

Customer Success Story

Accelerating FedRAMP-Compliant DevOps with ServiceNow Change Velocity

The Customer's Challenge

A leading provider of risk and analytics solutions needed to meet stringent FedRAMP compliance requirements while maintaining the speed and agility of its modern DevOps environment. Manual change management processes, disconnected DevOps tools, and limited visibility across deployment pipelines created inefficiencies, slowed software releases, and increased the burden on development teams to meet governance requirements. The organization needed a scalable solution that could automate compliance, improve traceability, and support future growth without disrupting existing workflows.

Windward Solution

Windward implemented ServiceNow DevOps Change Velocity to automate and standardize change management throughout the software delivery lifecycle. By integrating GitHub, JFrog, and other DevOps tools with ServiceNow, Windward enabled automated change request creation directly from CI/CD pipelines while introducing risk-based approvals and centralized reporting. The solution streamlined governance, improved visibility into deployments, and established a scalable foundation that supports future DevOps team onboarding through comprehensive documentation and knowledge transfer.

Results Achieved



Automated change request creation directly within CI/CD pipelines, reducing manual effort and accelerating software deployments.



Integrated ServiceNow with GitHub, JFrog, and core DevOps tools to improve visibility, traceability, and governance across the development lifecycle.



Strengthened FedRAMP compliance through automated approvals, centralized audit tracking, and standardized change management processes.



Established a scalable DevOps foundation with documentation, training, and reusable processes to support future team expansion.