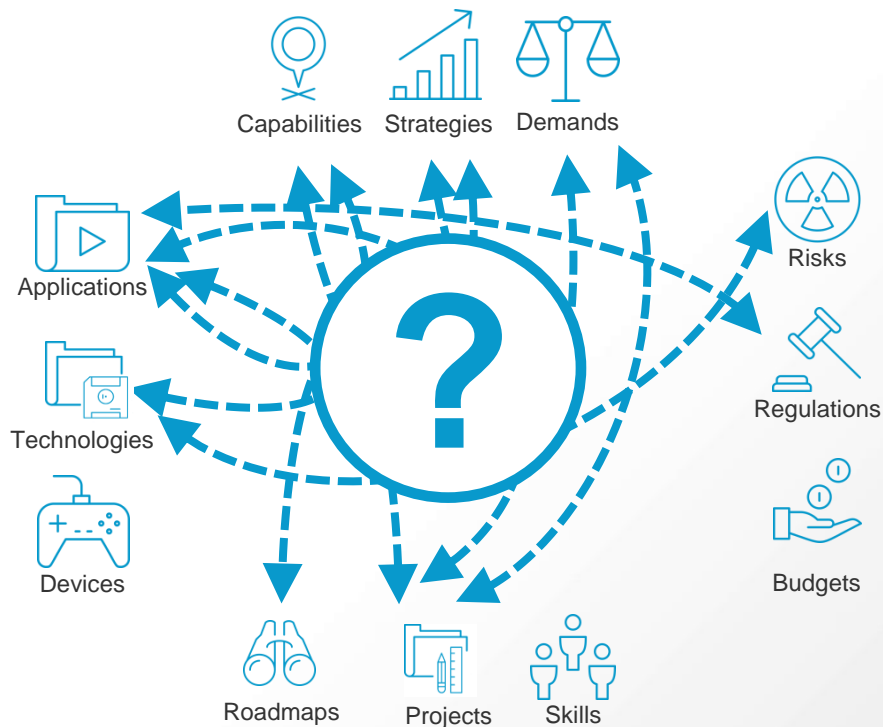
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ALFABET
MANAGE A COMPLEX LANDSCAPE OF VARIOUS ASSETS

Objective: connecting all stakeholders of the IT value chain for high data quality, cost transparency and understanding business value. **Planned transformation.**

Capabilities Strategies Demands

Applications

Technologies

Devices

Roadmaps Projects Skills

Risks

Regulations

Budgets

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INTEGRATION WITH SERVICENOW
DIFFERENT YET COMPLEMENTARY ROLES

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"CHANGE THE COMPANY"

System of record for change planning of the IT environment

How do business programs and business strategy impact IT?

What is the plan for business capability „customer mgmt.?"

How many applications will there be in three years time?

Which technologies will be the standards to use next year?

"RUN THE COMPANY"

System of record for the current configuration of the IT environment

What IT is installed?
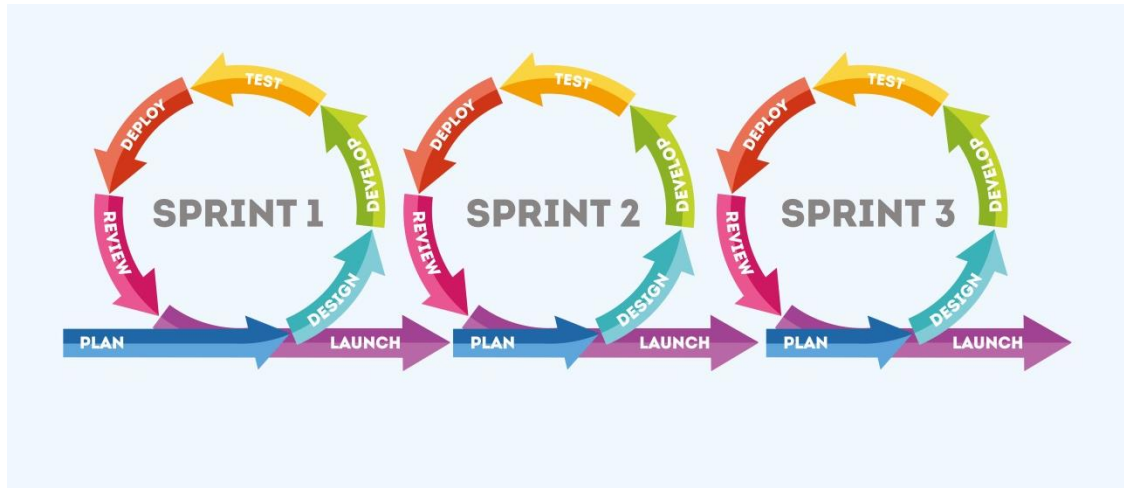
Is the deployment and its configuration safe?

What IT services can be ordered through the helpdesk?

When will the release be installed?

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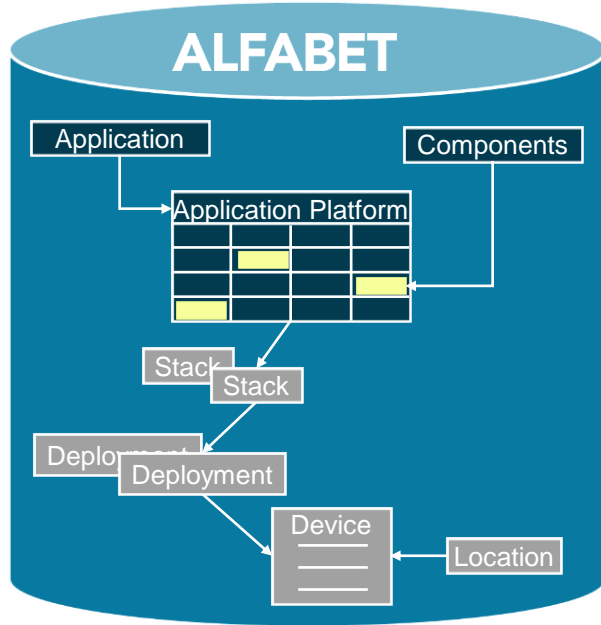
FULL JIRA INTEGRATION
IMPROVE YOUR ORGANIZATION'S AGILE CAPABILITY

- Use decisions taken in Alfabet on portfolio composition and demand fulfillment to inform operative development work for prioritization
- Tie architecture portfolio elements, e.g. applications, components and standard platforms as well as projects in Alfabet, to projects that are tracked in Jira
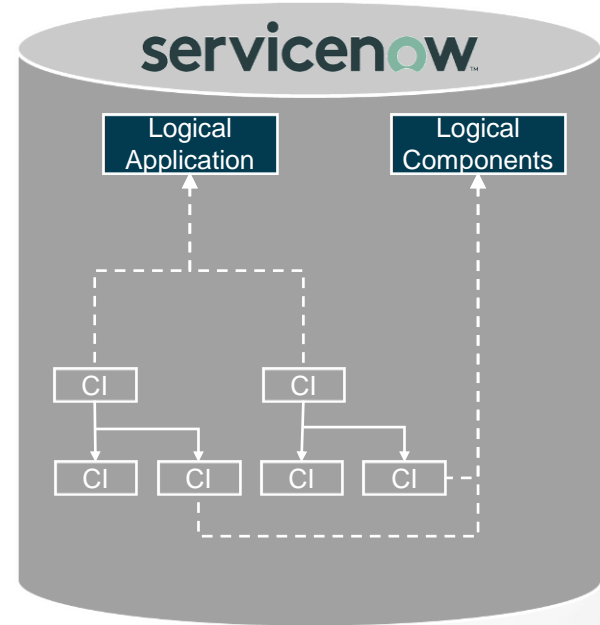
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INTEGRATION WITH SERVICENOW
STRATEGY AND PLANNING MEET OPERATIONS EXCELLENCE

ALFABET

- Application
- Components
- Application Platform
- Stack
- Stack
- Deployment
- Deployment
- Device
- Location

1. Application data
2. Planned stacks
3. Workflow triggers

1. Stacks, deployments, devices, locations
2. Any changes to applications
3. KPIs, costs
4. Trigger workflows
5. SLAs (documents or links)

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- Logical Application
- Logical Components
- CI
- CI
- CI
- CI
- CI
- CI

Lead system Alfabet

Lead system ServiceNow

- uses a bi-directional Web service
- physical applications and technologies are mapped once to their logical equivalents
- business rules are used to map CIs to the mirror structures in Alfabet
- only a subset of all the CMDB information is transferred to Alfabet

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