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# Implementing Service Automation... one step at a time

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Swiss Re – Director IT – Service Introduction

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## Why Service Automation

- Is it really magic?
- Process is key
- Why is it so hard to get buy in?
- Should everyone automate any way?
- Our story...



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Change our mind.



## You can get there from here

### Then

- Highly engineered environment
- Each area has their own tool
- 1200 simple and complex deployments a month
- Each application deploys into production in their own way
- How to control deployment access to production
- Dedicated deployers for Data Privacy

**Process  
implementation**

A large, dark blue arrow pointing from the 'Then' column to the 'Now' column, with the text 'Process implementation' written inside it.

**Automation**

A large, dark blue arrow pointing from the 'Then' column to the 'Now' column, with the text 'Automation' written inside it.

### Now

- Single process for all provisioning
- Fully automated end to end deployment of a change
- Centralized engine to deploy in all environments
- Production access to deployers only for manual tasks
- Deployments can be done from anywhere, monitored offshore

# Provisioning Process, People, Tool



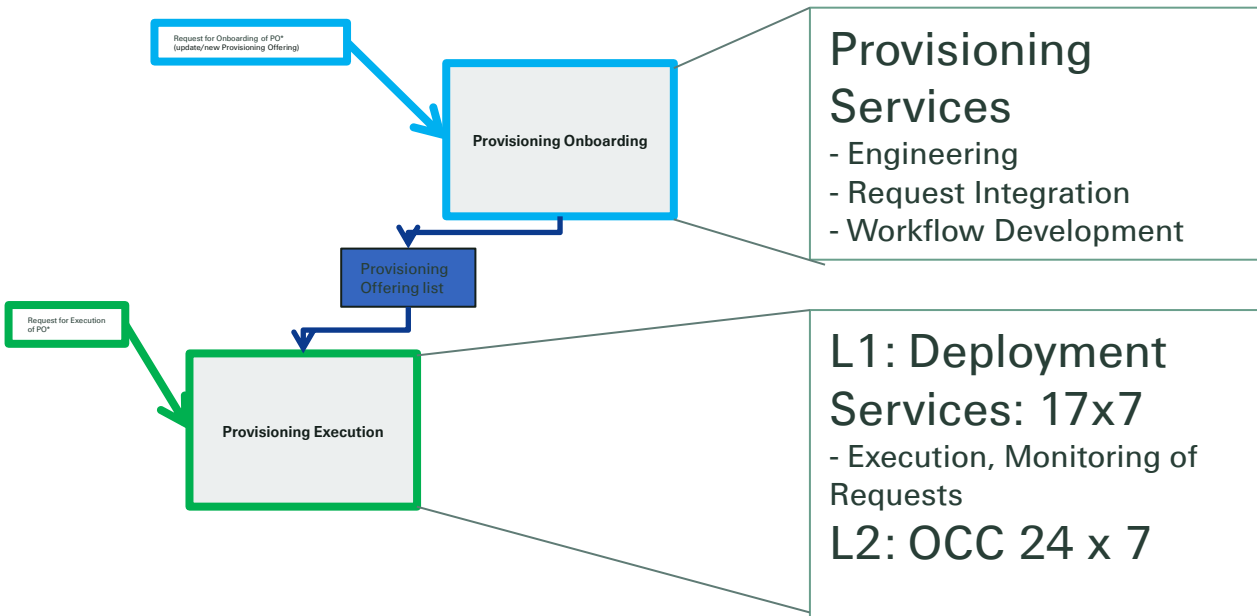
Processes



People



Tools



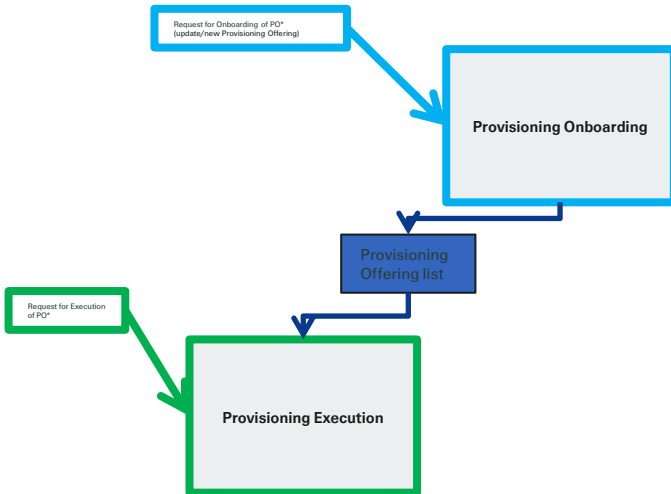
SNOW,  
 TPM,  
 SCMP,  
 SCM Host  
 SPORT,  
 UCMD,  
 TWS,  
 Opsware  
 SCCM  
 Manual

...

# Provisioning Process, Tool



## Processes



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## Tools

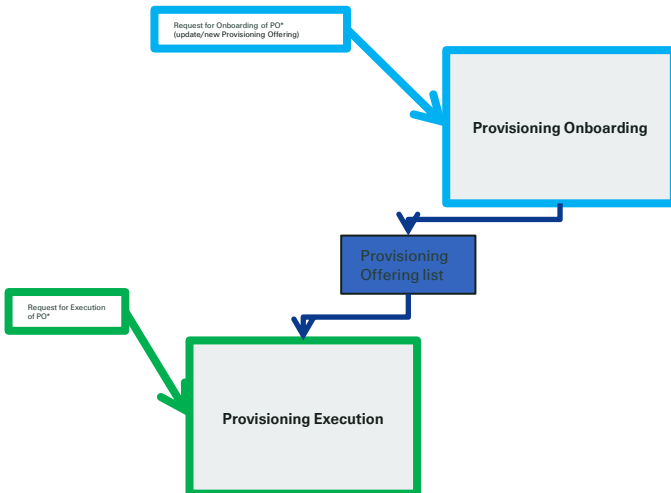
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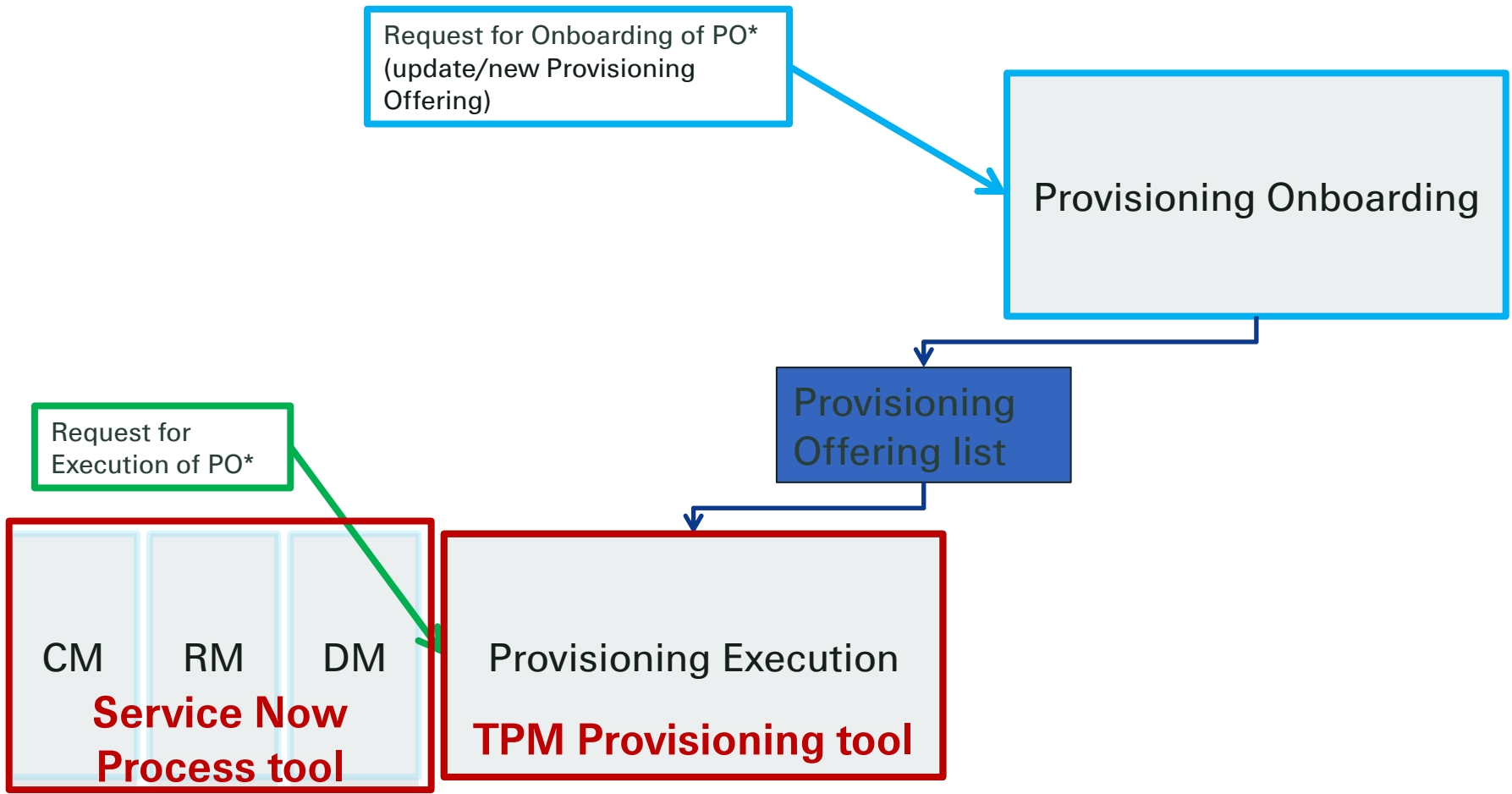
# Provisioning Process



## Processes



# Provisioning Processes



PO: Provisioning Offering

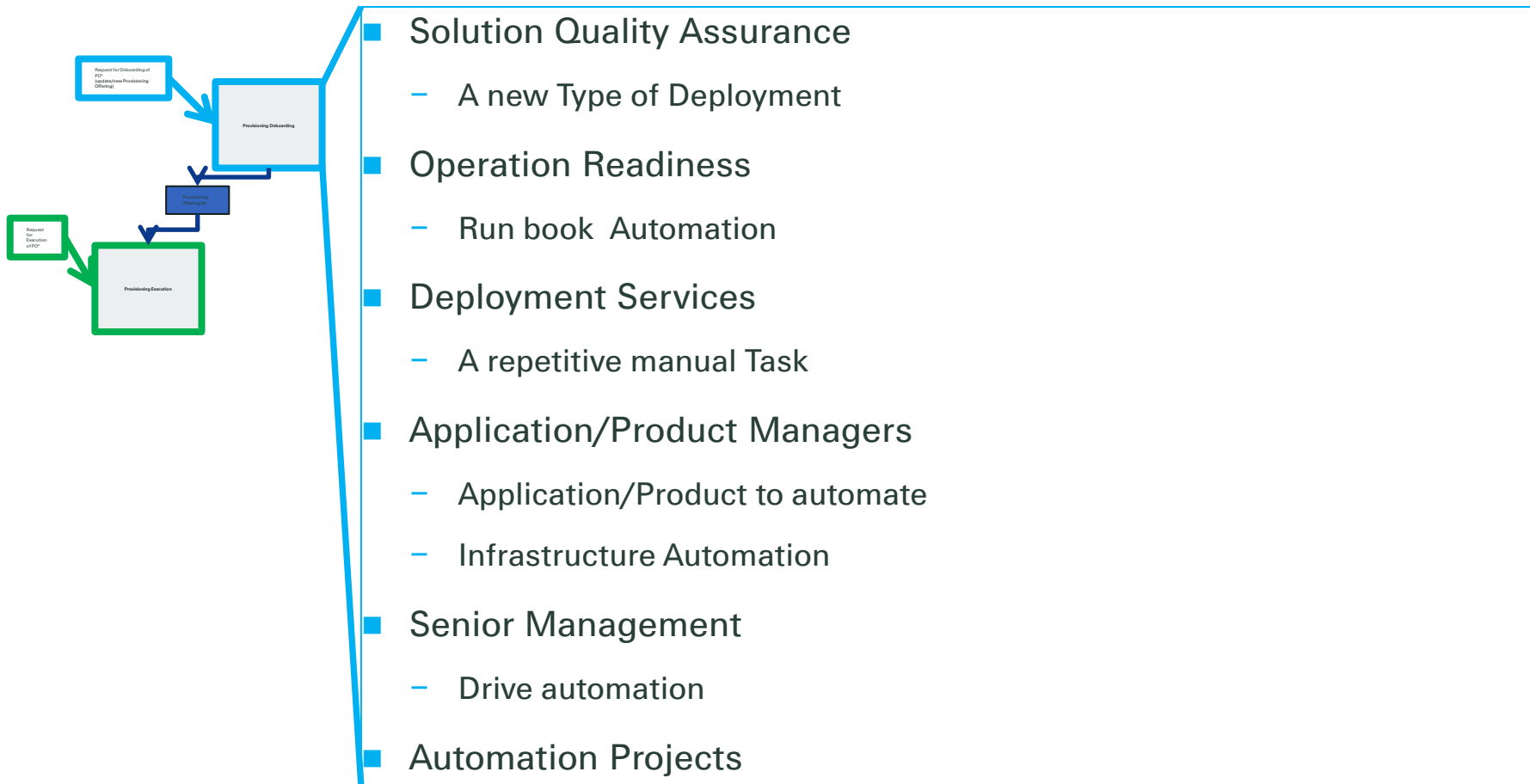


## How do we automate

### Process implementation

- Focus on process, not on the tools
- Show people the big picture
- Create a single process to cover all provisioning types

## How do we create a new Provisioning





# Change our organization





Tools

SNOW,  
TPM,  
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TWS,  
Opsware  
SCCM  
Manual  
...

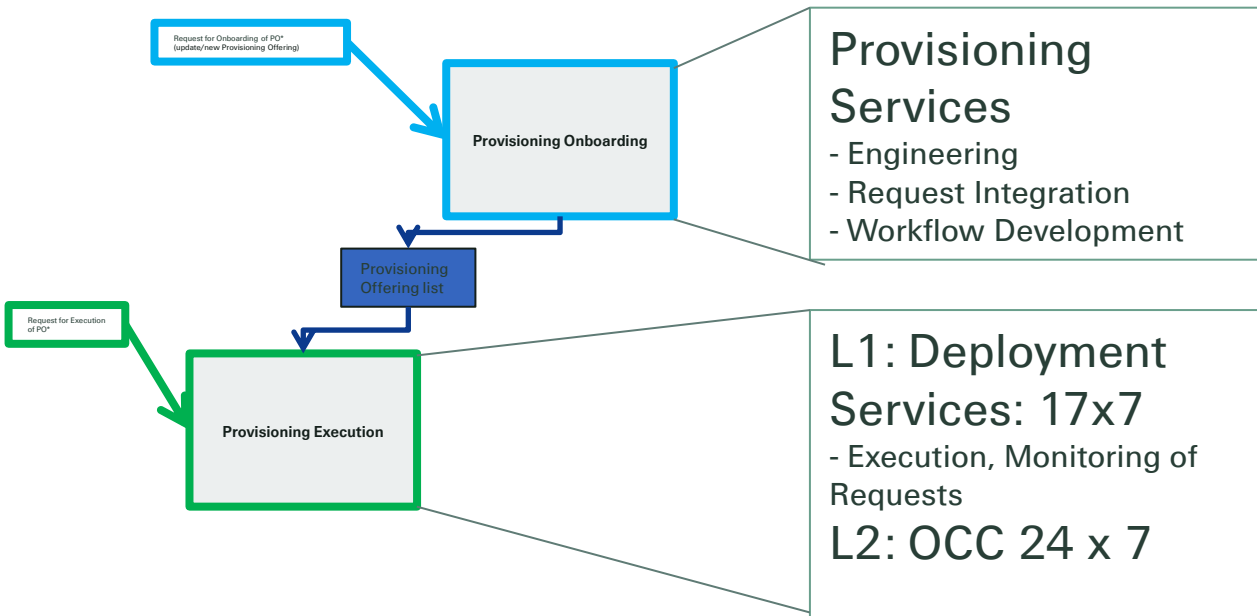
# Provisioning Process, People, Tool



Processes



People



# Provisioning People, Tool

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People



Tools

## Provisioning Services

- Engineering
- Request Integration
- Workflow Development

## L1: Deployment Services: 17x7

- Execution, Monitoring of Requests

L2: OCC 24 x 7

SNOW,  
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Manual

...



# Provisioning People



## People

### Deployment Service

- Create a Level 1 organization to centralize deployments
- Availability
- Scalability
- Monitoring off hours
- Does not have access to production – only to trigger and to monitor

### Provisioning Services

- Engineering
- Request Integration
- Workflow Development

### L1: Deployment Services: 17x7

- Execution, Monitoring of Requests

### L2: OCC 24 x 7

### Provisioning Service

- Create a Level 2 organization to focus on automation
- Skill set
- Process and workflow focus
- Build knowledge
- Create documentation



Change how we work

# Provisioning Process, People, Tool



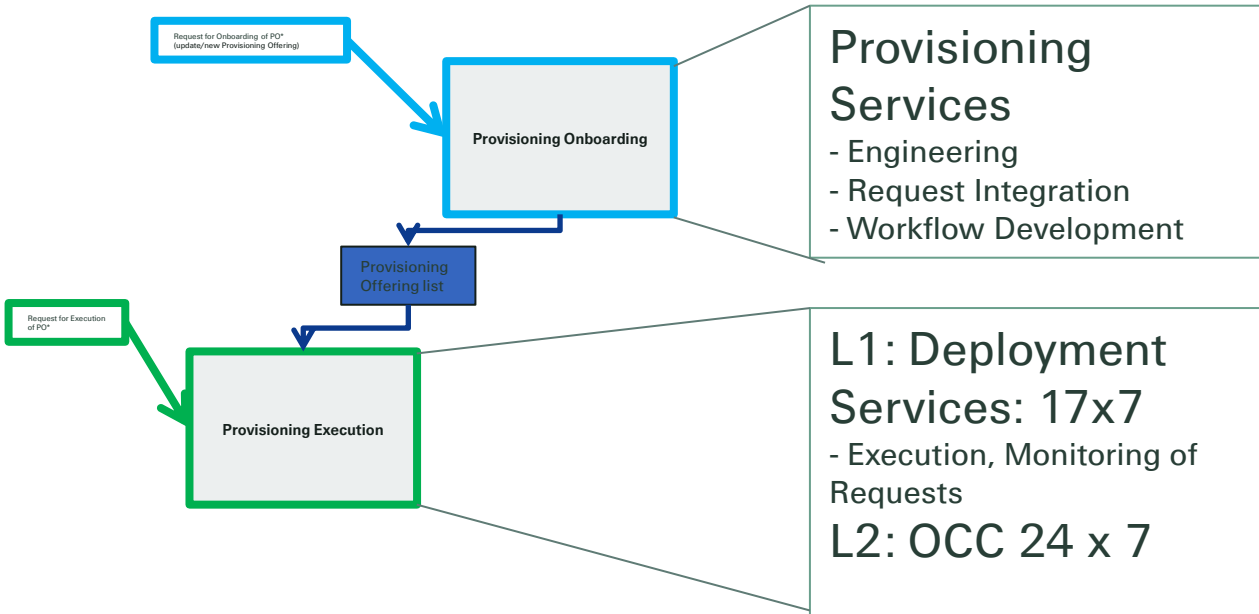
Processes



People



Tools



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# Provisioning People, Tool

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People



Tools

## Provisioning Services

- Engineering
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## L1: Deployment Services: 17x7

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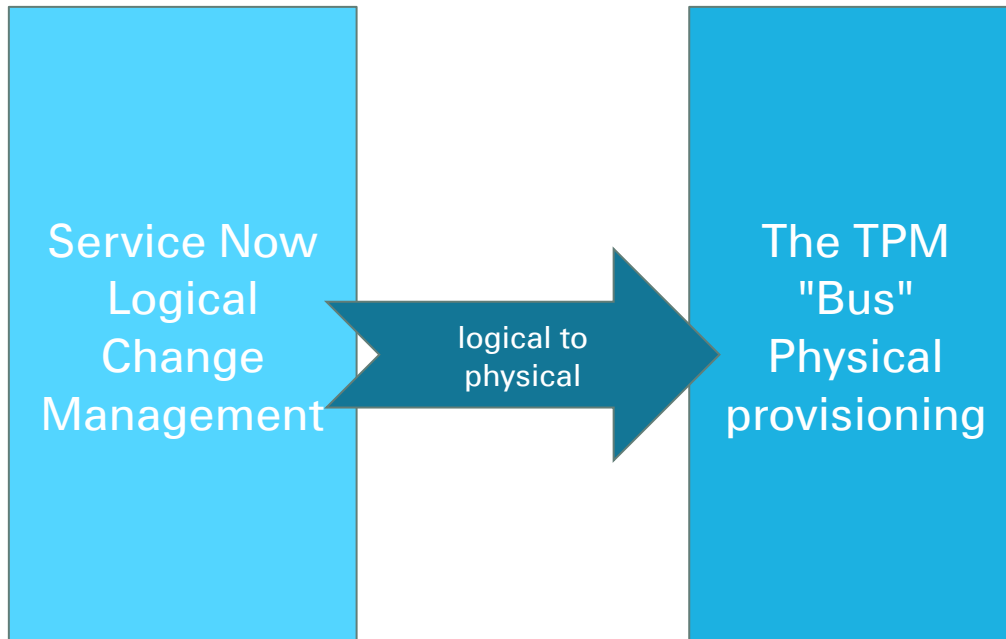
Tools

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## Provisioning Tool

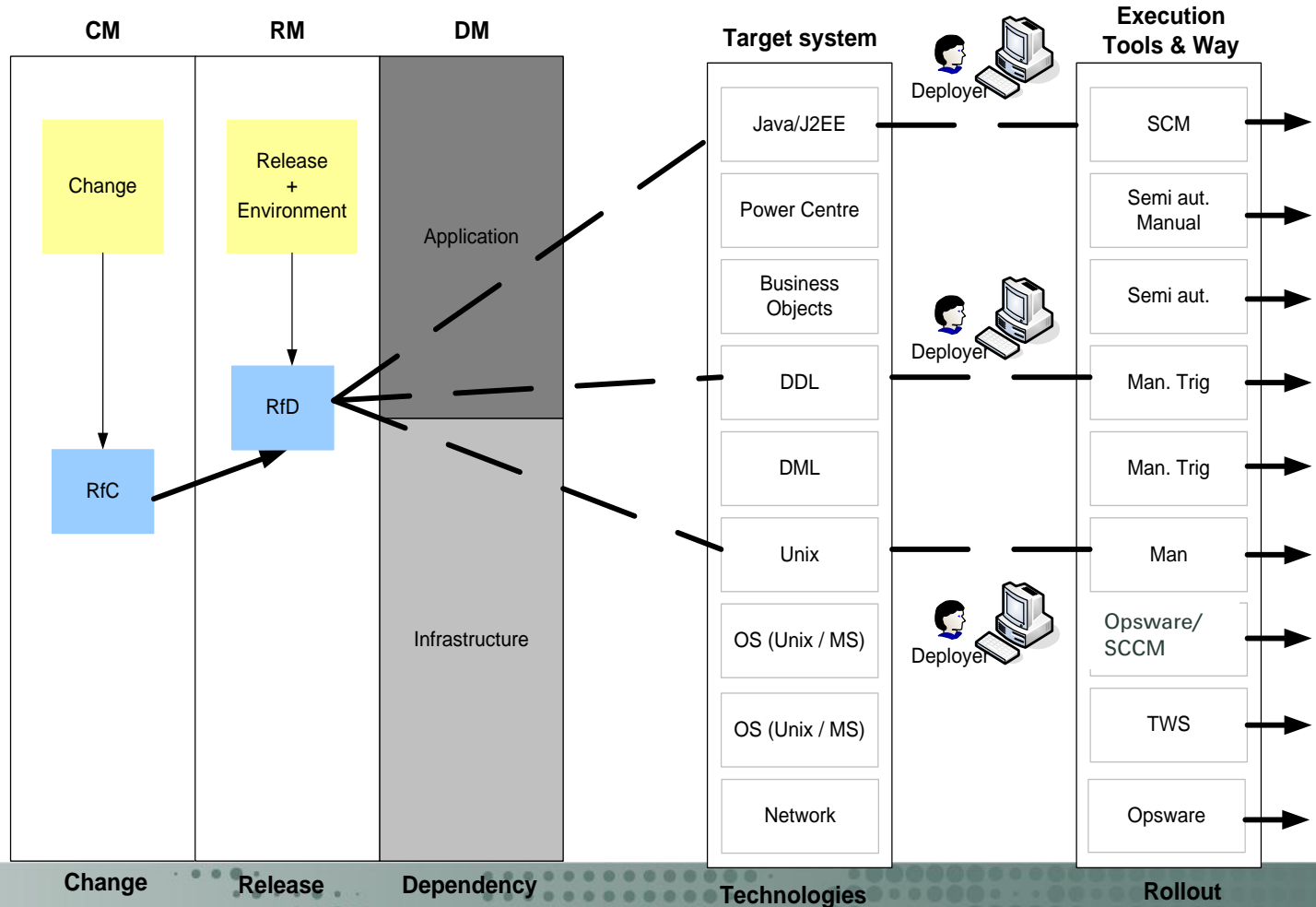




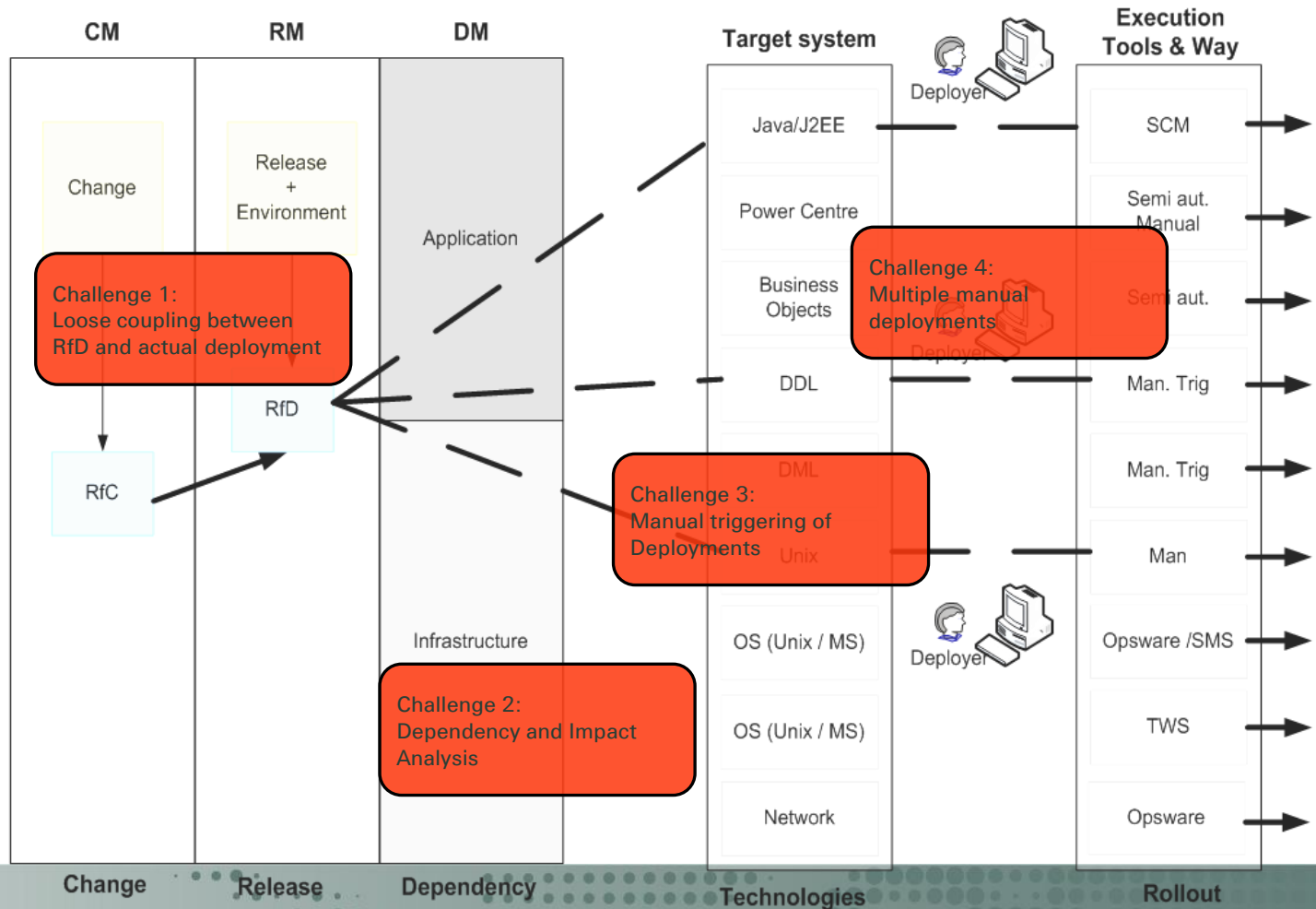
## Jump on the "Bus"

- Allow people to keep their tools
- Use the engine that works best
- Use Tivoli Provisioning Manager to:
  - provision directly
  - trigger other tools to provision
  - trigger manual deployments

# How we used to Provision

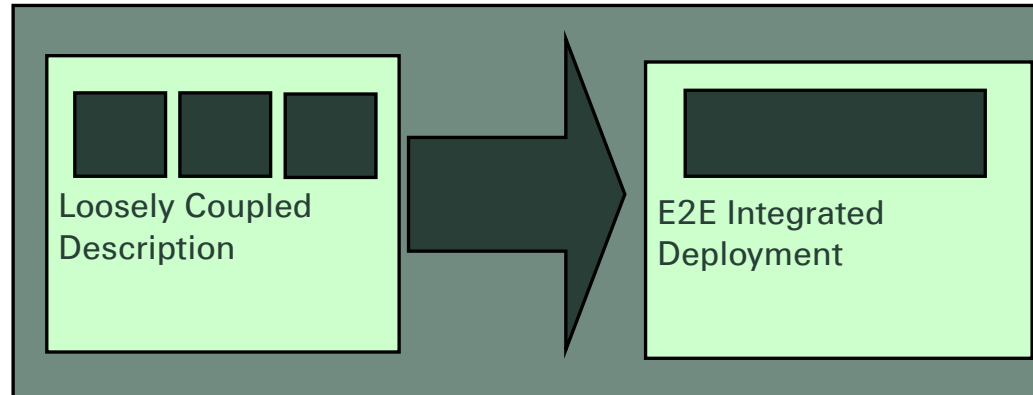


# Provisioning Challenges

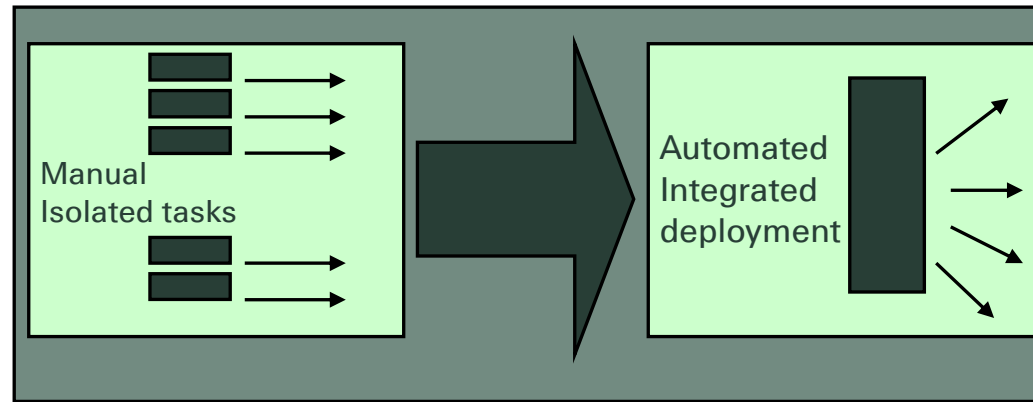


## E2E Concept

1

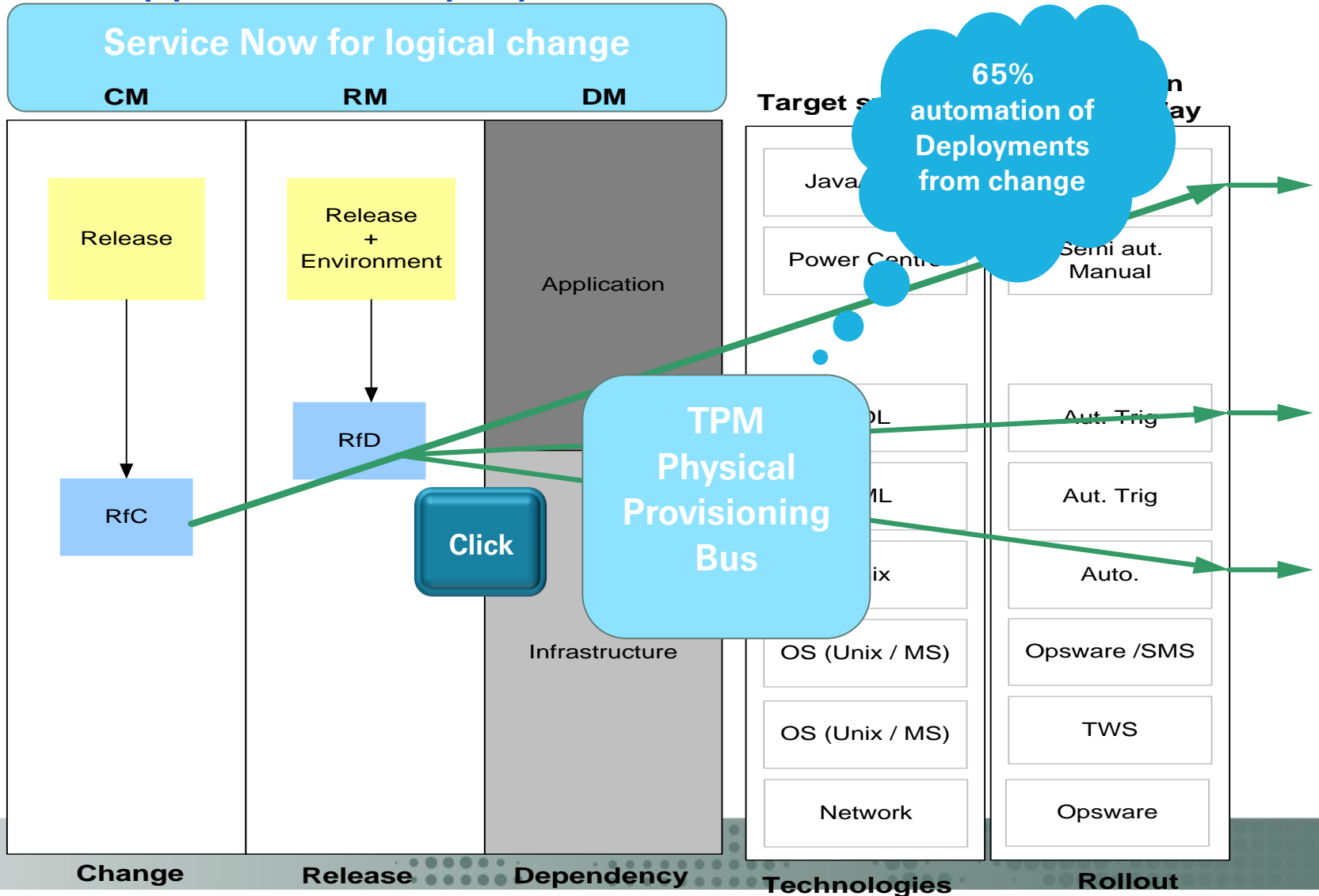


2



Target: E2E integrated automated Deployments

# E2E Application Deployment



# Challenges we face





## Challenges

- Automation is a Buzz word
- Everything is "already" automated
- Everyone is automating
- Tools
- Integration
- SaaS solutions



Where we want to go

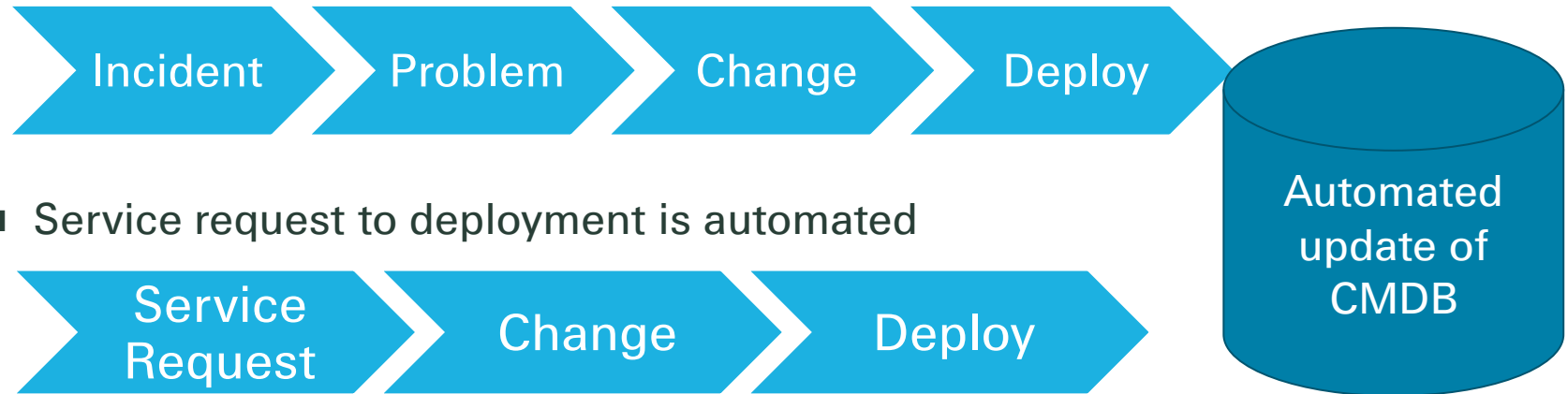


## The Future...

- Integrate our processes to fully automate
- A view into up to date configuration
- Non-incident events trigger automation
- The Cloud...

## The Future...

- Service automation – Incidents to deployment is automate



- 
- Non Incident events trigger run books



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Thank you



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