

# Greetings





Matthew Henry  
Technical Architect



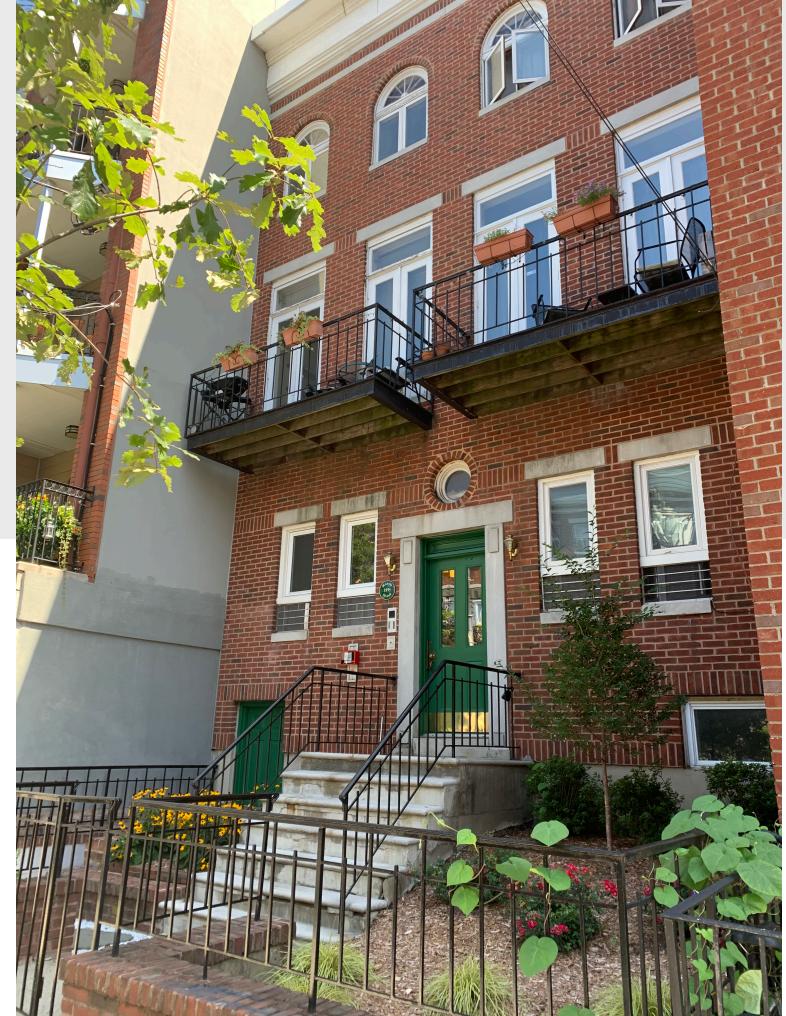
# Agenda

- Biography
- Customer Win Review
- Launching Slack at a Current Customer
- My Fast Start Plan
- Why I'm a Great Hire

# Personal



My fiancé and I



Home in Hoboken, NJ

## xMatters

- Integrating applications for enterprise organizations
  - ITSM: ServiceNow, BMC Remedy
  - Monitoring: Moogsoft, HPOMI,
  - Chat applications: Slack, MS Teams, FB Workplace

## Sparta Systems

- Implement BETA Saas Solution
  - Lead requirements discussions
  - Lead configuration of application
  - Assist PM on strategy for rollout of application

## Temenos

- Manage Loan Origination Document integration
  - JavaScript mapping XML
  - Lead Project efforts

# Professional

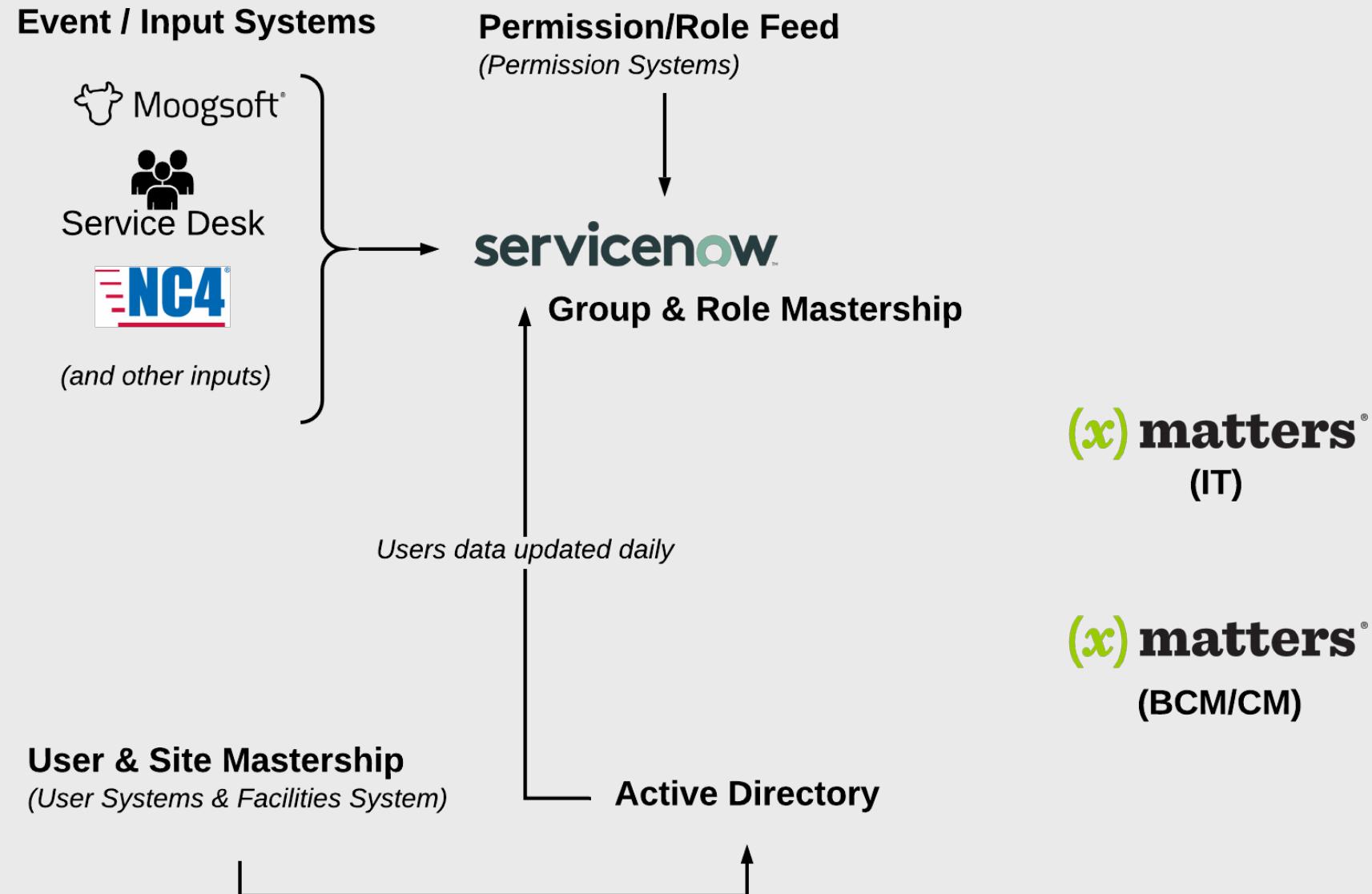
# Customer Win Review

Problem → Iterate → Solution

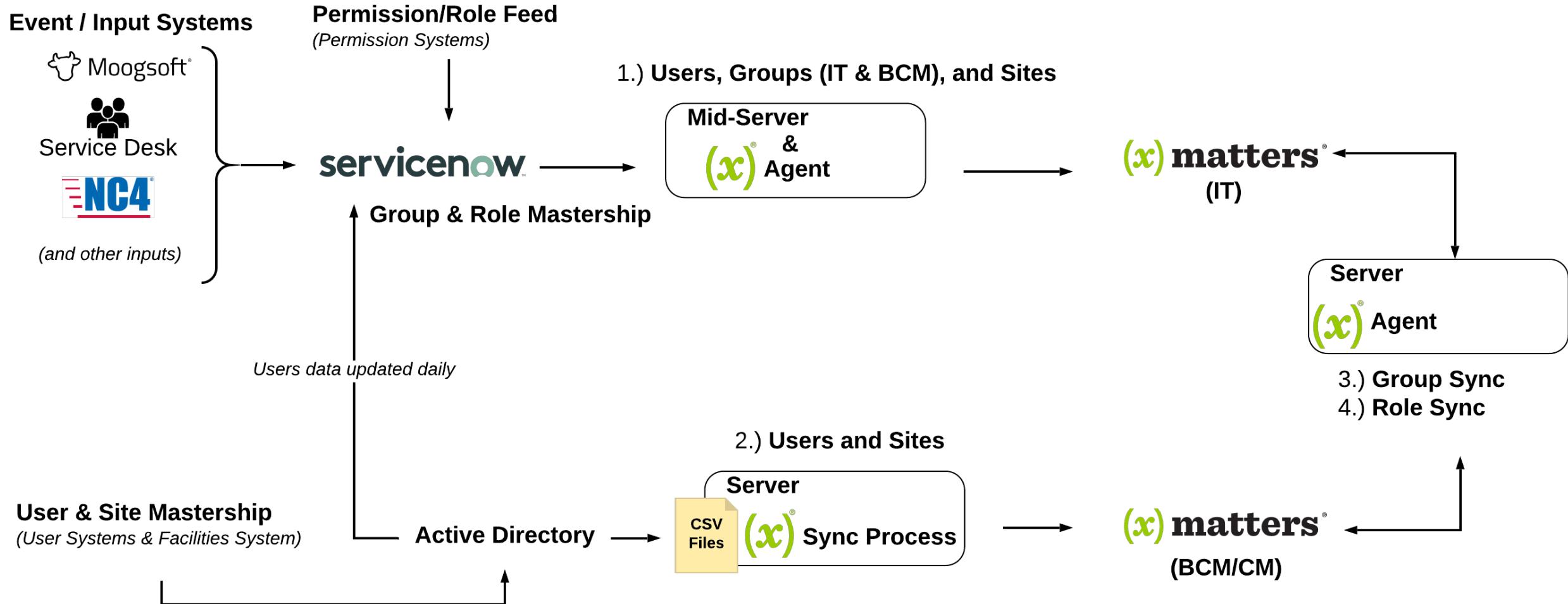
# Problem

How to automate C,U,D?

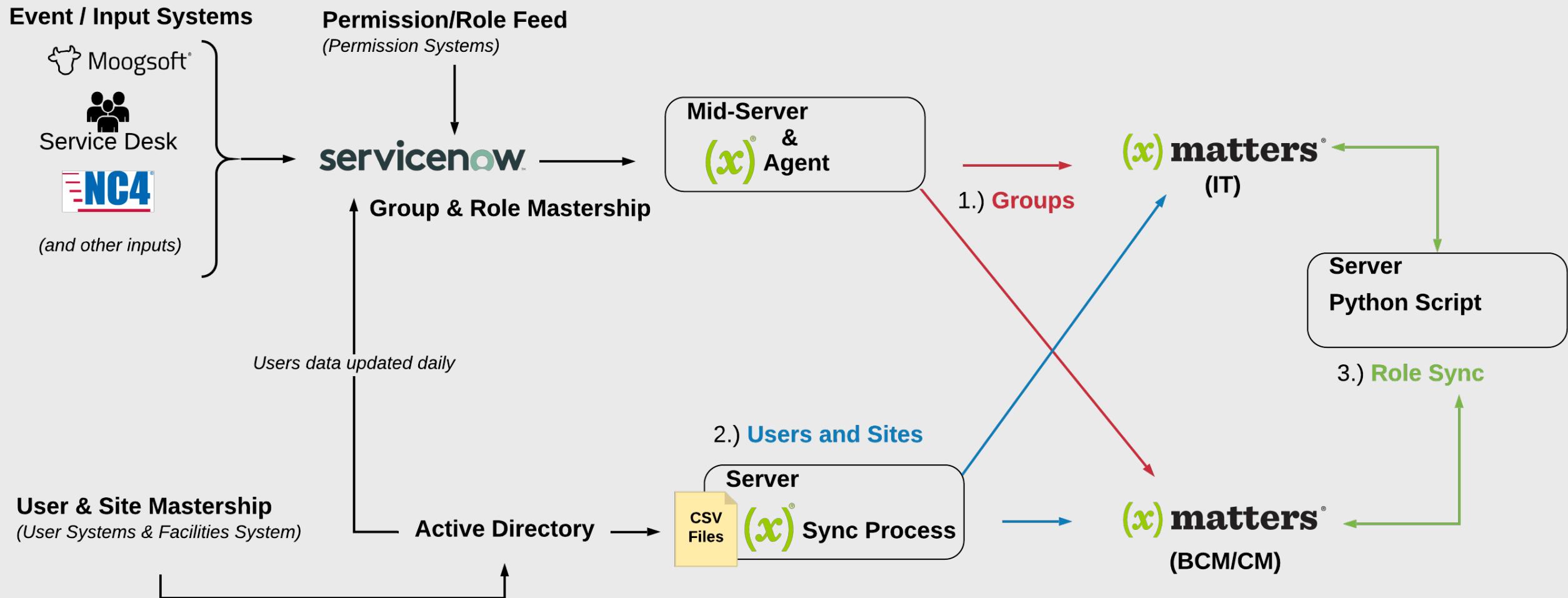
1. Users
2. Groups
3. Sites
4. Roles



# Iterate



# Solution



# **Launching Slack and replacing xMatters\***

**By using...  
Nodejs,  
Heroku,  
Slack,  
ServiceNow,  
& Statuspage.**

# Business Value

According to Gartner:

- Average cost of IT downtime is \$5,600 per minute.
- Downtime per hour can range from \$140,000 to \$300,000 or even as much as \$540,000

Focus is on MTTR = Auto Alerts + Automated MIM Orchestration

# Competition

## xMatters

- JSON/XML integrations
- Enterprise, mature ITIL framework
- Focus on integrations, message enrichment, workflow oriented
- Oncall schedule features\*
- Leverage Slack for collaboration

## PagerDuty

- Email integrations\*
- Oriented towards small DevOps teams
- Focus on being single pain of glass for reports, AIOps, etc.\*
- Oncall schedule features\*
- Leverage Slack for collaboration



AlertBot APP 7:28 PM

ServiceNow incident INC0010004

Incident Number:

INC0010004

Service:

Bond Trading

Category:

Database

Configuration Item:

nyc oracle rac cluster

State:

New

Impact:

1 - High

Urgency:

2 - Medium

Priority:

2 - High

Assignment Group:

Application Development

Short Description:

Bond trading issue

Assign To Me

Escalate

# Auto-Alerts

- Leverage block kit with actions
- In the Nodejs app a scheduler has been configured to query ServiceNow on an interval basis
- Message will appear in a support groups channel with ability to assign and escalate
- Assign will update ServiceNow
- Value proposition is that users will be able to work within Slack and receive alerts
- Downside is it doesn't honor any type of oncall escalation; however this app can be positioned for daytime efforts while all oncall.

# MIM Automation

i.e. workflow orchestration

- Leveraging Slack Modal
- MIM automation allows organizing team in a dedicated incident channel
- Creation of Slack channel
- Alerts dedicated assignment groups
- Scribe updates ServiceNow

Cancel

MIM Automation

Submit

Incident Number

Ex: INC12345 (must be unique for channel name creati

Title

Brief Summary

Priority

Select priority >

Description

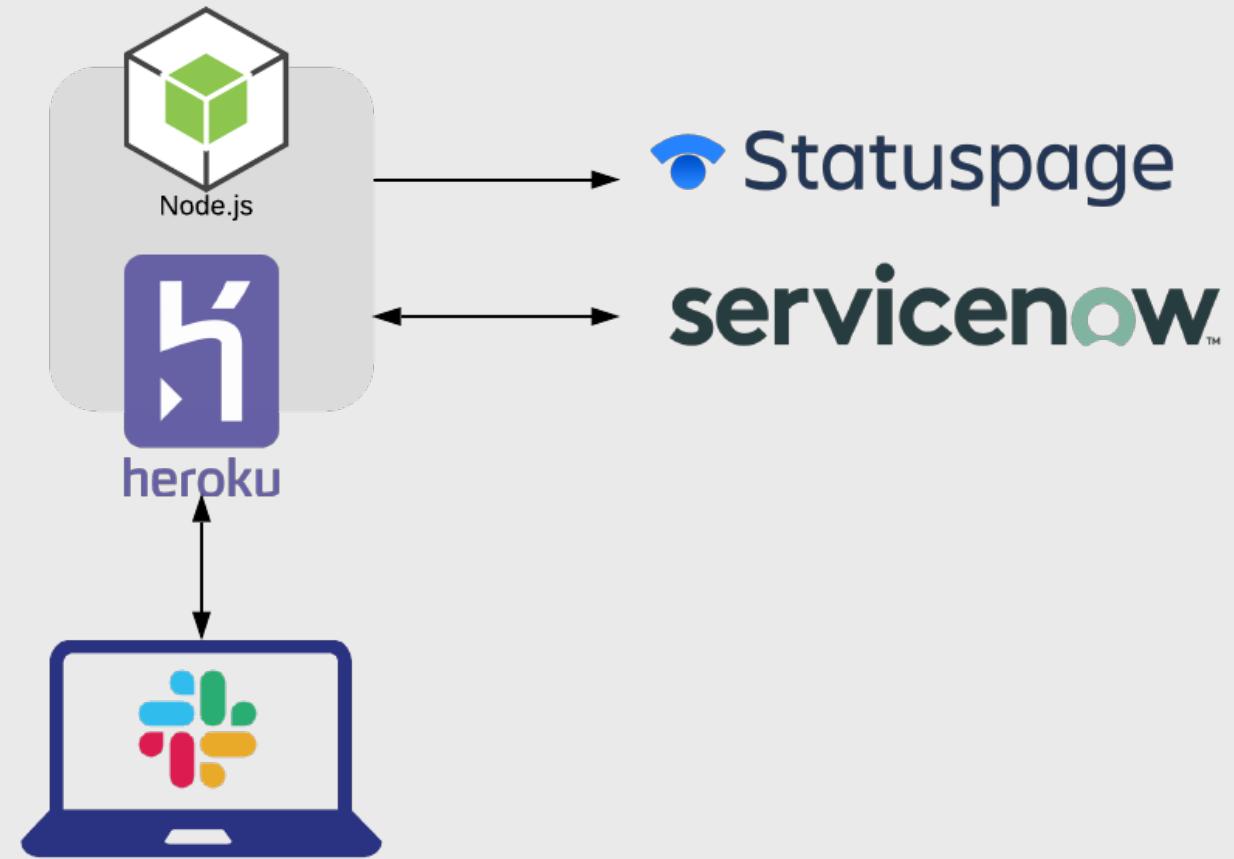
Describe the problem

Channels To Invite

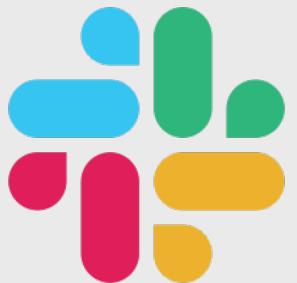
Select a channel >

# Package & Architecture

- */src*
  - *app.js*
  - *config.js*
  - */processes*
    - *BlockActions.js*
    - *Modal.js*
    - *Scheduler.js*
  - */routes*
    - *actions.js*
    - *commands.js*
    - *events.js*
  - */util*
    - *helper.js*
    - */rest*
      - *Bot.js*
      - *ServiceNow.js*
      - *Statuspage.js*
    - */template*
      - *BlockKit.js*
      - *mim\_modal.js*



# Demo



# My Fast Start

## **My first 90 days:**

- Meeting 1:1 with fellow Technical Architects
- Familiarizing myself with common client requests
- Reviewing existing Slack documentation repositories
- Shadow fellow Technical Architects on client needs
- Continue developing with Nodejs to further develop my skill set

## **Goal after 90 days:**

- Running my own projects

# Why I'm a Great Hire

- Great Fortune 500 client-facing experiences; leading engagements solo
  - US, Canada, UK, and Switzerland
- Project experience of under 1 month also long-term experience
- Demonstrated history of success
  - Consultant of the year 2018, expecting principal promotion by Spring 2021
- Balance of being technical but also key soft skills as well
- Recent M.S. Computer Information Systems graduate with a specialization in Web App Development
  - Java, Python, Nodejs, PHP
- Wealth of integration expertise from xMatters
  - JavaScript ECMA 5 & 6
  - REST
  - SOAP