

Single Source of Truth wrapped with Leading Automation Competence

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**Global
Elite**



What has changed

The drivers behind this presentation

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Innovating faster...means building, testing and releasing quality software faster and more frequently, yet the realities are...

Slow

Time to market

Long application release cycles

Last minute, manual

Testing

Low application quality

Poor

predictability

Lack of end-to-end visibility

Slow

Issue Resolution

Disrupts the Business!

Issues with

Security & Reliability

To minimize business risk?

High

costs

Poor resource utilization,
rework cycles

Gain speed and stay compliant at the same time with ServiceNow

Succeed on your journey to transparency and control



Accelerate Risk maturity

Lever our pre-built Risk frameworks and links with Policy & Compliance to deliver increased time-to-value to progress up the Risk Management maturity scale



Improve control

Rationalise Risk & Compliance data sources, align disparate data models, streamline operations, provide global transparency, support audit, and improve governance



Gain transparency and optimise spending

Gain insights into challenges driving up the cost of delivery and increasing the Risk relating to Service Provision. Use Pre-Built policies to drive huge savings.



Get compliant

Implement foundational processes along with pre-built Policies to provide transparency into whether you comply with the Law and Internal Policy Frameworks



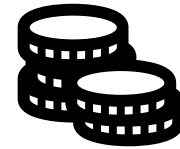
Reduce time-to-value

Our portfolio includes world leading accelerated GRC implementation options along with bundled offerings to provide a world class one-stop-shop for pre-built content, implementation services, support, and strategic guidance

Automation is the silver bullet

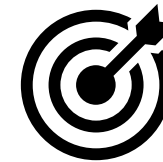
Cost reduction

Enhances delivery of service while systematically reducing costs



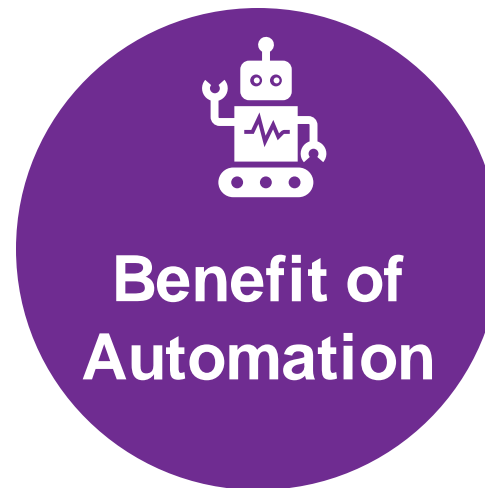
Performance

Reduces number of errors and brings extreme accuracy and uniformity



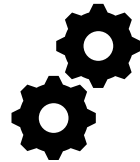
Reliability

Increases the ability to produce consistent results every time



Productivity

Reduces cycle time to complete tasks



Availability

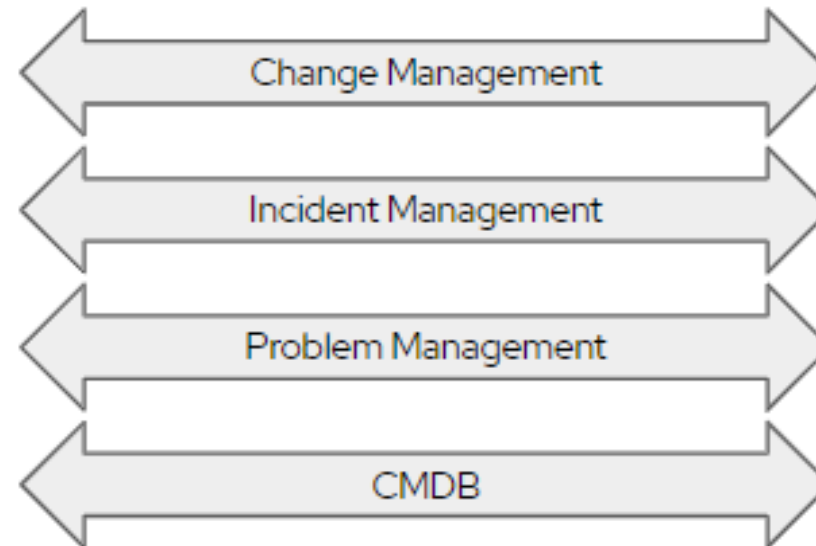
Increases employees' morale to devote their time to other priority tasks

Single Source of truth across two platforms

The new old team

servicenowTM

DevOps / ITIL processes



Red Hat
Ansible Automation
Platform

Single Source of truth across two platforms

Out now: Red Hat Ansible Certified Content Collection

1

Download the *servicenow.itsm* Collection from [automation hub](#)
Inventory plugin: *servicenow.itsm.now* (allows use of CMDB as inventory source)

2

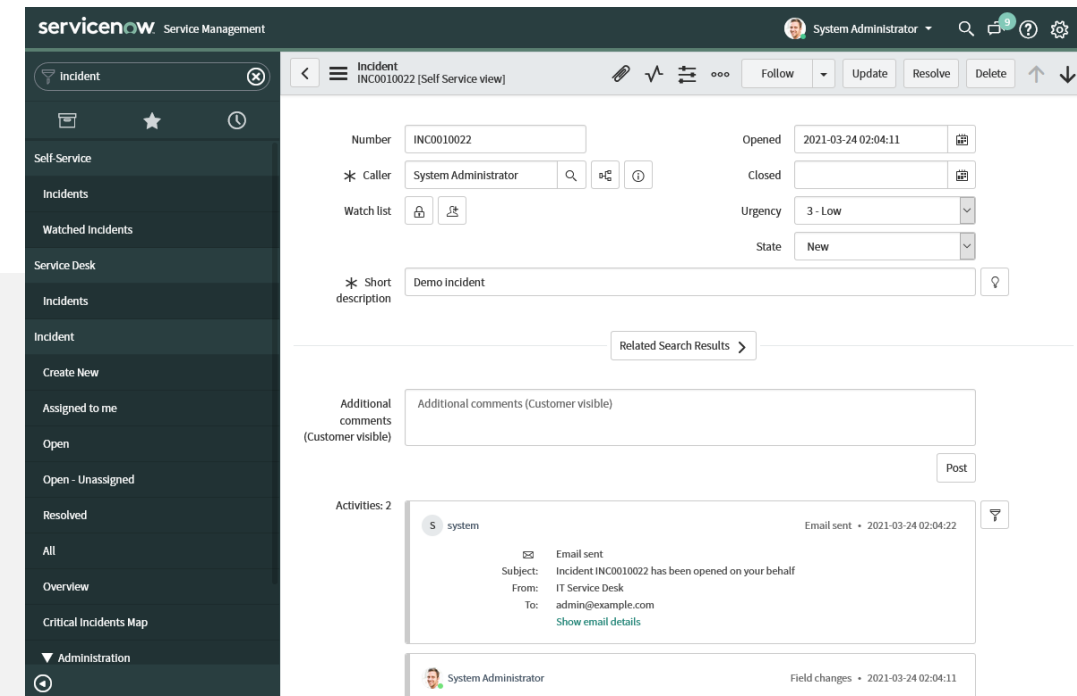
Run command

```
$ ansible-galaxy collection install servicenow.itsm
```

3

Start talking to ServiceNow

```
- hosts: localhost
gather_facts: false
tasks:
  - name: Create new incident
    servicenow.itsm.incident:
      state: new
      short_description: Demo incident
```



Use Cases and Demo

How NOW and Ansible Tower work as a team

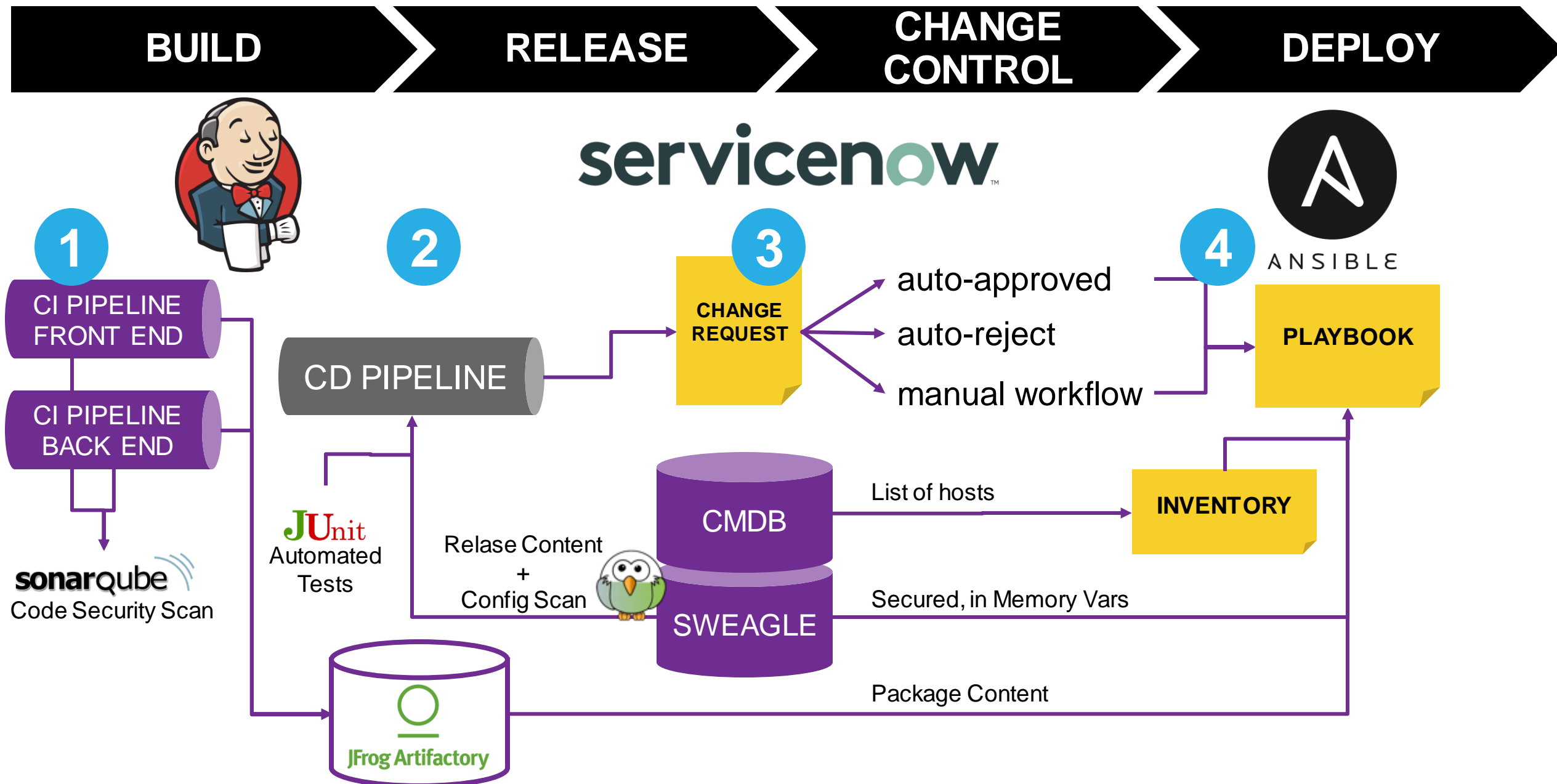
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Controlled release process





DEMO

Saving Potential

Outlook of efficiency saving potential through NOW and Ansible Tower

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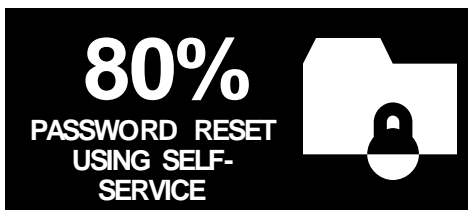


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Intelligent Automation results in savings and risk reduction over time

Basic Automation

- Rules-based tasks; work performed by a human or bot; e.g., macros and scripts
- No predictive capabilities nor integration with RPA or ML



Self-Service Password Reset



Task Automation



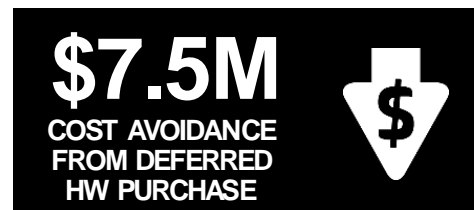
AutoScripts for Agents

Machine augmented decision making

- RPA bots perform processes using predetermined rules
- When exceptions arise, both humans and machines address them



RPA Swivel Automation



Turbonomic



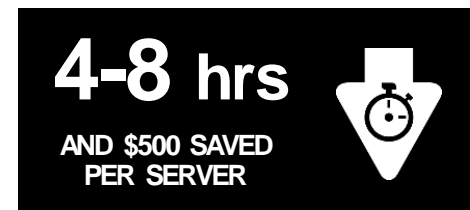
RPA and Advanced Robotic Enterprise Solution



Intelligent Test Automation Generator



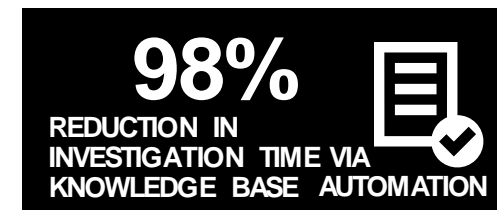
Athena (DBaaS)



Managed Server Orchestration

Autonomous decision making

- Machines independently solve non-deterministic tasks using data to discover patterns that predict a decision and offer a recommendation



EMMA Incident Triage



IBM Watson Assistant and Watson Discovery Services

Key Take-Aways

**DXC your partner for automation
with Red Hat and Service Now.**

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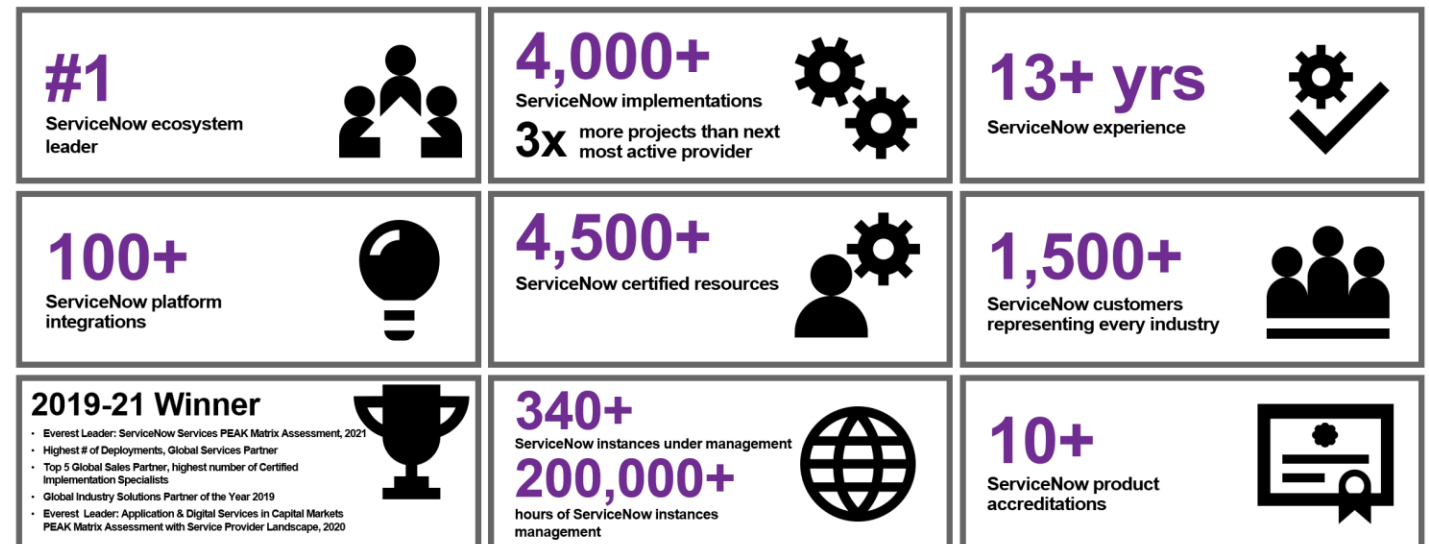
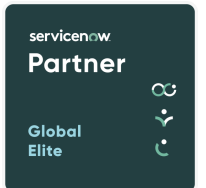
Talk to us

DXC is your partner to implement advanced automation projects leveraging the connected platforms from Red Hat and Service Now.



- Premier Partner and Certified Provider for Red Hat
- 2020 Business Transformation Partner of the Year (Commercial) Innovation Award
- Examples of joint offerings/solutions
 - Managed Container Platform as a Service Powered by Red Hat OpenShift
 - Application Containerization as a Service (aCaaS) with Red Hat OpenShift
 - Application Integration Services with Red Hat JBoss integration portfolio

servicenow™



DXC Technology at a glance

DXC
LISTED
NYSE

\$19.6B

global IT
services
leader

200+

partner ecosystem with
best-of-breed partners

~6,000

customers

250+ Fortune 500 companies

60+

years of innovation
delivering mission-critical
systems for customers

138,000

employees worldwide

#155

in the 2020
Fortune 500

100

earned top score:
2020 Disability
Equality Index

70+

countries

65,000+

Applications professionals

