

Automating Change Management at Wiley

RapDev automated Wiley's change management and cloud visibility

RapDev's RapDev automated change management for Wiley, **saving developer time each week** and **importing 2,300 microservices into the CMDB in under 20 minutes**.



Customer Challenges

- Fragmented data across the SDLC
- Low visibility into cloud infrastructure
- Heavily manual change request workflows
- Environment crawling impractical at scale

RapDev Solutions

- ServiceNow DevOps module implemented as a pilot
- IaC repositories mapped to the CMDB
- Jira and Jenkins integrations automating change requests
- GitHub Commit webhooks for real-time registration

Outcomes

- **4 hours of developer time saved** every week
- **2,300 microservices imported** in under 20 minutes
- **Days to seconds** for service registration
- **Real-time insight** into cloud infrastructure

THE COMPANY

About Wiley

Wiley is a leading publisher of educational content for universities, businesses, and individuals. For over 200 years it has developed the world's knowledge ecosystem, from the classroom to the workplace.

Headquartered in New Jersey, Wiley employs over 7,000 people across 35 locations in 22 countries and reported \$2.08 billion in revenue in 2022.

7K

Employees

35

Locations

\$2B

Revenue (2022)

BUSINESS CHALLENGE

Fragmented and Manual

CORE CHALLENGE: Wiley held enormous amounts of valuable data across the Software Development Lifecycle (SDLC), but it was fragmented and hard to use. Developers followed a heavily manual change request process, and crawling production environments to map cloud infrastructure was impractical at Wiley's scale.

A DevOps culture shift was the prerequisite for fixing both.

SOLUTION & DELIVERY

A DevOps-First Pilot

SERVICENOW DEVOPS MODULE

RapDev helped Wiley build a pilot implementation of the ServiceNow DevOps module, integrating Jira, Jenkins, and other development tools. The solution automatically generates change management requests, saving developer time and improving time-to-production for code changes.

MAPPING IAC TO THE CMDB

RapDev built an integration mapping infrastructure-as-code repositories to ServiceNow's Configuration Management Database. It imported 2,300 microservices in under 20 minutes, giving Wiley an accurate view of a highly elastic estate.

REAL-TIME SERVICE REGISTRATION

Some Wiley applications deploy code changes to production several times a day. With GitHub commit webhooks, service registration that previously took several days now takes seconds, and the CMDB stays accurate as environments come and go.

A COLLABORATIVE DELIVERY MODEL

Wiley and RapDev worked as one team throughout the project, using Slack and other tools to tackle pitfalls together. That collaboration is what moved Wiley from a tooling change to a genuine DevOps culture.

RESULTS & IMPACT

A DevOps Culture, Realized

**~4 Hours Regained Weekly**

Developer time saved through
real-time registration

**Days to Seconds**

Service registration via GitHub
Commit webhooks

**2,300 Microservices**

Imported to the CMDB in under 20 minutes

**Cloud Visibility**

Actionable insight into a dynamic
infrastructure

“In order to execute on the plan and build something, you need a certain type of relationship. From that perspective, I didn't differentiate people by the companies, but by the roles.

So we just built the team that executed and got the results. It was very natural to work with RapDev.”

– Fedor Terlov | Director of SRE, Wiley

WHAT'S NEXT?

Scaling Worldwide

Within a few months, RapDev and Wiley implemented the DevOps module pilot to streamline change requests and infrastructure management. Over the next year, Wiley plans to extend the new change management workflows to all development teams throughout the company and around the world.

Interested to learn more?

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

SCHEDULE A DEMO