Document Reference

|  |  |
| --- | --- |
| Company/ Address: | Travis Perkins Lodge Way House  Lodge Way  Harlestone Way Northampton  NN5 7UG |
| Workstream /Project: | Service Delivery |
| Document Reference: | Doc Ref |
| Role / Name: | Stevan Zivanovic |
| Address: |  |
| Issue Date: |  |
| Authorisation: |  |
| Revision and Status | 0.1 (Draft) |

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Document Control

Changes History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version Number | Date | Author | Change | Status (Draft / Authorised) |
| 0.1 |  |  | Initial draft | Draft |
|  |  |  |  |  |

Authorised by

|  |  |  |
| --- | --- | --- |
| Name | Role | Date |
|  |  |  |
|  |  |  |

Distribution

|  |  |
| --- | --- |
| Status | Location |
| Electronic master (all other copies are uncontrolled) |  |
| Purchaser and Supplier personnel |  |
| Supplier personnel |  |

References

1. Concise Oxford English Dictionary, 11th edition
2. Managing Successful Projects with PRINCE2, 2009
3. ITIL v3, 2011
4. CMMI v1.3, 2011
5. Scrum, 2017
6. Software Engineering: A Practitioner's Approach, 2009

Definitions

| Term | Meaning |
| --- | --- |
| ServiceNow |  |

Acronyms

|  |  |
| --- | --- |
| Acronym | Meaning |
| SCM | Software Configuration Management |
| CM | Configuration Management |
| ITSM | Information Technology Service Management |

# Purpose and Scope of the Document

## Scope

For the purposes of this review and document, the term ServiceNow will be utilised in its colloquial sense, to refer to the ITSM applications provided by the business ServiceNow.

This document will serve to outline a review of ServiceNow within Travis Perkins. This will detail how it is used, recommended adaptations and adoptions both within the existing process, and within Momentum.

This document will be broken into distinct sections. The first will describe ServiceNow (1.2), the second how ServiceNow is in use within Travis Perkins (2) and thirdly how ServiceNow could be adapted and adopted into wider use across Travis Perkins and Momentum (3); as a Configuration Management System, or part thereof.

## Overview of ServiceNow

ServiceNow consists of a number of ITSM application services provided by the company service now, which are specifically tailored towards ITIL v3, 2011, standards (3). This include service applications for;

* Incident Management
* Problem Management
* Change and Release Management
* Benchmarking
* Asset Management
* Knowledge Management

Additional functional service applications are available in addition to the core Service Management functionality

## Maintenance of this Document

This document will be form a single issued report. As such it will be distributed in draft format for review, and once approved, issued as the final report.

# ServiceNow within Travis Perkins

## ServiceNow for Change Management

### Version in use

Questions

Modelling of Process

Change Process Impactors

Recording Assessment and Impact

Change Types

Status Management

User Management and control

Schedule Reporting

CAB Report (agenda and outcome)

Audit Trail

Reporting on Change – Minimum ITIL Requirement of KPI

Number of ‘Major Changes’

Number of CABs

Time for Approval / Rejection

Change Acceptance ratio

Number of Emergency Changes

CI relationship usage (between changes and across ServiceNow functions)

## ServiceNow for Service Asset Configuration Management CMDB

### Version

Questions

Configuration Identification

Configuration Controls / ownerships

Verification and Audit

CI Records

CI Types and Subtypes

CI Relationships

CI Ownership

Status Accounting

Change Control Relationships and settings

KPI’s and Reporting

Verification Frequency (Physical verifications of the CMDB)

# of Incidents relating inaccurate data

CMS Coverage percentage

Number of unauthorised changes automatically detected

Number of CMS errors found.

## ServiceNow for Asset Management

### Version

Questions

Configuration Identification

Configuration Controls / ownerships

Verification and Audit

CI Records

CI Types and Subtypes

CI Relationships

CI Ownership

Status Accounting

Change Control Relationships and settings

KPI’s and Reporting

Verification Frequency (Physical verifications of the CMDB)

# of Incidents relating inaccurate data

CMS Coverage percentage

Number of unauthorised changes automatically detected

Number of CMS errors found.

# Review of ServiceNow: Adaptation and Adoption

This section of the document will discuss the utilisation of ServiceNow, where improvements can be made and how it can be adopted into wider usage within TP and Momentum.

## Subheading

This is an example of heading structure

### Subheading

This is an example of heading structure

#### Level Four Heading

This is an example of heading structure

# Conclusions

## Definitive Media Library for Approved TP software.

Currently Travis Perkins does not utilise a DML approach to software installed onto client machines. A consequence of this is that TP clients are open to install licenced software directly from third party sources directly. The result of this is an uncontrolled approach to software on client builds, and multiple different variants of software that fulfils the same function.

ServiceNow Release Management Function has the capacity to create a Definitive Media Library (DML, 3) of applications that have been approved for use in an environment. This should be coupled with locked down clients, to prevent unauthorised downloads of software. The benefits of this are

* Definitive applications identified rationalizing licensing and support costs
* Greater control over client estate and client builds
* Increased client estate security
* Greater leverage in determine support and license costs
* Greater capacity for identifying and reducing Software Vulnerabilities in the Travis Perkins estate
* CMDB driven control of software estate
* Centralized control of software application use across all of Travis Perkins
* Reduction in specialized application knowledge dependency within Travis Perkins

# Appendix A - Example

|  |  |  |  |
| --- | --- | --- | --- |
| Example Name | Type | Version | Provided and Acceptable? |
| Install Guide | Document |  |  |
| Release Note | Document |  |  |
| Architecture Design | Infrastructure |  |  |
| Architecture Configuration Guide | Configuration |  |  |
| Certificates | Item |  |  |
| CMDB CIs | Release Baseline |  |  |
| CI | Build Baseline |  |  |

Table 0-1 Prerequisites Check List

# Appendix B – Heading