

Managing ServiceNow Data Growth

ServiceNow is leading a revolution in digital transformation. What does this mean when it comes to managing an explosive growth of data in the cloud?

ServiceNow® growth has been incredible, doubling from 2017 to 2020 and looking to triple again by 2026. This growth comes both from new customers, and from existing customers taking advantage of the extensibility of the ServiceNow platform.

From the flagship ITSM application, customers add products for ITOM, ITBM, Customer Service, HR, security and more. In 2020, to help customers respond to the COVID pandemic, ServiceNow added a suite of apps for reopening workplaces safely, and healthcare-specific apps for vaccine management.

For customers, this expansion of workflows and automation of new processes results in massive growth of ServiceNow data. More ServiceNow activity means more ServiceNow records.

What challenges does this colossal growth in data volume bring? What should ServiceNow customers consider in light of all this data?

Work-from-Home is still Work

The work-from-home reality of the COVID pandemic has amplified data growth.

Manual workflows and activities that took place in person are now online -- and in ServiceNow.

Having data and applications in the cloud improves resilience and enables growth – but this shouldn't be left unchecked just because ServiceNow is managing the platform.

Tips to Managing Data Growth

Merge Data for Business Intelligence

More data means more potential insights. Get the full picture by merging ServiceNow data with data from other sources such as event management, project management and call center for analysis in powerful BI tools. This all happens in the data warehouse, so ensure you can move these massive and growing data volumes without crippling the performance of ServiceNow.

Back up Data for Operational Resilience

User error, malicious activity, accidental deletion, natural disasters, viruses, ransomware – all threaten access to accurate data, and jeopardize operational resilience.

Manage backups in an environment you control. In the event of the unexpected, you can choose which applications and data to recover – even if that's to a different instance from where the data was backed up.

Apply Machine Learning for Insights and Resolution

AIOps identifies “signals” among the historical data. By detecting anomalies with machine learning, ServiceNow customers can act quickly on slowdowns or outages, reduce the number of incidents, and improve resolution times.

But AIOps depends on historical and current data, and most AIOps tools access this data outside of ServiceNow. For machine learning, ServiceNow customers must move data to external storage in near real-time.

Manage Data Debt to Preserve Performance

As data grows, table size issues can mean reports take too long to run. It is important to constantly monitor the number of records in ServiceNow, to set limits and alerts for nearing those limits, and to report on data growth over time. Consider moving older data, attachments and log files to a separate database to help preserve system performance and user experience.



Perspectium

When extracting huge volumes of data becomes a problem, ServiceNow customers turn to Perspectium DataSync.

As a native ServiceNow application, DataSync replicates data securely, in real time or batch, and with referential integrity. No API calls or web service requests to impact performance, and no custom coding to connect to external data repositories.

Learn how enterprises like Accenture, Fujitsu and ServiceNow themselves use DataSync to extract ServiceNow data.

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