

Deloitte.



OperateEdge™
powered by ServiceNow®

Elevate your IT operations

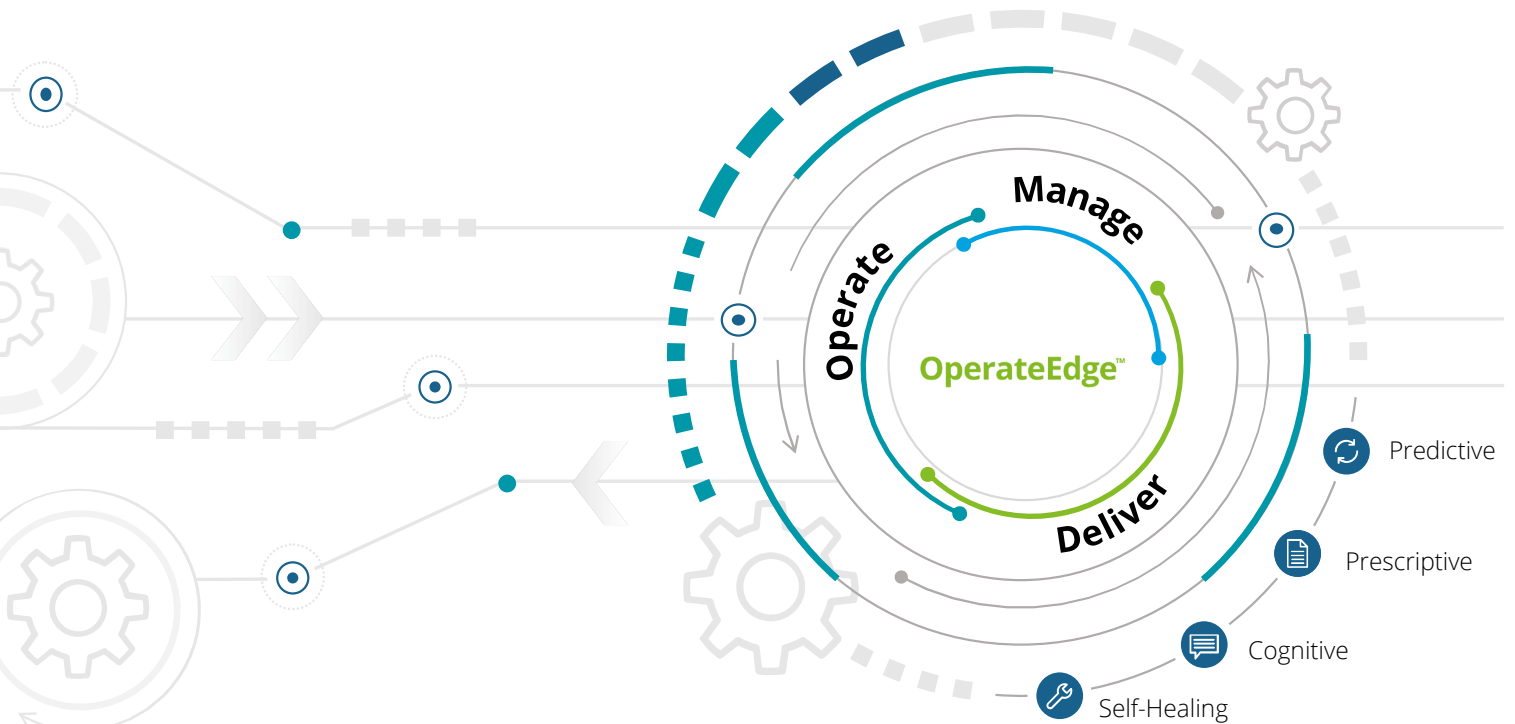
Executive summary

Government and public services (GPS) agencies face a collision of powerful forces demanding changes to how they manage their processes, systems, budgets, and talent. In addition, agencies struggle with increasing volumes and complexity of technology applications, infrastructure, and toolsets. Furthermore, disjointed workflows across systems, programs, and institutional domains impede agencies from operating efficiently and harnessing the power of IT for actionable insights. Government leaders are looking to build more nimble and innovative organizations that can make proactive, data-driven operational decisions.

To help propel government agencies into next-generation IT operations management, Deloitte developed OperateEdge™ powered by ServiceNow® to integrate siloed domains, gain operational insights, and automate mission-critical workflows.



A world-class solution



OperateEdge™ powered by ServiceNow®:

- Is natively built on the ServiceNow® platform, leveraging its powerful artificial intelligence (AI) and machine learning (ML) engines, and configured with Deloitte's expertise from hundreds of engagements
- Aligns with leading industry practices including CMMI (Capability Maturity Model® Integration), ITIL (Information Technology Infrastructure Library), and PMI (Project Management Institute)
- Performs near-real-time analysis of large volumes of existing operational data across multiple tools
- Increases transparency and insight into business operations, enabling accelerated data-driven decisions and minimizing risk

Deloitte's OperateEdge™ powered by ServiceNow® helps our clients unlock the power of the ServiceNow® platform and integrates with AI/ML. It allows government agencies to maximize the power of their investments in ServiceNow® and other enterprise technology tools by providing:

Improved transparency into operational performance:

By integrating operational data across multiple sources and enterprise systems into a single view, OperateEdge™ powered by ServiceNow® improves transparency across all aspects of the IT function. Our OperateEdge design configurations exploit AI/ML within the ServiceNow® platform and integrates with most standard third-party tools, providing near-real-time visibility across projects and systems that may have been previously siloed. In turn, clients can make more informed strategic decisions and save thousands of hours per year in previously manual root cause analysis activities.

Reduced risk through advanced foresight:

Early—and often missed—warning signs can foreshadow system outages that cause business delays or disruptions. With OperateEdge™, the AI/ML engine provides predictive modeling and forecasting capabilities, so clients can leverage historical trends and the current system's utilization numbers, and gain actionable intelligence. On average, OperateEdge™ analyzes 2 million key performance indicator (KPI) data records in 30 seconds and can be configured to detect data anomalies in less than 15 minutes. Plus, the system goes beyond basic anomaly detection: it also alerts stakeholders, and—should it detect if a server is about to crash— automatically recycles the server without the need for human intervention.

Increased efficiencies and lower costs:

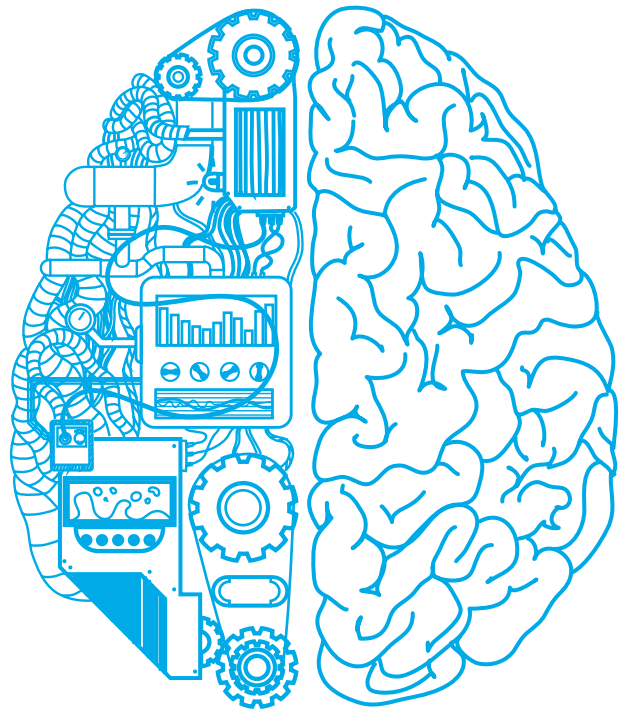
Typical organizations spend most of their IT budget on maintenance, leaving little left for innovation. By forecasting future workload volumes and automating workflows, OperateEdge™ powered by ServiceNow® helps leaders reduce operations and maintenance costs, accurately scale their teams to meet mission demands, and unlock new business value. Our OperateEdge™ powered by ServiceNow AI/ML design also enables predictable (99.6%) releases, thanks to greater estimation techniques that self-calibrate and improve with use¹.

1. Based on improved estimation techniques for a leading property and casualty insurer



Differentiators that dazzle

Deloitte designed OperateEdge™ powered by ServiceNow® to complement its CMMI, ITIL, and PMI aligned methods for IT operations management. We harnessed the power of ServiceNow® and our human-centered design approach with customized UI/UX uniquely crafted for a variety of end-user archetypes. Each user enjoys enhanced dashboards, widgets, and workflows to organize tasks and enable improved productivity. Behind the scenes, OperateEdge™ AI/ML communicates with data from client infrastructure and other DevSecOps tools to continuously and seamlessly analyze operational data, deliver insights, and even automatically “self-heal” systems.



Aligned with ITIL and industry best practices

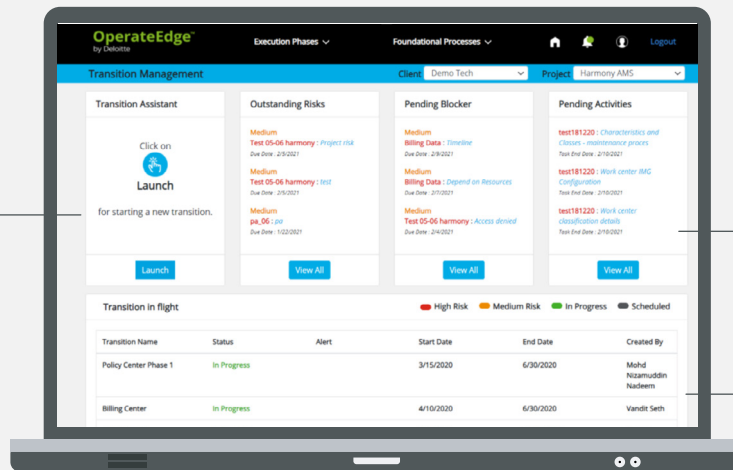
OperateEdge™ powered by ServiceNow® leverages ServiceNow®'s capabilities across all ITIL management practice areas, including project management and change control, and helps government agencies overcome stubborn challenges in the process.



OperateEdge™ powered by ServiceNow® in Action:

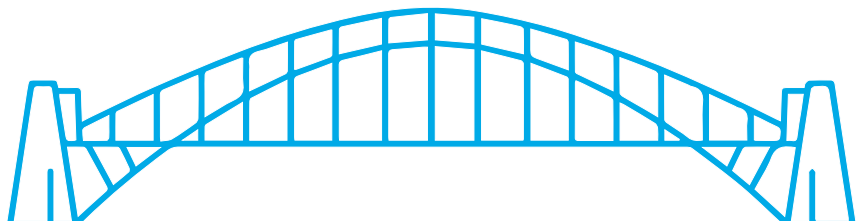
Our government and public services (GPS) experience has exposed one of the most difficult tasks agencies face: transitioning services between vendors. Deloitte created the **Transition Management** module in OperateEdge™ powered by ServiceNow® to help leaders plan and manage transition tasks, milestones, stakeholders, and risks in multiple-service-vendor environments.

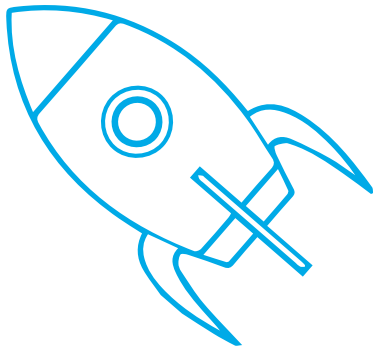
Our solution includes a range of prebuilt templates to support seamless transitions, complete with common tasks and durations based on Deloitte's leading practices and successful past transitions.



OperateEdge™ AI/ML calculates the risk of all in-flight transition activities and summarizes transition activities into overall dashboard views, so leaders can holistically manage efforts, programs, and handoffs across multiple service vendors.

Manage multiple in-flight transitions across different workstreams and in multi-service vendor environments, and view which transitions may be at risk and require additional attention.



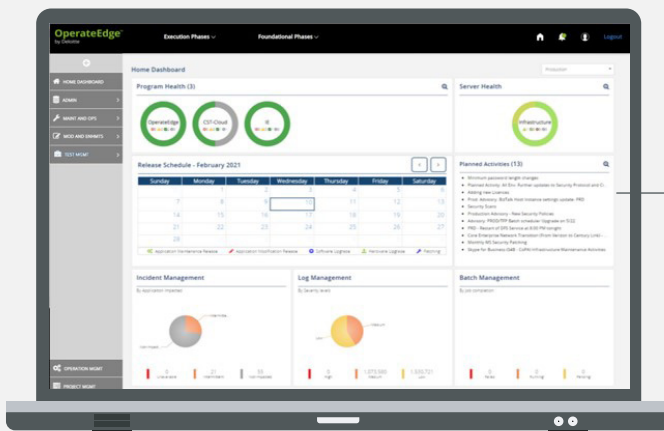


Reimagined UI/UX

When innovating OperateEdge™ powered by ServiceNow®, we applied human-centered design principles in our tailored ServiceNow configurations to provide UI/UX based on multifaceted end-user personas. From government leaders and service vendors to service desk agents and IT customers, we took on these perspectives to provide highly intuitive and relevant dashboards, widgets and workflows based on what would enable users to do their jobs more effectively and efficiently. And, because persona-based UI/UX are preconfigured in OperateEdge™ powered by ServiceNow®, government organizations can begin to leverage them with minimal ramp-up time.



OperateEdge™ powered by ServiceNow® in Action:

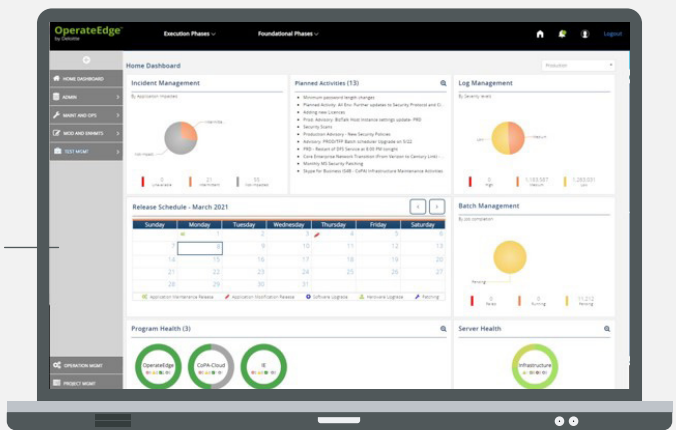


Agency Leader Default View

Agency leaders, such as directors and CTOs, arrive at their OperateEdge™ powered by ServiceNow® **home landing page**, which provides at-a-glance summary information like transition status and activities, major project risks, an overview of incident and service request volumes, and the statuses of applications and infrastructure—all in a single-pane view to support data-driven decision-making.

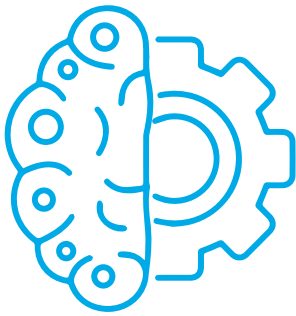
Service Desk Agent Default View

For a service desk agent, the home landing page drives attention to the agent's most urgent tasks, systemwide alerts, and provides quick and easy access to their most relevant workflows and operational data. The agent is armed with relevant tools and information to fulfill requests and resolve incidents more quickly. For any persona, individual users can freely rearrange their own home landing page based on the information they wish to see first.



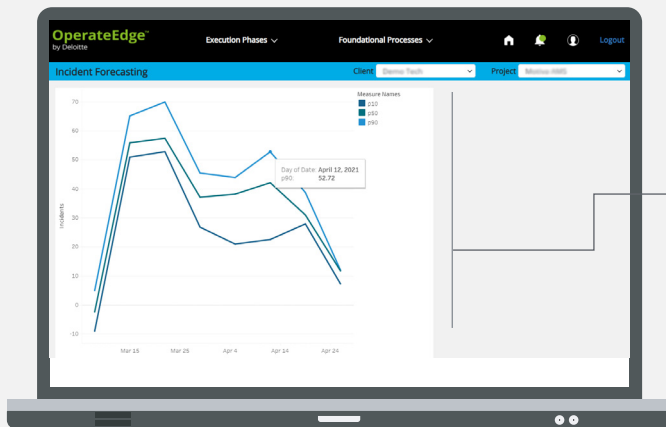
Integration with OperateEdge™ AI/ML

Deloitte's OperateEdge™ AI/ML was built natively within ServiceNow® and includes predictive analytics and automation to prioritize government needs. OperateEdge™ AI/ML collects ticket metrics, system utilization and performance, up and down times, and other operational data across ServiceNow®, system infrastructure, and DevSecOps tools. By leveraging REST application programming interfaces (APIs), logs and database queries, and custom adapters, the solution builds robust, predictive models based on data from domains across the enterprise. This allows us to create deeper, more informed insights and enhances the predictability and possibility of automation.



OperateEdge™ powered by ServiceNow® in Action:

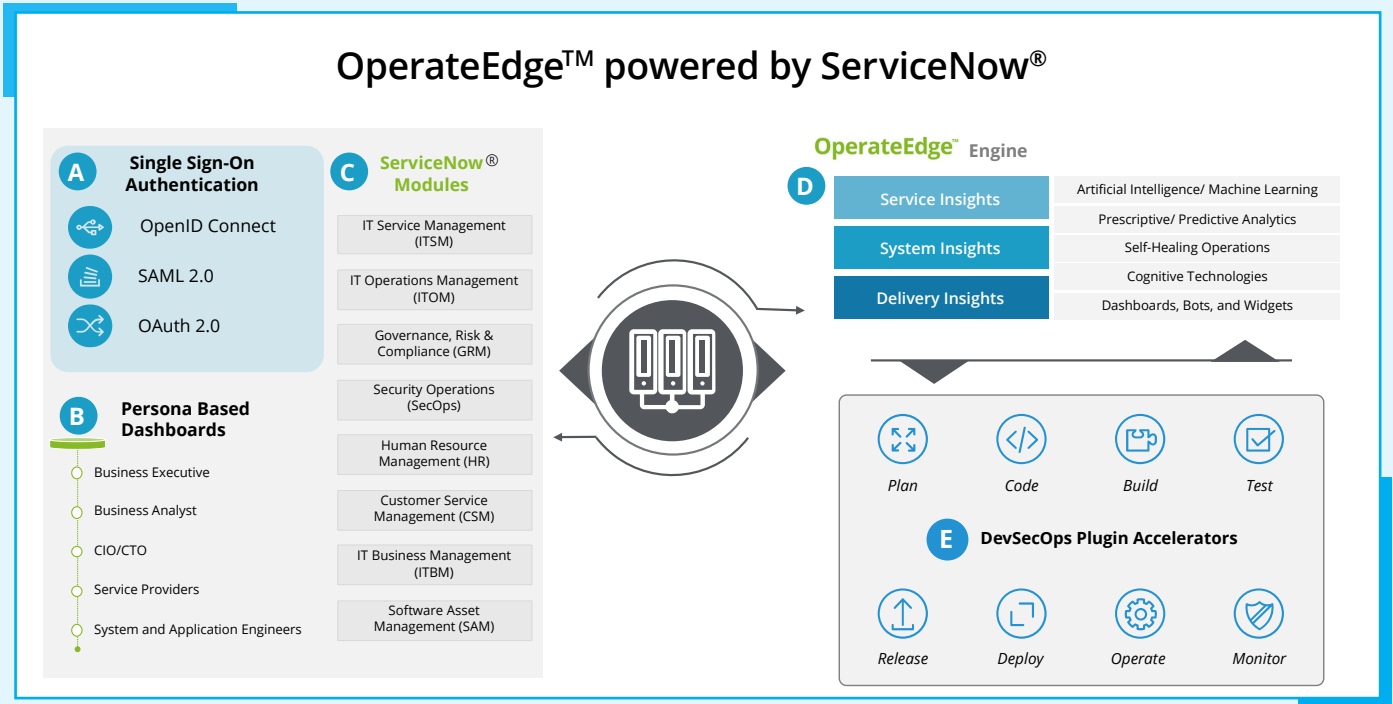
Government leaders rely on ServiceNow®'s **Incident Management** module to understand the volumes of incidents and service requests in order to identify areas for improvement and predict future staffing levels. OperateEdge™ AI/ML helps leaders get deeper insights and predictability by using ticket data and other historical operations data to forecast future workload volumes (e.g., incident and service requests) allowing leaders to make more informed decisions around investments and staffing. Combined with broader aggregated and deidentified data, the solution can also compare one government organization's performance against other industry-leading operations.



OperateEdge™ AI/ML collects not just historical incident data but also historical data across other domains, such as system performance and major releases. Now, the Incident Management module in OperateEdge™ powered by ServiceNow® forecasts future workload volumes (e.g., incident and service requests) based on holistic analytics, allowing leaders to see and based decisions on forecasted volumes across different statistical confidence intervals.

Integrated architecture built for government

OperateEdge™ powered by ServiceNow® is based on a flexible, secure architecture and is configured to be easily integrated with any packaged or custom business application and/or leading DevSecOps tool. We amplify ServiceNow®'s capabilities by adding flexible open-source infrastructure monitoring agents, existing APIs, and an array of prebuilt adapters to support integration of data across enterprise domains. In addition, our framework allows us to build new adapters in less than 40 hours as needed to facilitate the integration of existing and preferred toolsets.



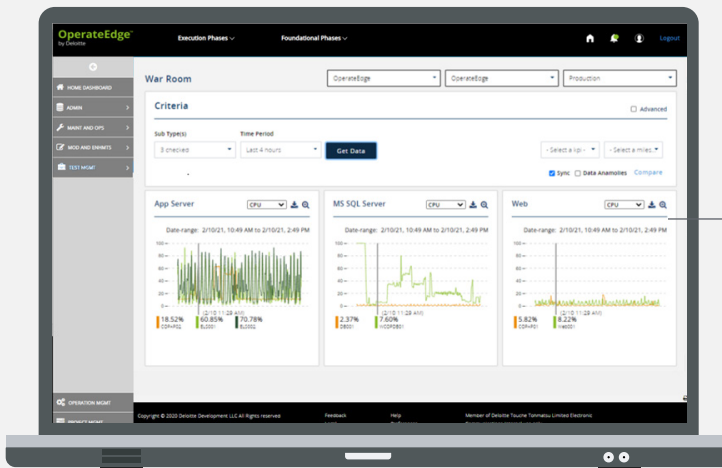
- A** Secure single-sign-on protocols for clients, service providers, project teams, IT customers, and other stakeholders
- B** Quick access to relevant data in a single dashboard based on preconfigured personas, further customizable by individual users
- C** Preconfigured on-screen modules aligned to user types to execute business operational needs
- D** Behind-the-scenes integration with our OperateEdge™ AI/ML engine brings operational data across multiple sources and domains into a single view for advanced analytics, predictive modeling, discovery of insights, and automation
- E** Integrate release management, security and monitoring, and other leading DevSecOps tools via pre-built plugin accelerators to maximize investments in existing toolsets

This integrated architecture approach provides enhanced transparency into enterprise activities, facilitating root-cause analysis, helping identify and address the organization's most pressing risks and issues, and delivering comprehensive data sets for predictive modeling and AI/ML-driven automations.



OperateEdge™ powered by ServiceNow® in Action:

The OperateEdge™ powered by ServiceNow® **War Room** brings together KPIs from multiple platforms and products for a consolidated view of the infrastructure footprint. Until now, teams struggled with root-cause analysis, because information was only available by scouring multiple, disparate platform dashboards.



OperateEdge™ powered by ServiceNow® connects systems below the surface, meaning the War Room is just one screen where users can simultaneously analyze business metrics, infrastructure performance, and other system events—helping teams solve problems and identify solutions smarter and faster than before.

Deloitte has deep experience working with sensitive, mission-critical agency data. OperateEdge™ powered by ServiceNow® can be deployed on-premises or in the cloud and integrated with the right tools and system infrastructure to meet an agency's security requirements.

Learn more

Deloitte's **OperateEdge™** powered by ServiceNow® platform elevates powerful enterprise IT operations capabilities for government agencies seeking to maximize their IT operations and technology investments. We break down traditional domain silos and provide AI/ML-driven insights to improve transparency, reduce risk, increase efficiency, and lower costs.

Combined with Deloitte's world-class practitioners, GPS expertise, and industry-leading methodologies, OperateEdge™ powered by ServiceNow® drives efficiency to not only tackle core agency tasks in a more effective way, but also better manage IT operations at large to free up time for mission-critical needs.

Contact Deloitte to request a demo and learn more about how OperateEdge™ powered by ServiceNow® can transform government enterprise IT operations management.

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