servicenow News

What is GRC?

Welcome back to the second edition of the **servicenow** Newsletter. The October issue enticed you with "What is GRC"? To answer this question, the team would like to decode the acronym and give it meaning. GRC is the acronym for **Governance, Risk, and Compliance.**

But what does GRC mean? GRC refers to the capabilities that integrate a strategy for managing DTI's overall governance, enterprise risk management, and compliance with regulations. To break it down further, GRC identifies three modules that already exist within DTI's **servicenow** platform. The benefits of GRC includes:

- **Risks in real-time**
- **Increases performance and improves strategic planning**
- **Decision making and enhances internal audit productivity**

DTI has an ongoing project taking the manual processes the Security team uses to automate the process. The automation process improves DTI's flexibility with the risk-based decisions, gaining real-time monitoring and minimizing business disruptions.

The team looks forward to bringing you more information on the primary goal of this automation over the next several months.

Be sure to look out for more automation information!

Guest Contributor...Paul Knight

This month, our guest contributor discusses the "Telecom Data Center Infrastructure (DCI) team's responsibilities for on-premises cloud computing resources to internal and external customers of DTI in the form of virtual machines."

Please take a read at what else he had to say...

DCI is tasked with auditing and maintaining capacities to support current and planned workloads and provide the means for DTI to ensure adherence to contracts and licenses. This endeavor aimed to reduce the surface area between customers and resources to achieve our mandate as stewards of those resources.

Customers reach out to us to request new servers, modify or delete existing servers, and access new users. We engaged the **servicenow** team to provide request forms for each contact point, enumerating every field necessary to complete each. Our goal is to reduce the service area between our customers and the resources they need.

The plan was to mimic a DCI member's interaction with VMware, **servicenow**, and other subsystems to fulfill requests. DCI employs Git, Ansible Tower, and Python to automate its work. Ansible is an open-source product that already integrates with VMware. We added code to Ansible to support Okta and OAuth authentication, making us the primary maintainer for the **servicenow** collection in Ansible. With this and a service account authorized by the **servicenow** team, we could access **servicenow** via OAuth and later via Okta.

The integration with **servicenow** allowed us to be the defector portal for DTI's internal and external customers. On June 29th, the **servicenow** Queue Processor (SNOW-Q) went live but not without keeping the training wheels on and extensive testing. SNOW-Q was unleased on August 5th and began analyzing and approving requests on its own. Since this time, DCI has received 282 submissions, with SNOW completing 77% automatically.

- **Operates 24-7-365**
- **Runs every 2 minutes on-the-hour**
- **Automatically scheduled requests**
- **Leaves work notes with actions taken and encountered**

For more detailed information, be sure to visit the **servicenow** page under **servicenow** Out of Box Training.

DCI

77%

■ SNOW-Q ■ STAFF
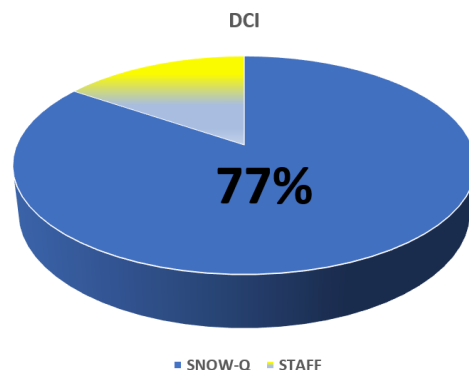
Announcements:

As the Holiday time draws near, the **servicenow** team will resume the next newsletter in January.

From the **servicenow** team...we wish you all a happy and safe Holiday season. See you in **2022!**

servicenow website @**https://dti.delaware.gov/state-agencies-portal/service-now/**

Send us your questions regarding this or any SNOOB initiatives **@ dti_serviceNow@delaware.gov**

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