# Cloud Automation Framework

Enable automation, Visibilty and
Operational Intelligence

## Customer Goals

**Modern service management approach – ITSM**

**User empowerment**

**Get IT resources faster through Automation**

**Deal with failures efficiently**

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# Operational Challenges

### Governance and Control - ITSM Integration

Lack of Integration - Unable to effectively leverage an ITSM system i.e. No native way of updating CMDB

### Data Centralization and User enablement

The VMware platforms is a complex system and lacks the centralized experience and database accesability to end user
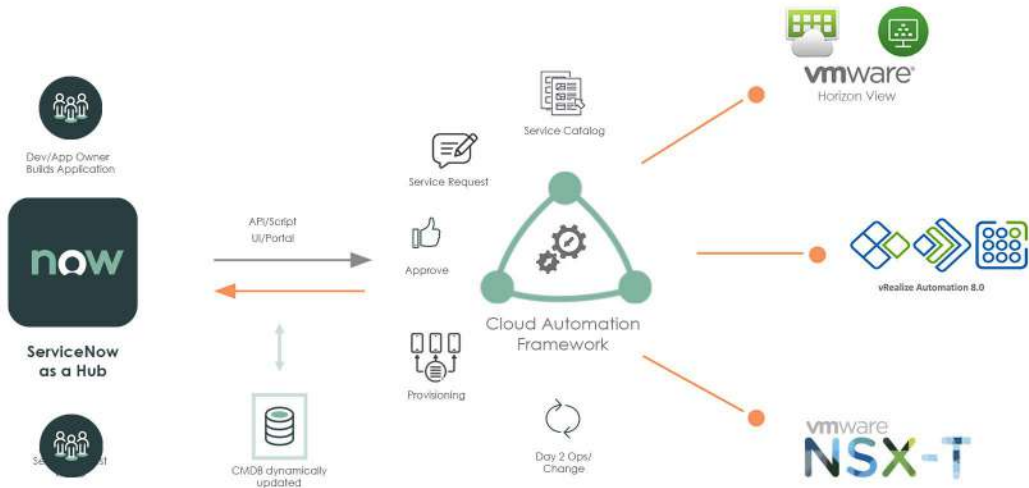
### Operational Intelligence

Complex workflows result in challenges pertaining to tracking server consumption and provisioning process failures

# The Cloud Automation Framework

# Customer Outcomes
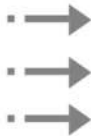
**servicenow.**

## Pipeline improvements

Enable Business Users

Centralize Data

Enable Automation

Ops Intelligence

## Business outcomes

Save hours lost to manually deploying services

Improve admin and user productivity

Reduce TCO induced major incidents

Enhance release efficiency

Improved visibility and error traceability