LeanIX

EA 19

EA CONNECT DAYS 2019

Europe's Leading Enterprise Architecture Conference

Lean42 Deloitte. ITM SIGNAVIO

Technology Risk Management – Leverage ServiceNow Discovery

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Bonn, 27. November 2019

Today’s agenda

- Why Technology Risk Management?
- Automation is key
- LeanIX approach to Technology Risk Management

As organizations **accelerate their digital transformation** plans and processes, many companies will choose to **stop updating** or supporting old versions of their software, exposing themselves to **cyberthreats**, **system failures**, **increased costs** and **future planning limitations**.

Source: https://internetofthingsagenda.techtarget.com/blog/IoT-Agenda/Risky-business-How-to-manage-IoT-security-in-the-enterprise

Imperatives to manage Technology Risk

Proper succession planning for technology

Stay compliant to ever changing regulations

Constantly modernize growing IT environments

Promote agility and shape business models

Cost factors and potential losses due to obsolete technology

Cost Factors	Potential Costs/Losses
Extended support Costs • Vendor Support Costs • In-house/outsourced Support Costs	The cost of supporting standard PCs running Windows XP per year is $780 ($7.8 million per year for 10,000 users).
Delayed project planning • Delayed Revenue • Increased project overheads	On average, large IT projects run 45% over-budget and 7% over-time while delivering 56% less value than predicted.
Cyber breaches and litigations • Loss of data and reputation • Penalties and litigation costs	The global average cost of a data breach is around $3.86 million. Equifax data breach: $242.7 million as of 2017.
Low performance of obsolete technologies • Low customer satisfaction • Low efficiency	$13,202.80 a year is lost per employee on unproductive tasks because of low performing technologies.
Unavailability/downtime of systems • Low customer satisfaction • Revenue loss • Reputation loss	Downtime, per hour and per system, is $100,000 and has the potential to rise to hundreds of millions of dollars (e.g., the outage of British Airways in May 2017 cost $102.19 million).

The difficulty of containing Technology Risk

Complication	EA Contribution
Lack of visibility into growing and decentralized IT-Landscapes	EA blends business & IT views
Available information on wrong level of abstraction	Puts information into context for decision makers
No technology risk assessment on project level	Integrates cross-disciplined tools and procedures
High costs of unmanaged technology risks	Is equipped to manage technology risk

Automation enables you to keep data maintained

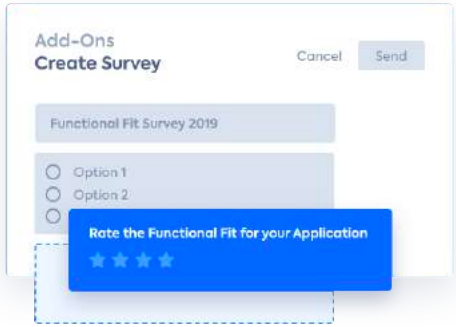
with LeanIX

1 Single Source Of Truth

Excel Up- & Download

Easy Inline-Edit

2 Workflows



”Survey-Monkey” for IT Landscape

3 Integrated

servicenow CMDB

SIGNAVIO

APPTIO

Integration of 3rd party tools

4 Automated

servicenow CMDB + Discovery

LeanIX Cloud Native Suite

Discovery solutions for on-prem and cloud intelligence

High Degree of Automation

A brief introduction…

What is ServiceNow Discovery?

Discovery finds **computers, servers, printers**, a variety of IP-enabled devices, and the **applications** that run on them. It can then **update** the CIs in your **CMDB** with the data it collects.

How does ServiceNow Discovery work?

Horizontal Discovery

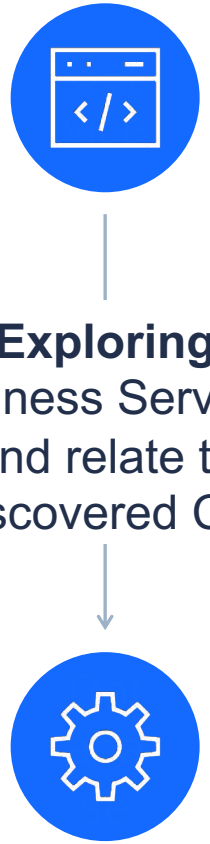
Scanning
your network

Classification
of devices

Identification
of device in CMDB

Exploration
of related CIs

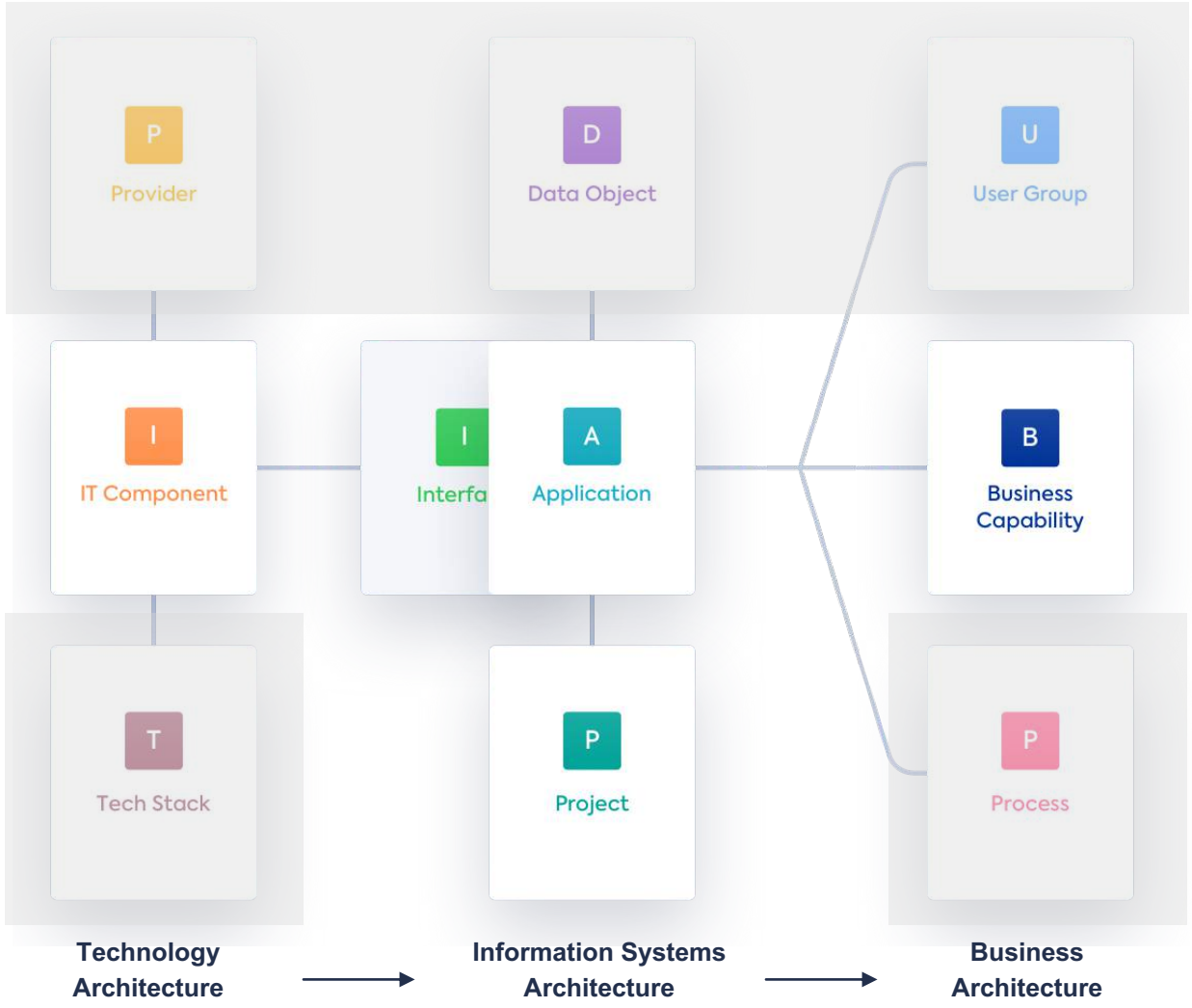
Service Mapping



Exploring
Business Services and relate to discovered CIs

How to do Technology Risk Management in LeanIX?

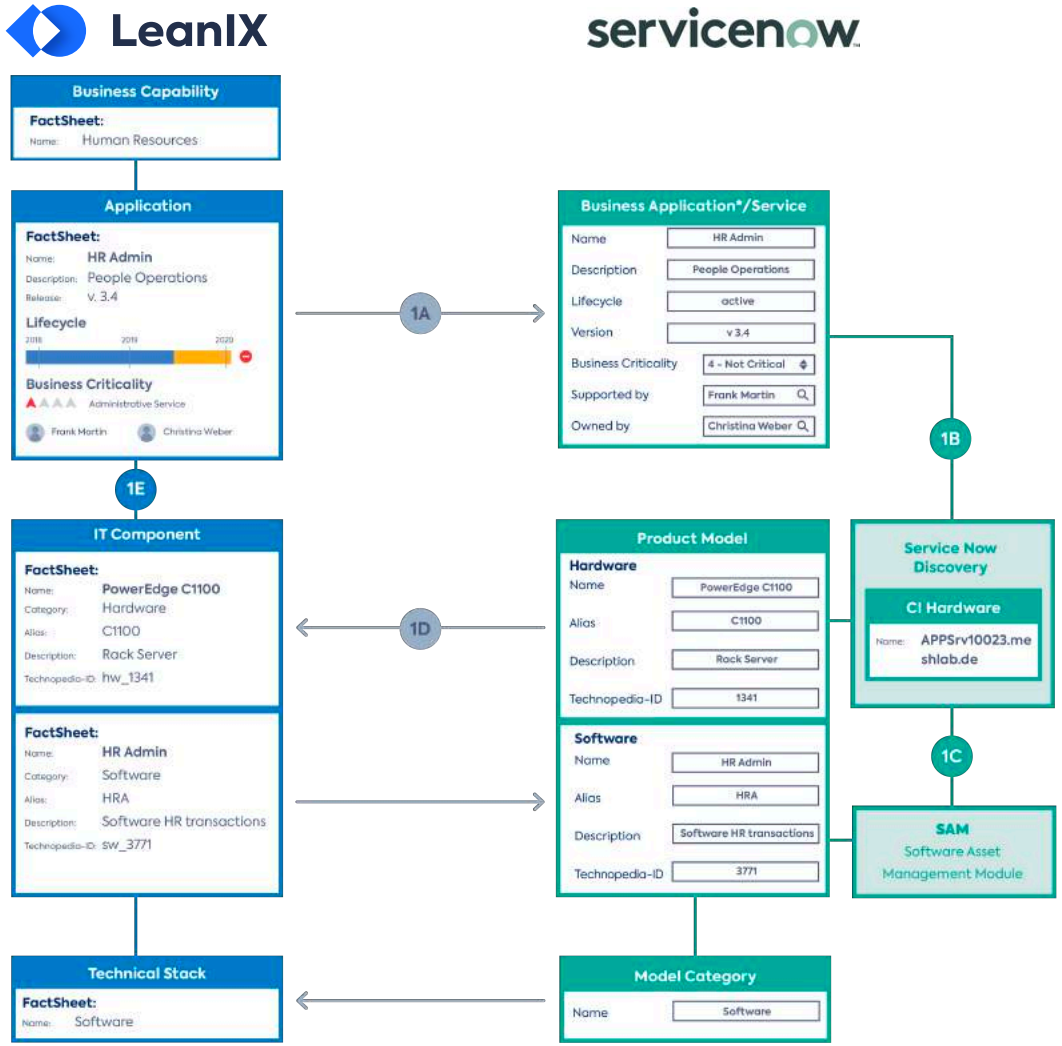
Steps to master Technology Risk



Minimum steps required

1. Make sure IT Components are maintained and linked to Applications
2. Score Applications regarding business criticality and IT Risk
3. Scope landscape according to risk scores
4. Derive and start projects to mitigate obsolescence

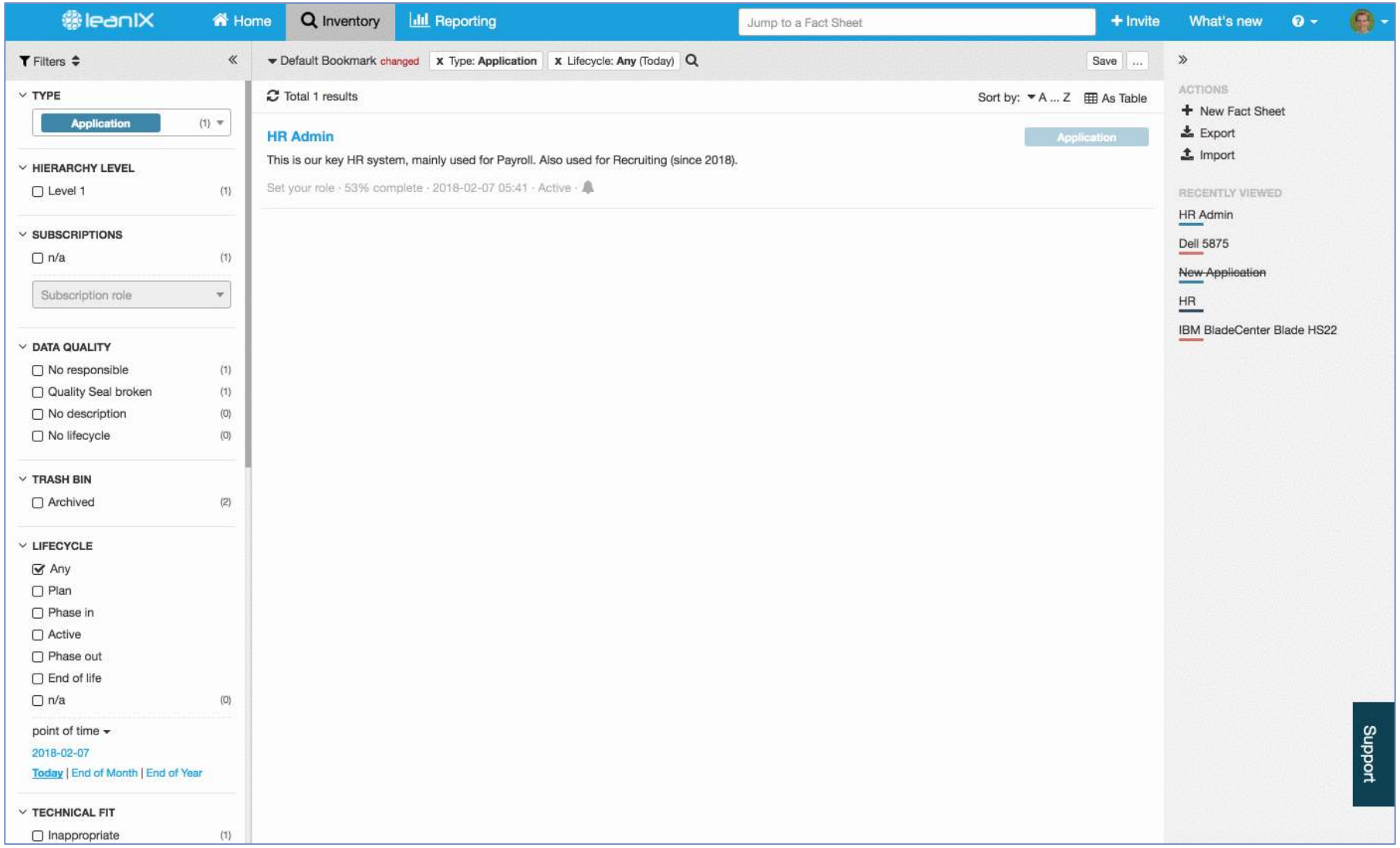
Automated Data Flows between Discovery, CMDB, and LeanIX

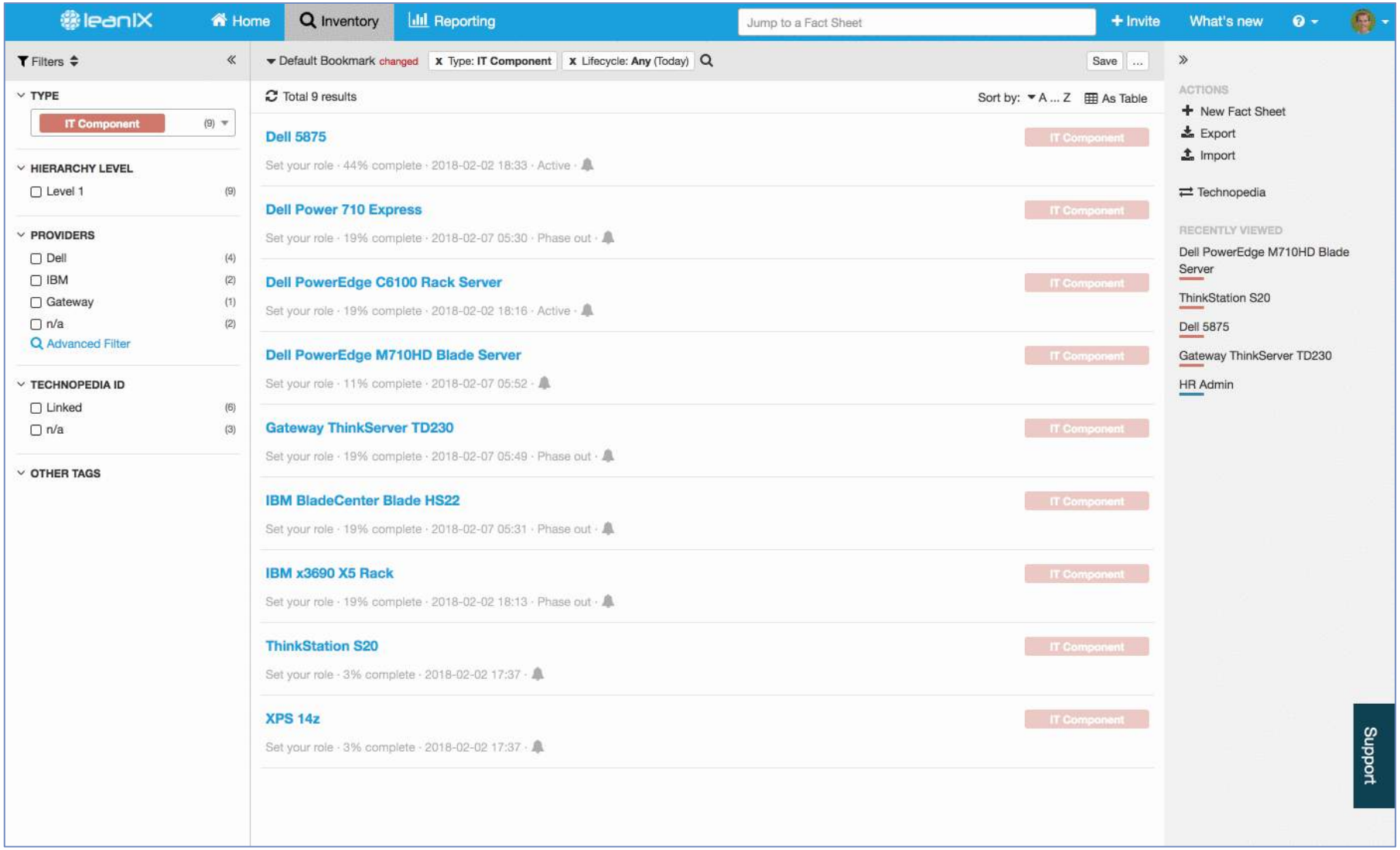


Integration Data Flow

- **1A** Applications are synced to ServiceNow
- **1B** Hardware is discovered using ServiceNow Discovery
- **1C** Software discovered via SAM in ServiceNow.
- **1D** Product Model (SW/HW) syncs products to IT Components in LeanIX
- **1E** IT Components are automatically linked to Applications

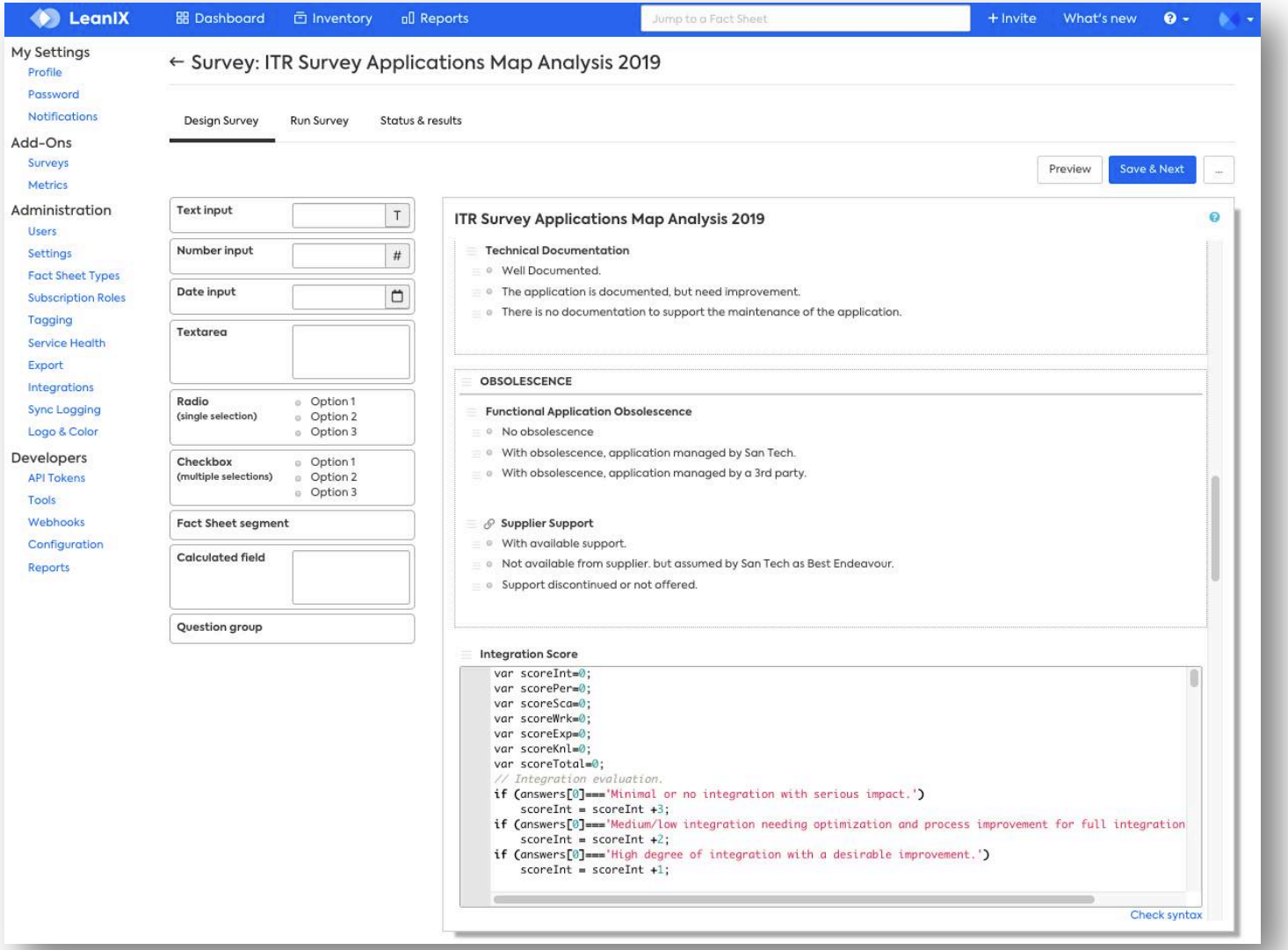
*As per ServiceNow CSDM


leanIX
Home
Inventory
Reporting
Jump to a Fact Sheet
+ Invite
What's new
Filters
Default Bookmark changed
x Type: Application
x Lifecycle: Any (Today)
Save
TYPE
Application (1)
HIERARCHY LEVEL
Level 1 (1)
SUBSCRIPTIONS
n/a (1)
Subscription role
DATA QUALITY
No responsible (1)
Quality Seal broken (1)
No description (0)
No lifecycle (0)
TRASH BIN
Archived (2)
LIFECYCLE
Any
Plan
Phase in
Active
Phase out
End of life
n/a (0)
point of time
2018-02-07
Today | End of Month | End of Year
TECHNICAL FIT
Inappropriate (1)
Total 1 results
Sort by: A ... Z
As Table
HR Admin
Application
This is our key HR system, mainly used for Payroll. Also used for Recruiting (since 2018).
Set your role · 53% complete · 2018-02-07 05:41 · Active ·
ACTIONS
New Fact Sheet
Export
Import
RECENTLY VIEWED
HR Admin
Dell 5875
New Application
HR
IBM BladeCenter Blade HS22
Support

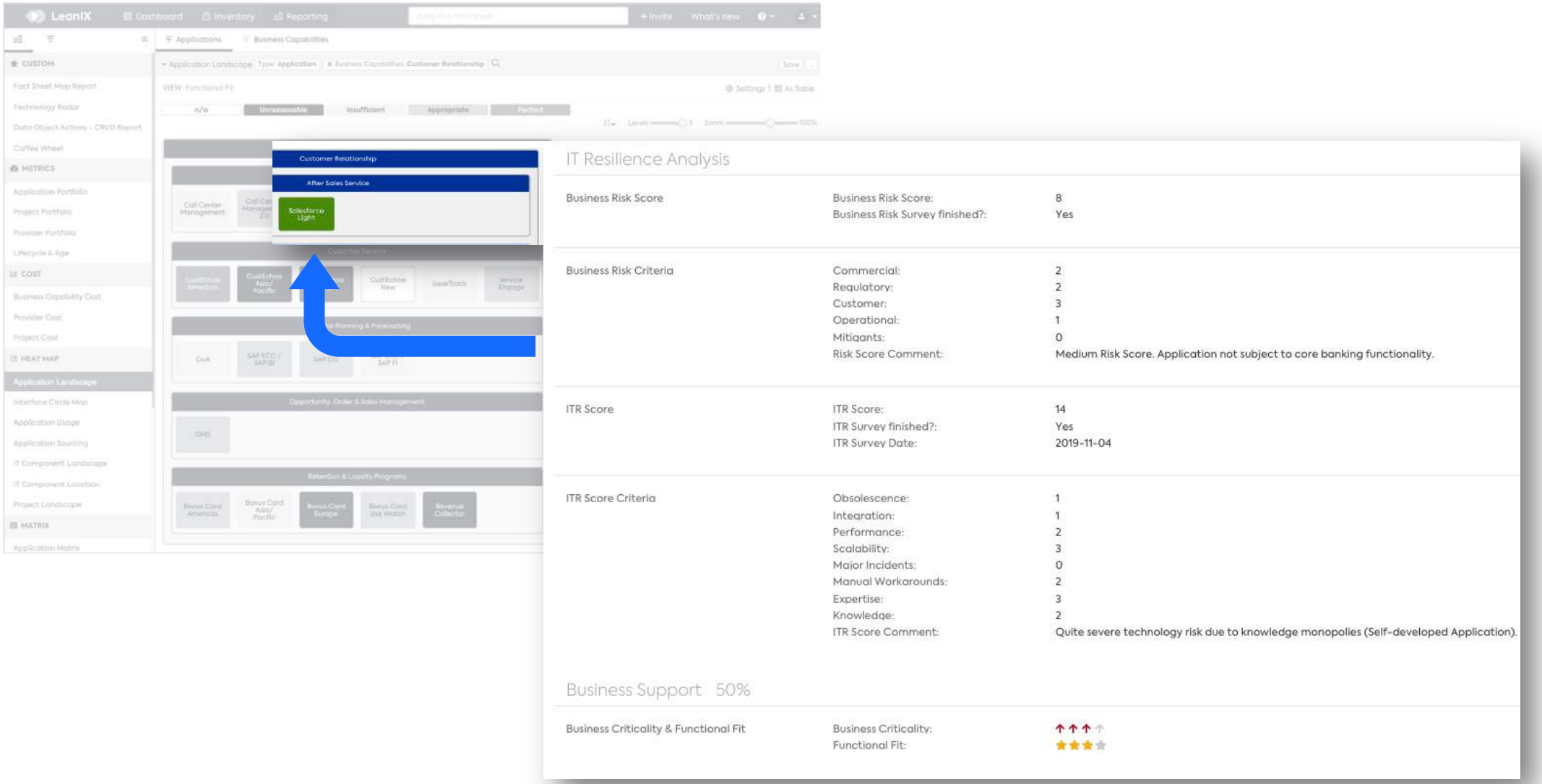

leanIX
Home
Inventory
Reporting
Jump to a Fact Sheet
+ Invite
What's new
Filters
TYPE
IT Component (9)
HIERARCHY LEVEL
Level 1 (9)
PROVIDERS
Dell (4)
IBM (2)
Gateway (1)
n/a (2)
Advanced Filter
TECHNOPEDIA ID
Linked (6)
n/a (3)
OTHER TAGS
Default Bookmark changed
x Type: IT Component
x Lifecycle: Any (Today)
Save
Total 9 results
Sort by: A ... Z
As Table
Dell 5875
Set your role · 44% complete · 2018-02-02 18:33 · Active ·
Dell Power 710 Express
Set your role · 19% complete · 2018-02-07 05:30 · Phase out ·
Dell PowerEdge C6100 Rack Server
Set your role · 19% complete · 2018-02-02 18:16 · Active ·
Dell PowerEdge M710HD Blade Server
Set your role · 11% complete · 2018-02-07 05:52 ·
Gateway ThinkServer TD230
Set your role · 19% complete · 2018-02-07 05:49 · Phase out ·
IBM BladeCenter Blade HS22
Set your role · 19% complete · 2018-02-07 05:31 · Phase out ·
IBM x3690 X5 Rack
Set your role · 19% complete · 2018-02-02 18:13 · Phase out ·
ThinkStation S20
Set your role · 3% complete · 2018-02-02 17:37 ·
XPS 14z
Set your role · 3% complete · 2018-02-02 17:37 ·
IT Component
ACTIONS
New Fact Sheet
Export
Import
Technopedia
RECENTLY VIEWED
Dell PowerEdge M710HD Blade Server
ThinkStation S20
Dell 5875
Gateway ThinkServer TD230
HR Admin
Support

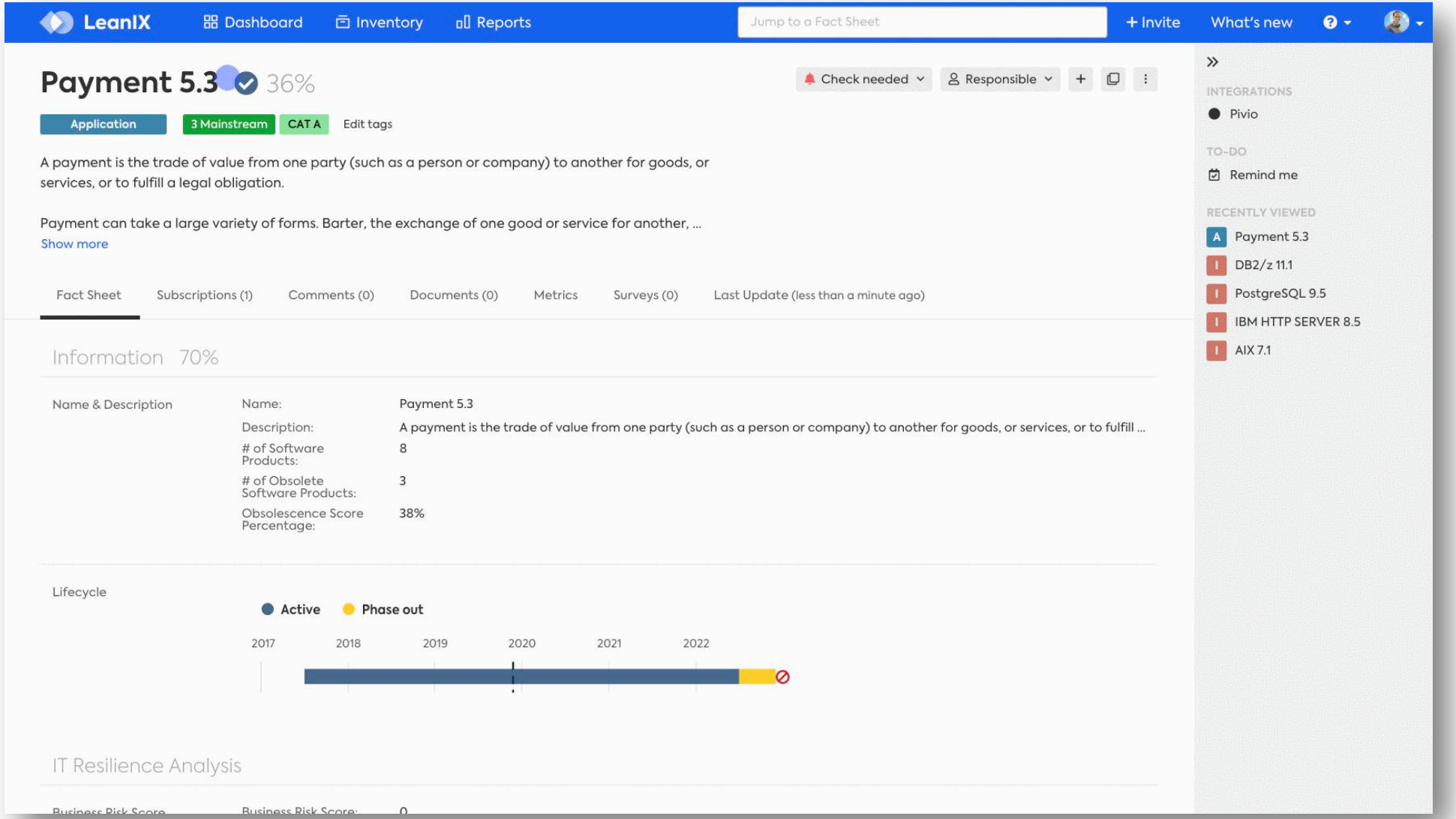
Calculate risk scores based on survey answers

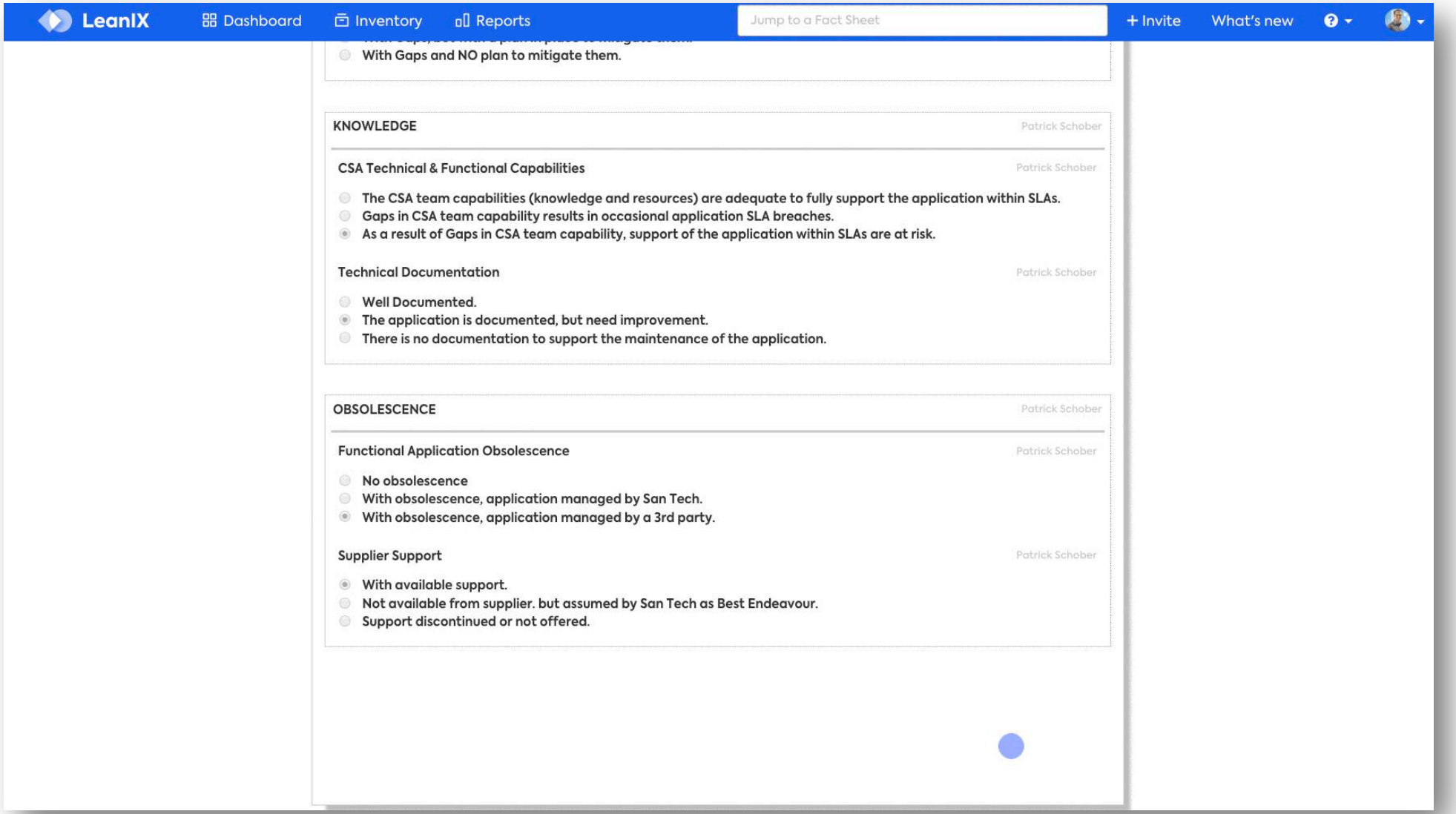
Score	Implication
0 - 6	**Neglectable** Not enough or wrong functionality / Risk impact
7 - 12	**Watchlist** Medium risk. Mid-Mitigation recommended
13 - 18	**Sever Risk** Highly business and IT Risk. Short term mitigation highly recommended
19 - 24	**High Risk** Core Application with high IT Risk – Mitigation to be started immediately



Automatically include scores in Fact Sheets




LeanIX
Dashboard
Inventory
Reports
Jump to a Fact Sheet
+ Invite
What's new
Payment 5.3
36%
Check needed
Responsible
Application
3 Mainstream
CAT A
Edit tags
A payment is the trade of value from one party (such as a person or company) to another for goods, or services, or to fulfill a legal obligation.
Payment can take a large variety of forms. Barter, the exchange of one good or service for another, ...
Show more
Fact Sheet
Subscriptions (1)
Comments (0)
Documents (0)
Metrics
Surveys (0)
Last Update (less than a minute ago)
Information 70%
Name & Description
Name: Payment 5.3
Description: A payment is the trade of value from one party (such as a person or company) to another for goods, or services, or to fulfill ...
# of Software Products: 8
# of Obsolete Software Products: 3
Obsolescence Score Percentage: 38%
Lifecycle
Active
Phase out
2017
2018
2019
2020
2021
2022
IT Resilience Analysis
Business Risk Score
Business Risk Score: 0
INTEGRATIONS
Pivio
TO-DO
Remind me
RECENTLY VIEWED
Payment 5.3
DB2/z 11.1
PostgreSQL 9.5
IBM HTTP SERVER 8.5
AIX 7.1


LeanIX
Dashboard
Inventory
Reports
Jump to a Fact Sheet
+ Invite
What's new
With Gaps and NO plan to mitigate them.
KNOWLEDGE
Patrick Schober
CSA Technical & Functional Capabilities
Patrick Schober
The CSA team capabilities (knowledge and resources) are adequate to fully support the application within SLAs.
Gaps in CSA team capability results in occasional application SLA breaches.
As a result of Gaps in CSA team capability, support of the application within SLAs are at risk.
Technical Documentation
Patrick Schober
Well Documented.
The application is documented, but need improvement.
There is no documentation to support the maintenance of the application.
OBSOLESCENCE
Patrick Schober
Functional Application Obsolescence
Patrick Schober
No obsolescence
With obsolescence, application managed by San Tech.
With obsolescence, application managed by a 3rd party.
Supplier Support
Patrick Schober
With available support.
Not available from supplier. but assumed by San Tech as Best Endeavour.
Support discontinued or not offered.

Vizualize Applications based on criticality

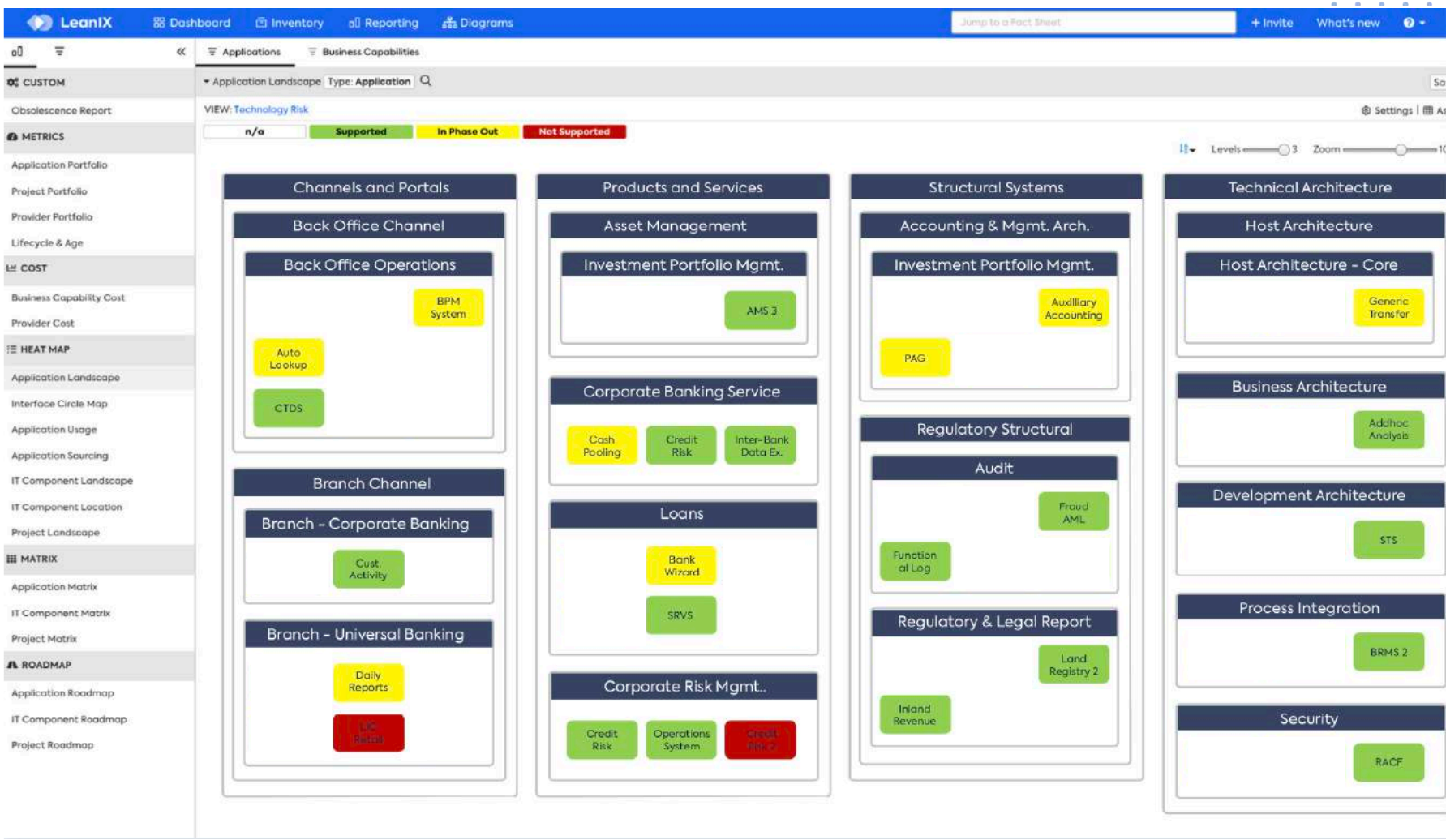
Differentiation of Applications based on “importance”

Categories as a guideline for initial prioritization

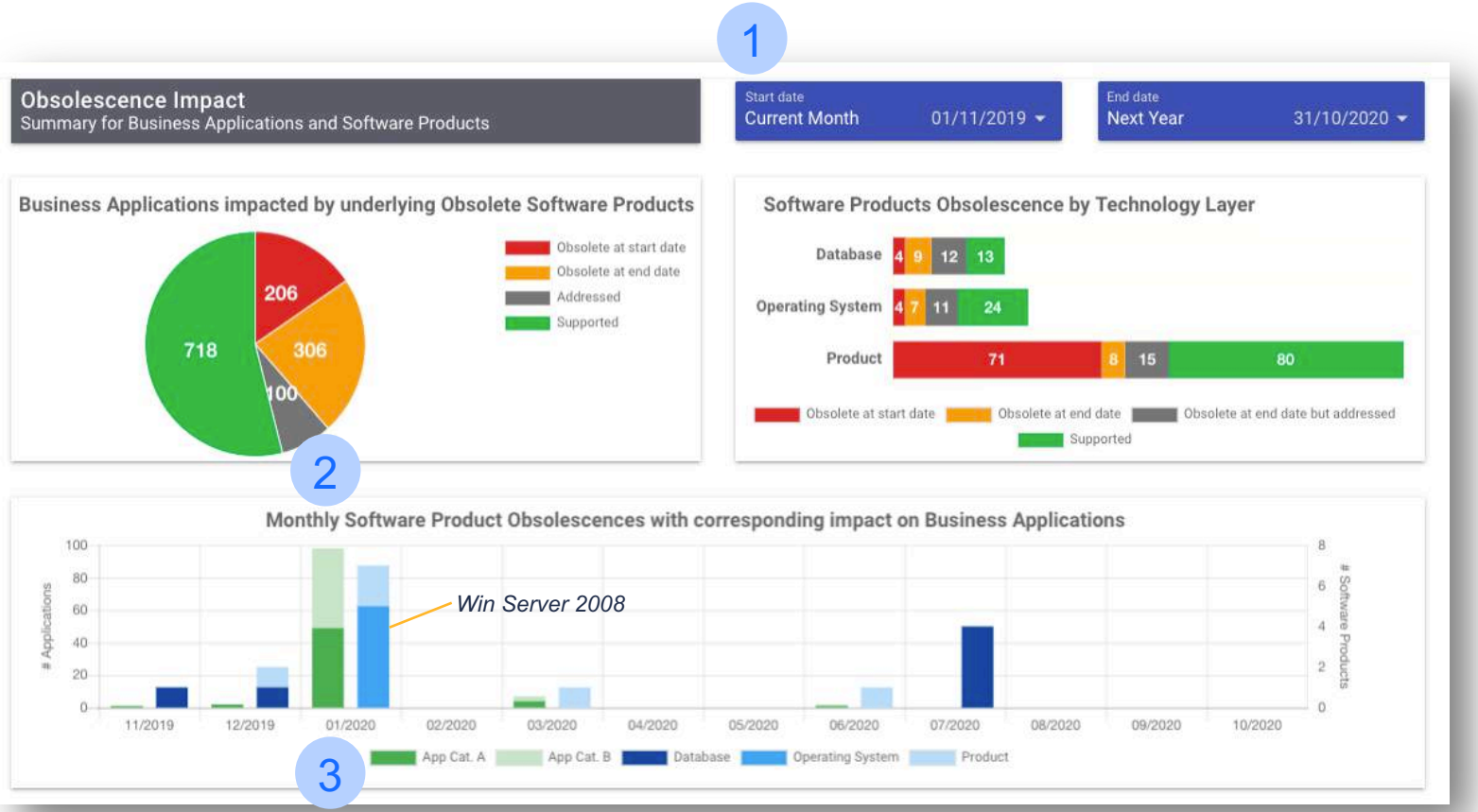
Show Technology Risk of critical Applications

Filter for critical Applications

Apply Technology Risk view to narrow down scope



Informed decision making enabled by custom reports



1. Adapt the time scope for the reporting according to planning cycles
2. Be confident about Technology Risk which is already addressed
3. See upcoming obsolescence to take immediate action (in-depth analysis available, too)
4. Use reporting to align with IT-PMO and start resource allocation for necessary projects

Manage obsolescence dependencies in detail

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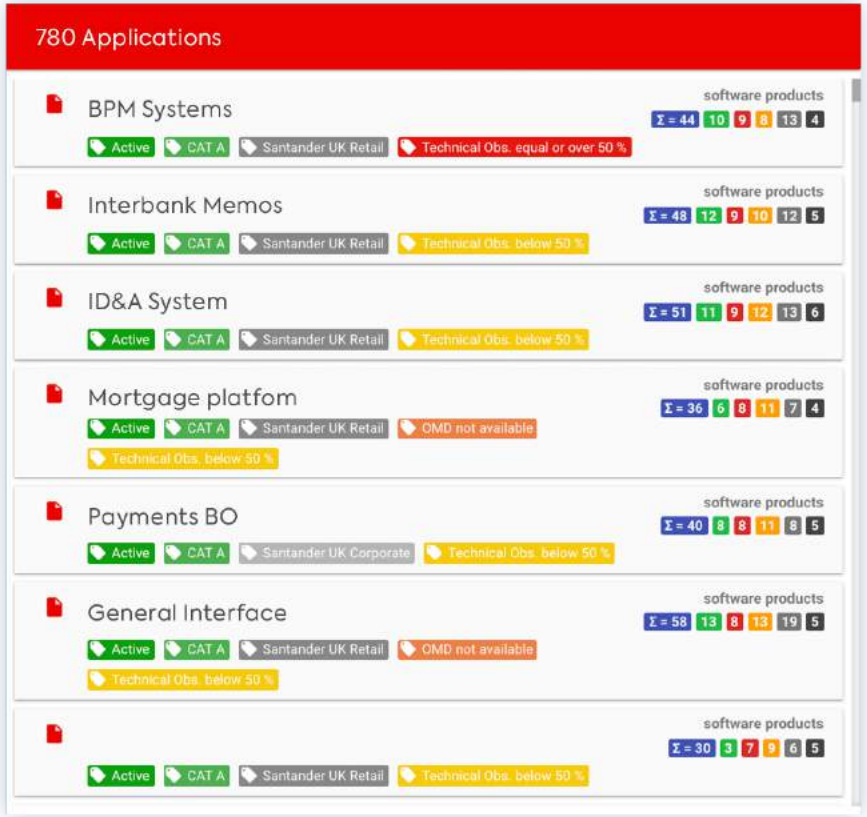
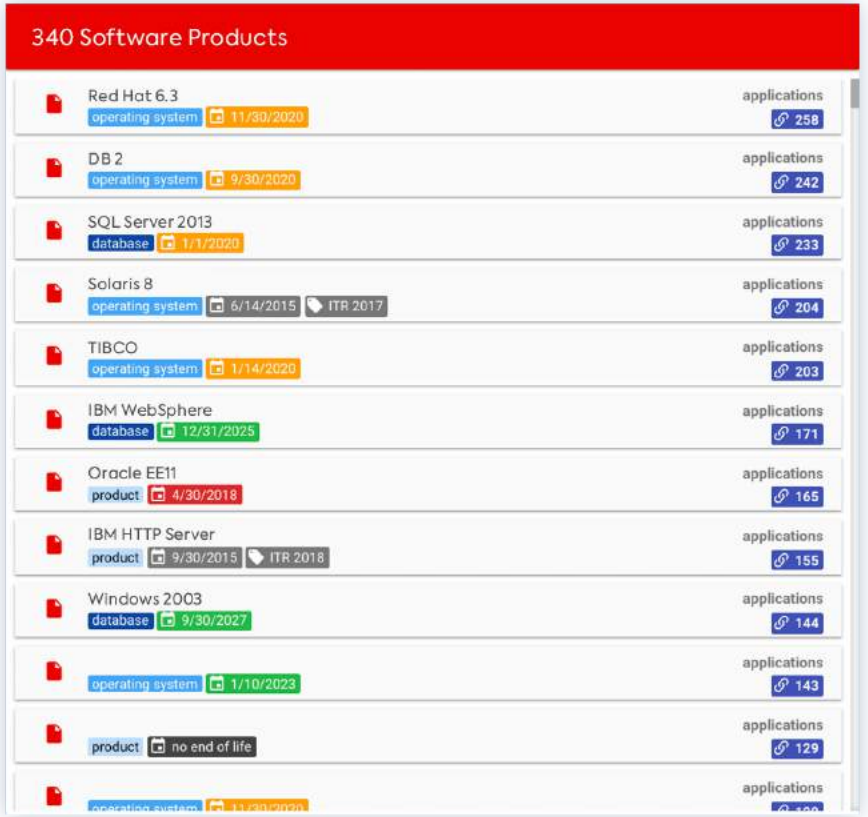
See all ITCs that relate to an Application

See all Applications affected by an ITC





Manage obsolescence dependencies in detail

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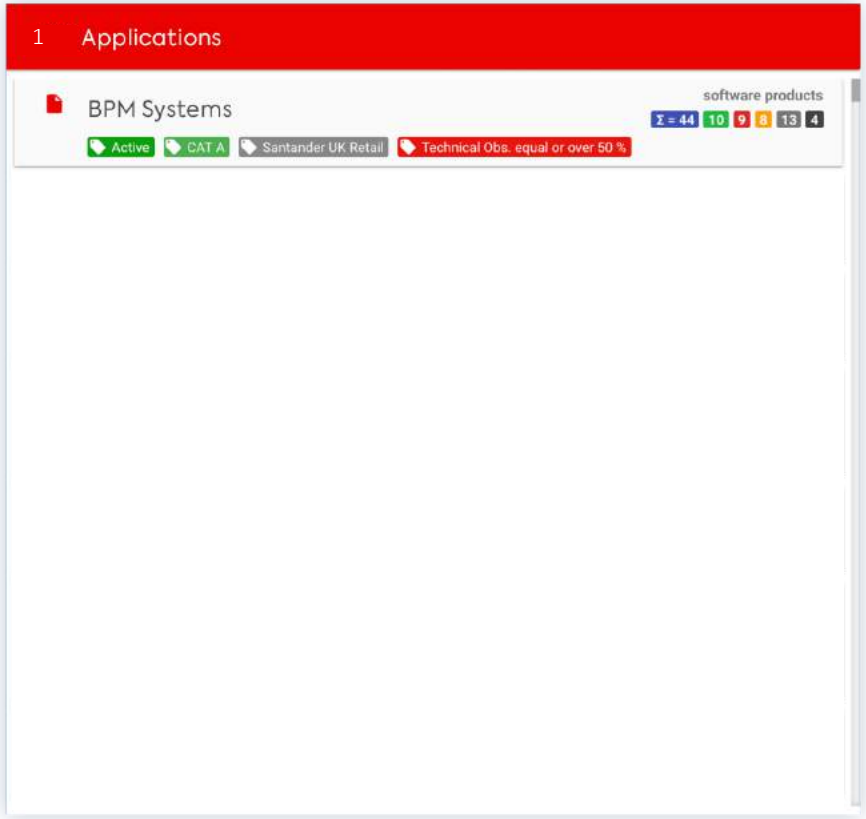
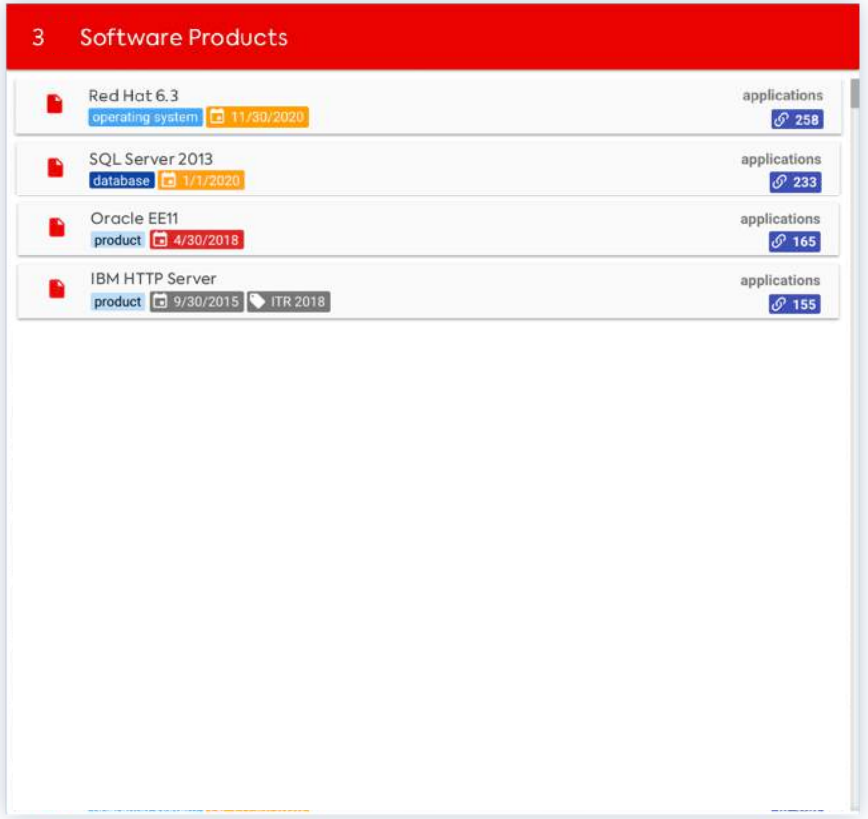
See all ITCs that relate to an Application

See all Applications affected by an ITC





Technology Risk learnings

Risk & Innovation
be aware to switch technology before risks occur

Compliance
Stay compliant in an ever changing regulatory environment

Cost
Exceptional costs for extended support or internal security measures

Thank you!

Any questions?