



The Australian Energy Market Operator (AEMO), along with Enable expertise, made an array of gas and electricity market, operational.

Industry

Energy

Employees

1000

Geographies

Melbourne, Sydney & Brisbane

Solution

ITOM

Challenges

Lack of understanding of the service architecture

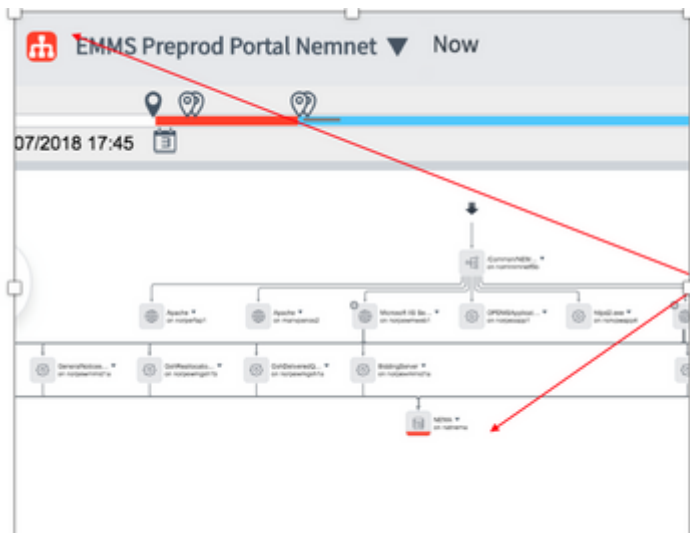
The Australian Energy Market Operator , AEMO, performs an array of gas and electricity market, operational, development and planning functions. It manages the National Electricity Market (NEM) and the Victorian gas transmission network. AEMO also facilitates electricity and gas full retail contestability, overseeing these retail markets in eastern and southern Australia. It is additionally responsible for national transmission planning for electricity and the establishment of a Short Term Trading Market (STTM) for gas.

The Key Drivers for ServiceNow ITOM Implementation

AEMO had ServiceNow implemented some time prior to this project and recognised the benefits in maturing their CMDB with the implementation of service mapping and ITOM. Their desire was to increase accuracy of their current data, and open the door to opportunities for further automation development beyond this project.

The key business drivers included:

- There was no automated population of their CMDB
- There was no visibility of the relationships between CIs and Services



Alert create here

Propagate to the top level

ITOM Implementation screenshot

Our Approach

- Stage 1 - Discovery for quality data
- Stage 2 - Event management implementation
- Stage 3 - Automated and Manual Service mapping

Key Results

Over the course of 8 weeks AEMO were successfully delivered Discovery and Service Mapping on the Kingston release. This project was conducted over 8 1 week sprints, leveraging latest platform functionality, numerous new patterns were developed for successful discovery of custom (in-house brewed) applications.

Additional Benefits

Quicker response to outages using Event (Alert mechanism). When an alert is raised, it's bound with the configuration item. The outcome was enhanced visibility.