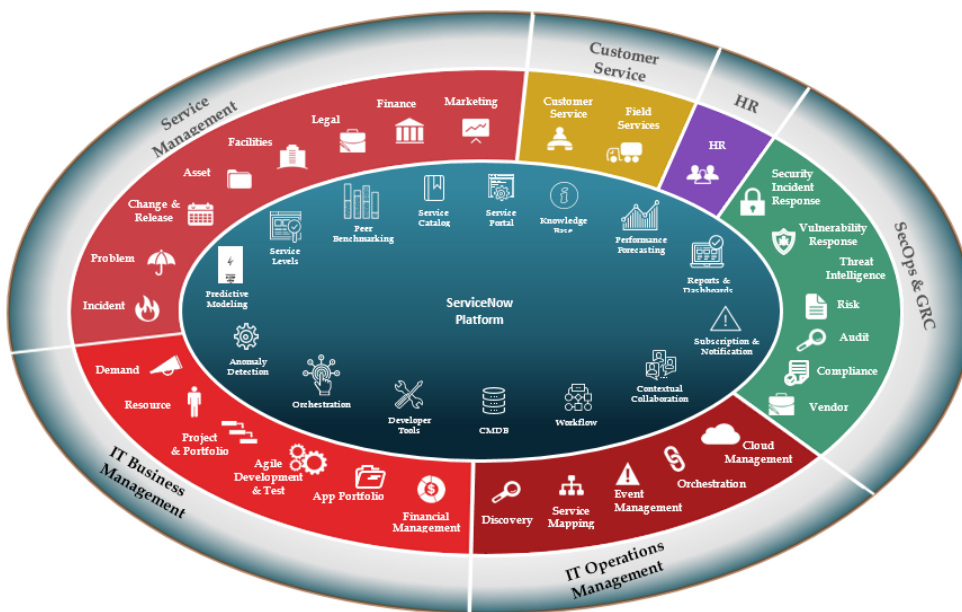


# ServiceNow Solution—Overview

**Platform Management Challenges:** As more clients deploy multiple clouds, it becomes increasingly difficult to manage complex cloud environments that require self-service acquisition, consolidated invoicing, performance and security monitoring, configuration and security compliance, single-pane-of-glass ease of use, transparency, and a global view for authorized users.

**Solution:** Acquire, configure, and implement the leading platform management system—ServiceNow (SN)—that offers these seven key modules: 1) IT Business Management; 2) IT Operations Management; 3) IT Service Management; 4) Security Applications; 5) Software Asset Management; 6) Governance, Risk, and Compliance (GRC) Suite Applications; and 7) Customer Service Management

**A&T Role:** A&T is a ServiceNow MSP that can sell SN licenses and implement, configure, and provide O&M support. We can also totally manage services in a PaaS environment that will reduce the cost of operation.



## Key Attributes

- ✓ FISMA- and FedRAMP-compliant
- ✓ Scalable and customizable to fit needs of a wide variety of client requirements
- ✓ Can manage cloud “sprawl”
- ✓ Improves productivity
- ✓ Reduces infrastructure costs
- ✓ Improves customer satisfaction
- ✓ Reduces audit/compliance issues
- ✓ Creates a single system of record for public & private cloud infrastructures
- ✓ Discover existing cloud infrastructure resources and business services & how they relate to each other—and bring them under consistent management
- ✓ Enhance security & governance via auditable processes & role-based access control
- ✓ Configuration automation
- ✓ Single-pane-of-glass portal
- ✓ Can orchestrate cloud & any IT component
- ✓ Offers Infrastructure as a Code
- ✓ Discovers assets to create complete inventory, including cloud, app, & software
- ✓ Offers service mapping & event management

## Federal, State, and Education Clients Enlist A&T Systems to Assist with Cloud Migration, Architecture, Design, Deployment, Security, and Managed Services

A&T Systems is a small business offering highly experienced cloud architects/engineers who provide 155,000 AWS Contract Line Item Numbers (CLINs), Professional Consulting Services Labor Categories, and Cloud Managed Services via Government Wide Acquisition Contracts (GWACs), and cloud consulting to many government clients.

With 34 years of government experience, we deliver 24/7 Cloud NOCC support using certified, cleared AWS architects/engineers; U.S. citizens.

**Award-Winning Support for District of Columbia Health Benefit Exchange Cloud Services Contract—Voted Best ACA Site in the U.S.!** Amazon Web Services awarded a 2016 City on a Cloud “Best Practices” citation to the District of Columbia Health Benefit Exchange Authority for innovations on its Cloud Services project. As a prime contractor on this project, A&T provided AWS IaaS, PaaS, and the security ATO that contributed to project’s success.



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024-2018



Cloud Solutions Integrator

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# ServiceNow Solution—Detail

**Service Now Role-Based Functionality:** The figure below indicates SN capabilities from a role-based perspective.

ServiceNow Commercial Portfolio							User-Based Subscriptions
Performance Analytics - All Subscription Products or By Individual Suite / Application							Non-User Based Subscriptions
Edge Encryption							Add-On Subscription Service
Notify							ServiceNow Platform
Now Platform - Custom Apps	ITSM Incident Problem Change Release Request Asset Cost	HR Service Delivery Standard Case and Knowledge Mgmt	Customer Service Mgmt v2 Customer Service Field Service Incident Problem Change Release Request Asset Cost Communities	IT Business Mgmt Worker Cost Management Demand Financial Reporting Resource Project Portfolio Agile, Test, Cost [Limited Access]	GRC Standard Policy and Compliance	SecOps Standard Security Incident Response, Trusted Security Circles OR Vulnerability Response	ITOM Standard Discovery, Event
		HR Service Delivery Professional Employee Service Center Case and Knowledge Mgmt		GRC Professional Policy and Compliance Risk PA for GRC	SecOps Professional Security Incident Response Vulnerability Response Threat Intelligence Trusted Security Circles Event for SecOps PA for SecOps	ITOM Professional Discovery, Event, Operational Intelligence, Orchestration Core	
		HR Service Delivery Enterprise Enterprise Onboarding & Transitions, Employee Service Center Case and Knowledge Mgmt		GRC Enterprise Policy and Compliance Audit Risk PA for GRC	SecOps Enterprise Security Incident Response Vulnerability Response Threat Intelligence Trusted Security Circles - Advanced Event for SecOps PA for SecOps SecOps Orchestration Activity Packs	ITOM Enterprise Discovery, Event, Operational Intelligence, Orchestration Core, Cloud Mgmt, Service Mapping	
	ITSM w/ PA Incident Problem Change Release Request Asset Cost PA	Enterprise Onboarding & Transitions Employee Service Center Enterprise Onboarding & Transitions, Basic Case Mgmt		Field Service Cost Mgmt, Planned Maintenance, Asset Mgmt	Analyst Cost Transparency, Application Portfolio Management, +*Planner* Applications [Full Access]	Vendor Risk Mgmt	SAM Microsoft Pack SAM Oracle Pack Facilities Asset Mgmt, Planned Maintenance
MetricBase							
<b>Platform</b> - Assessments, Automated Testing Framework, Business Service Maps, Chat, Coaching Loops, Configuration Management Database (CMDB), Connect, Content Management System, Delegated Development, Form Designer, Google Maps, Knowledge Management, Live Feed, Mobile, OpenFrame, Reporting, Script Debugger, Service Catalog, Service Creator, Service Level Management, Service Portal Designer, Skills Management, Studio, Subscription Management, Survey Management, Time Cards, Visual Task Boards, Visualizations, Web Services, Workflow							
<b>Cloud Infrastructure</b> - Single-tenant / Multi-instance, Mirrored datacenters, 99.8% Availability, ISO 27001, ISO 27018, SSAE 16 SOC 1 Type 2, SSAE 16 SOC 2 Type 2, FedRAMP Moderate JAB P-ATO, US DOD Level 2, 24x7 Support							

**Event Management:** SN radically simplifies identifying/resolving cloud infrastructure issues and provides comprehensive event management for public and private clouds:

- Includes out-of-the-box integration with Amazon CloudWatch, delivering real-time visibility of Amazon cloud resources and managed services
- Integrates with other industry-leading IT infrastructure monitoring tools and collects events directly from SNMP-enabled devices
- Extends event management above the cloud resource layer, providing a complete solution for entire business services/apps
- Can configure these monitoring systems using Orchestration

Event Management has a powerful event filtering engine that deduplicates, normalizes, and correlates events, turning large volumes of raw event data into a small number of precise, actionable alerts:

- Alerts appear on configurable dashboards with a consolidated view of all service-affecting events—e.g., active alerts, affected business services, and associated incidents
- Can carry out automated remediation when service-affecting events occur, including opening incidents, retrieving knowledgebase articles, and reconfiguring infrastructure

ServiceNow also makes it easy to visualize events in the context of affected business services:

- Maps each event to its corresponding configuration item in the ServiceNow CMDB—e.g., an individual cloud resource or software component
- Displays CIs/relationships that make up the business service on an intuitive business service map, overlaying associated event, problem, and incident data—so it is easy to see an issue's impact on individual service components and how it propagates from component to component

## Governance, Risk, and Compliance Suite Applications

- **Policy/Compliance Management:** Provides 1) centralized process to create/manage policies, standards, and internal control processes that SN crossmaps to external regulations and best practices and 2) structured workflows to identify, assess, and monitor control activities
- **Audit Management:** Automates work streams of internal audit teams; it enables internal audit teams to optimize their resources and productivity, and eliminate recurring audit findings by using risk data to scope, plan, and prioritize audit engagements
- **Risk Management:** Identifies, assesses, responds to, and continuously monitors; used to define qualitative and quantitative measures of risk, enable fine-grained business impact analysis, and continuously monitor critical controls, and detect emerging risks
- **Vendor Risk Management:** Centralizes processes to manage vendor portfolio and complete the vendor assessment/remediation lifecycle