

Regulating Change the Right Way at DNB

RapDev streamlined DNB's DevOps change management processes on ServiceNow

RapDev's guidance and development resources enabled DNB to implement **a pilot program focused on change management automation for one team building 30 microservices**



Customer Challenges

- Week-long change approval cycles
- Disconnected dev and ops processes
- Manual testing slowing production deployments
- 100+ DevOps teams unable to collaborate at scale

RapDev Solutions

- Jira + ServiceNow integration (automated change tickets)
- CI/CD pipeline for microservices architecture
- Automated testing and quality gates
- Rules-based approval policies (eliminated Change Advisory Board meetings)

Outcomes

- **99.4% reduction** in change approval cycle times
- **40+ code deployments** per week
- **92% improvement** in production code quality
- **50+ hours saved** per week across DevOps teams

THE COMPANY

About DNB

DNB is one of the largest financial services groups in the Nordic region, offering loans, savings, advisory services, insurance, pensions, and other financial products to its customers worldwide. DNB manages 800+ business applications and hundreds of active Technology projects across 100+ DevOps teams. With an Technology budget exceeding \$490 million, the company needed systems that could scale velocity without sacrificing compliance.

10K+

Employees

6

Business Lines

30%+

Workforce is Engineering

BUSINESS CHALLENGE

Agility vs. Compliance

CORE CHALLENGE: With 100+ DevOps teams, developers wanted the freedom to deploy code rapidly under Agile methodology. Compliance teams require clear audit trails and regulatory oversight.

- **Fragmented workflows:** Each team handled approvals and change records in its own tools.
- **Manual evidence:** Compliance teams built audit trails by hand after release.
- **No shared visibility:** Leaders could not see deployment risk across all teams.

SOLUTION & DELIVERY

Automated ServiceNow Implementation

CI/CD PIPELINE & MICROSERVICES ARCHITECTURE

RapDev built a continuous integration and continuous deployment (CI/CD) pipeline optimized for microservices delivery. The pilot team began with 30 microservices, enabling developers to deploy code independently without blocking other teams. Each microservice had its own approval workflow, scaled by risk level and automation coverage. This architecture proved the model could handle DNB's complex, multi-team environment.

JIRA & SERVICENOW INTEGRATION

RapDev integrated Jira with the ServiceNow platform so developers could complete required fields in their issue-tracking system, and corresponding change tickets would automatically be generated in the change management system. Code could deploy to production if checks passed, eliminating manual reviews.

AUTOMATED APPROVALS & QUALITY GATES

Code could deploy to production instantly, eliminating the need for manual reviews. Approval policies became rules-based instead of relying on manual change approval board (CAB) meetings. This shift from manual testing to automated quality gates improved production code quality, accelerated deployment velocity, and reduced change approval cycle times from weeks to minutes.

BRIDGING THE CULTURE GAP

DNB needed more than Technology expertise. They needed a cultural bridge between developers and change management teams. RapDev became that partner, guiding both sides through in-depth workshops and co-deploying a ServiceNow implementation designed to drive long-term agility and compliance.

RESULTS & IMPACT

Deployment Velocity Meets Compliance



Improved Quality

Improved production code quality by shifting from manual testing to automated testing



Reduced Time

Reduced the time it takes to deploy code without negatively impacting compliance or risk mitigation



Co-deployed Implementations

Co-deployed a ServiceNow implementation that continues to drive agility



Eliminated CAB Delays

Changes ship without waiting on committee review

"The implementation we've just started is the beginning of a long journey. This was a proof of concept that DNB can become much more agile while remaining compliant with laws and regulations.

This means that we don't have to choose between being either Agile or compliant anymore."

- Anne Kristine Næss | Enterprise Architect, DNB

WHAT'S NEXT?

Future-ready DevOps

The pilot's success has opened the door to a broader rollout. DNB plans to scale the automation model across additional DevOps teams, applying the same integration patterns and approval workflows to new microservices and applications. RapDev continues to partner with DNB's internal team, ensuring the framework evolves as velocity and complexity grow.

Interested to learn more?

Schedule a demo to learn more about RapDev's ServiceNow deployments & integrations.

[SCHEDULE A DEMO](#)