

Malay Tiwari

Consultant : ServiceNow ITSM, ITOM, Data Center Automation, SecOps and AIOps
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Profile

With over 17 years as a ServiceNow Solution Architect, I bring extensive expertise in Cloud and Server Automation to the forefront. My career has been dedicated to orchestrating transformative solutions that redefine operational efficiency and drive substantial business value. Leveraging the full potential of ServiceNow's platform, I've honed the art of architecting solutions that seamlessly integrate Cloud Infrastructure and streamline Server Automation methodologies. This experience ensures not just efficient operations but also the creation of scalable, forward-looking architectures that align with organizational goals.

My journey in this domain has been marked by a commitment to innovation and collaboration. I excel in cross-functional environments, fostering partnerships that bridge technical complexities with business objectives. Whether it's designing resilient architectures or staying at the vanguard of emerging technologies, I thrive on the challenge of translating complex technical concepts into actionable strategies. As a forward-thinking professional, I continuously anticipate industry trends, ensuring that the solutions I architect today are poised to meet the challenges and opportunities of tomorrow.

Experience Summary

Technical Skills

- 10+ years of experience in sizing, designing, installing, integrating, administering, and supporting ServiceNow and BMC ITSM, Automation and Cloud tools.
- 7+ years of experience in Application Mapping, sizing, solution design, installation, configuration & rollout, administration, and writing custom patterns in BMC Discovery and ServiceNow Discovery.
- Experience working with process application modules within industry-leading ITSM product suites (including Incident, Problem, Change, Release, Knowledge, Asset, Configuration, Request Fulfillment, and CMDB): Remedy and ServiceNow.

Solution Architecture & Management

- **Global Integration Leadership with ServiceNow:** As a DCA Solution Architect, led seamless integrations of ServiceNow with BMC Helix Automation and Puppet across diverse global enterprises. These initiatives streamlined operations across thousands of servers, optimizing incident response, automating workflows, and delivering cost efficiencies.
- **Enhanced Visibility through Discovery Solutions:** Spearheaded ServiceNow Discovery tool demonstrations and BMC Helix Discovery implementations, revealing previously unknown assets and optimizing configurations for proactive management strategies.
- **Customized Compliance Solutions using ServiceNow:** Leveraged ServiceNow's capabilities to tailor IT security compliance solutions aligning with CIS and PCI DSS standards. Strengthened clients' security postures and mitigated risks through proactive measures.
- **Operationalized ITSM/ITOM Policies with Precision:** Developed and enacted ITSM/ITOM policies and procedures using ServiceNow's dynamic capabilities, streamlining operations, optimizing workflows, and elevating service delivery across multiple domains.

Technical Expertise

Tools and Utilities: ServiceNow ITSM, ITOM, ITAM, BMC Helix ITSM, Discovery, Orchestration, AIOps . BMC Discovery (ADDM), Puppet Enterprise, BMC Orchestrator, CyberArk Security Suite, ITIL v4, Automation Anywhere, Docker, Kubernetes, CyberArk Conjur, Jira, Confluence, Oracle 10g DBA, MS SQL, Git, Jenkins, AWS, Microsoft Azure, Google Cloud Platform (GCP), Terraform

Education

- 2004-2008 Bachelors in Engineering, Electronics & Communication, RGPV Bhopal

Industry Experience

Software, Information Technology; Healthcare, Banking, Insurance

Certifications

- BMC Certified Professional, Helix Discovery, CMDB, Server Automation
- ITIL V3 Foundation
- AppDynamics Sales Professional
- Oracle Certified Professional 10g DBA
- VMware Technical Sales Professional
- Microsoft Certified: Azure Administrator Associate
- Microsoft Certified: Azure Security Engineer
- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist Discovery(ITOM)

Relevant Project Experience

BMC Helix Platform Architect – Statistics Canada- Since Jan 2025

- **Enterprise Dashboard Strategy and Execution:** Led the design and deployment of BMC Helix Dashboards to deliver real-time visibility into ITSM KPIs, SLA performance, and CMDB health. Created role-based dashboards for IT leaders, service owners, and operational teams, leveraging Grafana visualizations integrated with BMC data sources.
- **ITSM Process Optimization and Integration:** Spearheaded the configuration and optimization of BMC Helix ITSM modules, including Incident, Change, Problem, and Service Requests. Ensured tight integration with CMDB to support impact analysis, change risk, and SLA tracking.
- **CMDB Governance and Visibility:** Defined and enforced CMDB data standards and CI relationship models using BMC Helix CMDB and Discovery (ADDM). Enabled real-time CI updates and ensured compliance with enterprise configuration management policies.
- **Digital Workplace Enablement:** Customized BMC Digital Workplace (DWP) for intuitive self-service delivery. Integrated catalog items with backend workflows and ITSM modules, reducing manual handling and enhancing user experience.

- **Business Workflow Automation:** Developed and implemented BMC Business Workflows to automate case management processes for HR and Facilities. Designed custom case flows, approval chains, and SLA metrics to support enterprise service delivery beyond IT.
- **Cross-Platform Observability:** Integrated Grafana with Helix ITSM and infrastructure monitoring tools to enable unified observability across service performance, availability, and operations metrics, driving data-driven decision-making.

ServiceNow ITOM Architect, Humana, Remote - Feb 2024 - Dec 2024

- **Strategic CMDB Management and Leadership:** Directed a cross-functional CMDB team to ensure accuracy, completeness, and alignment with ITIL best practices across the enterprise. Established strong governance and drove initiatives to improve CMDB data quality and visibility.
- **Service Graph Connector Implementation for Cloud and Kubernetes:** Led the successful implementation of ServiceNow Service Graph Connectors to integrate high-fidelity CI data from AWS, Azure, GCP, and Kubernetes platforms, enhancing automated discovery and normalization of complex infrastructure components.
- **Advanced Discovery Across Hybrid Environments:** Designed and executed end-to-end discovery strategies for cloud and container-based environments, including Kubernetes clusters, enabling dynamic and up-to-date representation of cloud-native and on-premise infrastructure within the CMDB.
- **Operational CMDB Health Management:** Developed and maintained CMDB health dashboards and reconciliation processes, ensuring configuration item accuracy, duplicate avoidance, and continuous improvement in discovery coverage and classification.
- **Business-Aligned Collaboration and Roadmap Definition:** Worked closely with cloud architects, DevOps teams, and platform stakeholders to define discovery scopes, asset classification, and roadmap strategies for infrastructure visibility, compliance reporting, and continuous service improvement.

ServiceNow ITOM Architect, Canada Life, Toronto, ON - Jan 2022 to Feb 2024

- **Implementing Scalable Solutions Across Geographies:** Spearheaded the implementation, integration, and customized pattern development to efficiently manage a CMDB encompassing over 9000 devices spread across diverse geographies and organizational structures.
- **Cloud Asset Integration and Management:** Executed seamless implementation of Cloud Assets within Google Cloud Platform, Azure, and Amazon AWS, ensuring comprehensive discovery of dynamic cloud components like virtual machines, storage, server-less applications, Kubernetes clusters, subscriptions, and services across multi-cloud environments.
- **Migration Excellence from BMC Helix to ServiceNow:** Orchestrated a smooth migration from BMC Helix Discovery to ServiceNow Discovery, ensuring minimal disruption and maximum efficacy in CMDB management.
- **Strategic Financial Data Management:** Defined Key Performance Indicators (KPIs) within ServiceNow to automate billing processes for cloud services, servers, storage, and software utilization, aligning financial management with infrastructure efficiency.
- **Application Modeling for Enhanced Automation:** Designed comprehensive blueprints for application mapping, revolutionizing and automating application maintenance processes within the organization. Defined strategies to improve efficiency and streamline application management through meticulous modeling.
- **Automation and Orchestration:** Experience in developing and deploying automation scripts and orchestration workflows within ServiceNow, streamlining routine tasks and improving overall operational efficiency.

- **AIOps Implementation:** , I have been responsible for the comprehensive design, implementation, and optimization of AIOps solutions within the ServiceNow platform, focusing on the automation and enhancement of IT operations. I bring a specialized skill set in applying machine learning and AI techniques to analyze intricate data sets, delivering actionable insights crucial for proactive issue resolution and continuous performance improvement. Additionally, my responsibilities encompass configuring and customizing ServiceNow incident management processes, guaranteeing swift detection, analysis, and resolution of IT incidents to maintain seamless operational efficiency.

Senior Consultant, Online Business Systems Canada, Toronto, ON - Oct 2016 to Jan 2022

- **Solution Design and Implementation Leadership:** Led the design and implementation of ServiceNow ITSM/ITOM Discovery and CMDB solutions for global enterprises, ensuring seamless integration and functionality.
- **Strategic Configuration Management Collaboration:** Collaborated with ITSM functional managers and leadership to define Configuration Management Roadmaps, aligning them with organizational goals.
- **Data Model Development and Governance:** Defined the CMDB data model in collaboration with ITSM Functional teams, ensuring minimum attributes per principal class and adherence to governance policies.
- **CMDB Health Oversight and Integration Management:** Defined and ensured adherence to Archival\Backup, Retention, and Environment Policies. Managed CI Information sources and drove their integration with CMDB for Configuration Item population.
- **Lifecycle Implementation and Reporting:** Defined Software & Hardware Lifecycle in collaboration with Platform operations and ITSM Functional Teams. Implemented CMDB Health Dashboards and Reports for accuracy and completeness evaluation.
- **Discovery Solution Design and Support:** Orchestrated the deployment of Mid Servers for On-Premise & Cloud Infrastructure Discovery, working closely with the Discovery team to resolve issues and update CIs. Conducted customer workshops for discovery.
- **Business-aligned Solution Design and Best Practices Guidance:** Architected solutions aligned with business needs within CSDM and provided Best Practices guidance on platform integration, configuration practices, and sustainable operations.
- **Artifact Production and Continuous Improvement:** Produced Solution Architecture artifacts and drove continual service improvement by identifying potential areas for enhancement and automation, adhering to best practices.
- **CMDB Population and Integration Development:** Developed integrations with internal portals using REST messages and GlideAPI\JavaScript to populate CMDB, ensuring data governance and technical support for CMDB.
- **Custom Code Development and System Customization:** Designed and implemented Background Scripts, Scheduled Jobs, and Flow Designer automation. Developed custom code using ServiceNow Glide API and JavaScript for various functionalities and system customizations.

Solution Manager - Tieto DevOps, Tieto Software Ltd.- Mar 2012 to Oct 2016

- **Global Customer Management:** Managed over a hundred customers globally, overseeing automation strategies and solutions across more than 25,000 servers distributed across three hundred networks, ensuring scalability and consistency in automation practices.

- **BMC ADDM Expertise:** Spearheaded BMC ADDM implementation, customization, and integration with ServiceNow CMDB and various third-party tools, enriching configuration data and enabling accurate and comprehensive views of the infrastructure landscape.s.
- **Orchestration and Integration:** Led the integration of orchestration tools with monitoring systems, automation tools, and ServiceNow, orchestrating seamless automated change and incident management workflows to enhance operational efficiency.
- **Private Cloud Development :** Implementation of full stack provisioning to support PAAS offering implemented in private cloud using Puppet, Jenkins and Openstack.
- **Continuous Enhancement:** Stayed abreast of emerging technologies, suggesting and implementing enhancements in automation methodologies to optimize efficiency, scalability, and reliability of server management practices.

Security Compliance Manager, CGI - Feb 2011 to Mar 2012

- **BladeLogic Onboarding Expertise:** Orchestrated the onboarding process for over fifty clients onto BladeLogic, ensuring seamless integration and configuration for audits and security compliance procedures.
- **CIS Server Compliance Management:** Oversaw and managed CIS server compliance across a diverse client base spanning Canada and the USA, ensuring adherence to stringent security standards and industry best practices.
- **Compliance Remediation Leadership:** Spearheaded the identification and management of compliance failures, strategizing and executing robust remediation plans to swiftly address and resolve compliance issues across client environments.
- **Continuous Improvement Initiatives:** Stayed abreast of evolving security standards and compliance regulations, proposing and implementing enhancements to compliance frameworks for increased efficiency and robustness in security compliance

Team Lead, FINRA Release Engineering Team, HP Enterprise Services/EDS - Jun 2008 to Feb 2011

- **Automation Strategy Implementation:** Spearheaded the development and execution of an automation strategy leveraging BMC BladeLogic, ensuring seamless and error-free code drops for automated applications. Oversaw the design and implementation of efficient processes to enable automated deployments.
- **Process Enhancement and Standardization:** Innovated and standardized release engineering processes using BladeLogic, optimizing the efficiency and reliability of code deployment procedures. Introduced best practices and workflows to enhance the overall quality and speed of code drops.
- **Documentation and Knowledge Sharing:** Developed comprehensive documentation, guidelines, and training materials for BladeLogic automation procedures, facilitating knowledge transfer and ensuring consistent adoption of best practices across the team.
- **Collaboration and Stakeholder Management:** Collaborated closely with cross-functional teams, stakeholders, and client representatives to understand requirements and ensure the successful alignment of automated deployment processes with client needs and organizational goals.