

Deliver agile multi-cloud governance with ServiceNow® ITOM Optimization

The IT challenge

Today, many IT organizations are embracing a multi-cloud strategy to unlock innovation and accelerate delivery. By leveraging and combining the unique capabilities of cloud providers such as Amazon, Microsoft, Google, and IBM, they are unleashing unprecedented speed, functionality, and scale.

However, this creates a major challenge. Since each cloud vendor has its own proprietary provisioning tools, there's no consistent operating model. This creates overwhelming operational complexity, prevents effective governance, and slows service delivery.

How do you create a unified framework for multi-cloud provisioning and governance? And how do you implement this without compromising the cloud's agility—or masking each cloud vendor's differentiated capabilities behind a “least common denominator” solution?

The ServiceNow solution

ServiceNow® ITOM Optimization lets you rise to this multi-cloud challenge. Its Cloud Provisioning and Governance feature provisions on-demand cloud services, accelerating service delivery while providing consistent, nonintrusive governance guardrails that prevent uncontrolled cloud spend. It directly leverages native cloud provisioning capabilities—for example, AWS CloudFormation templates—so you have unrestricted access to the full power of each cloud vendor. And it works seamlessly with ServiceNow IT Service Management, creating a unified operating model across your cloud and non-cloud estate.

Standardized multi-cloud service catalog

Create a catalog of standardized cloud services by importing cloud vendor templates into the role-based ServiceNow service catalog. DevOps and other users simply select the cloud service they want, enter configuration parameters, and submit their request. They can also do this programmatically using a built-in REST API. ServiceNow automates the end-to-end provisioning process, creating the requested cloud resources in real-time—often in seconds when no approvals are required. This provides a consistent, secure, and auditable way of ordering services across multiple clouds, delivering effective governance while simplifying and accelerating provisioning for users.

Non-intrusive policy guardrails

Define role-based permissions and policies for your users, creating non-intrusive guardrails that are only triggered when there is an exception condition. Policy examples include storage and CPU quotas, allowed cloud service types, naming conventions, workload placement, resource sizing limits, tagging policies, and more. This lets you manage approvals for policy exceptions while instantly fulfilling compliant requests.

You can also establish leases for non-production cloud resources, alerting resource owners when the lease is about to expire. Unless the owner renews the lease, ITOM Optimization automatically deprovisions the resource—reducing cloud sprawl and stranded cloud assets.

Empower your cloud users with intuitive self-service

ITOM Optimization makes it easy for cloud users to see and manage all of their cloud services in one place. Its Cloud User Portal delivers a consumer-like, unified experience where users can create new cloud services, manage their existing cloud services, track approvals, and see associated changes and incidents for their cloud resources. The portal also has quota utilization information, creating situational awareness and encouraging users to release cloud resources they are no longer required.

ITOM Optimization also includes a dedicated Cloud Administration Portal, providing a single pane of glass where IT managers can govern their cloud resources and deployment policies across multiple cloud vendors.

1. Supports CloudFormation, ARM, GDM, and Terraform templates. Also provisions virtualized VMware environments.

Create a consistent operating model

Leverage your existing ITSM processes, quickly creating a unified management framework across both multi-cloud and non-cloud environments.

Deliver cloud services faster

Easily define new types of cloud services using cloud-native templates and offer them through a unified service catalog. Provision cloud services in real time, responding instantly to requests from DevOps and other cloud users.

Strengthen cloud governance

Establish non-intrusive policy guardrails, including quotas, available cloud service types, naming conventions, workload placement, and more. Automatically manage approvals for policy exceptions while instantly fulfilling compliant requests.

Empower your users with self-service

Deliver a streamlined, responsive user experience with an intuitive self-service portal where users can create and manage their cloud resources.

Leverage out-of-the-box integrations

Take advantage of integrations with configuration providers and other vendors, including Terraform, Ansible, Puppet, and Chef.

