knowledge16

Experience the Service Revolution



Orchestrating Cloud Workloads with Self-Service Catalog 101

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servicenow

Introductions

- Tim Norman
  - 2 years at ServiceNow
  - Long career in IT – my first computer was a Sinclair ZX81
  - Working in the Cloud Management arena for 7 years



- Rod Bridgman
  - 2 years at ServiceNow
  - 18 years in IT consulting – my first computer was a Vic 20
  - 12 years in ITSM



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Agenda

Overview of ServiceNow Cloud Management

Lab 1 – Configure ServiceNow for Cloud Providers

Lab 2 – Create Service Catalog Items for Cloud Providers

Lab 3 – Request Cloud Services from Catalog

Lab 4 – Manage Cloud Services

Lab 5 – Manage Cloud Service Cost and Usage

Q&A

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Overview of ServiceNow Cloud Management

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What's the Value of Adopting Cloud Services?

- Benefits to a business
  - Agility
  - Efficiency
  - Consistency
  - Flexibility
  - Cost Savings
- Organizations adopting Cloud-First strategy



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Not Every Cloud Has a Silver Lining

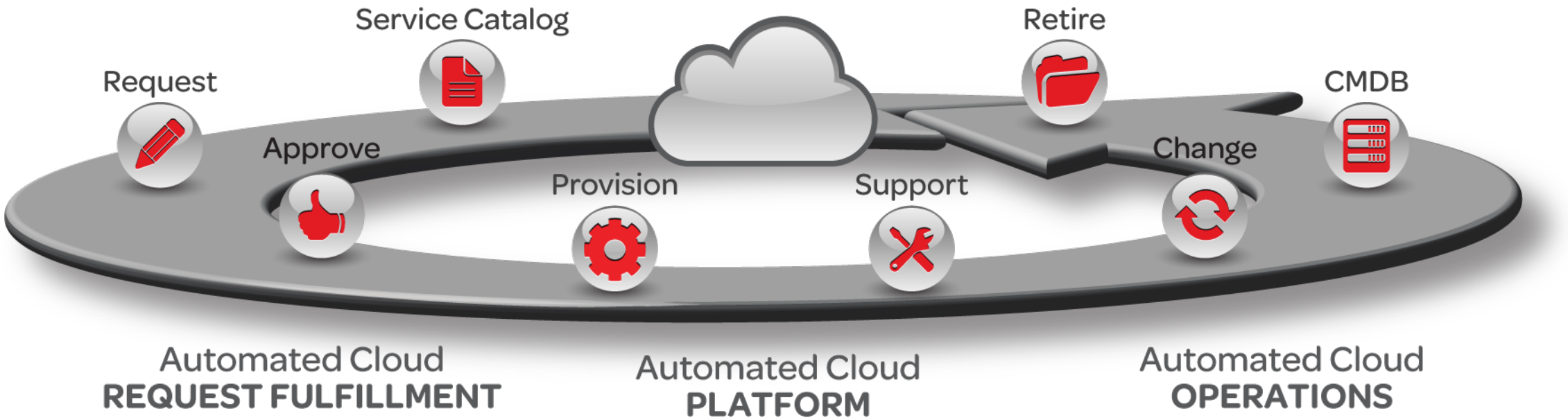


- Shadow IT is growing due to long provisioning cycles
- Resources in the cloud are “fire and forget” and never get de-provisioned
- Little or no insight into what is happening with various cloud services
- Events are not correlated to other infrastructure even if two cloud services are supporting the same business service
- Understanding AWS or Azure bill requires a PhD
- Many organizations have adopted multi-cloud and hybrid cloud strategies with disparate management tools or homegrown tools that are directly based on individual cloud provider

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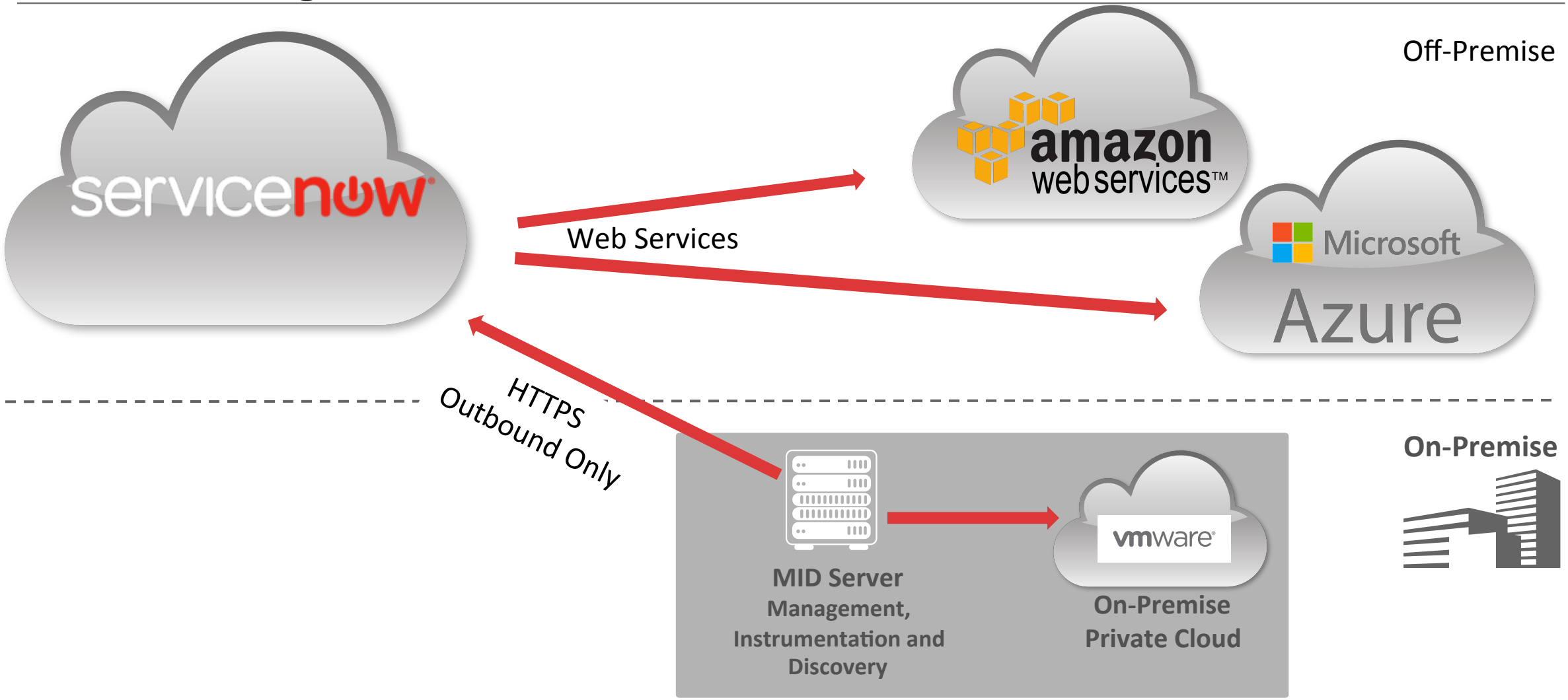
The Solution: ServiceNow Cloud Management

Cloud Management provides a single system of record, service catalog and role-based user portals for requesting and managing the lifecycle for virtual resources within your Hybrid cloud environment.



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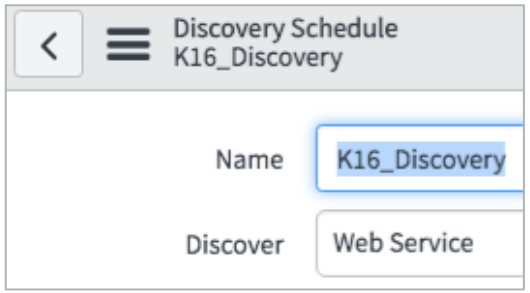
Cloud Management Architecture

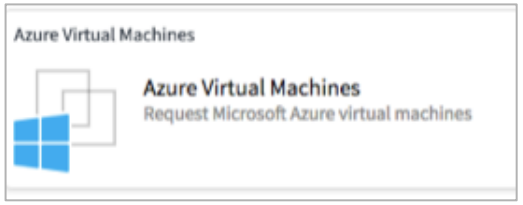


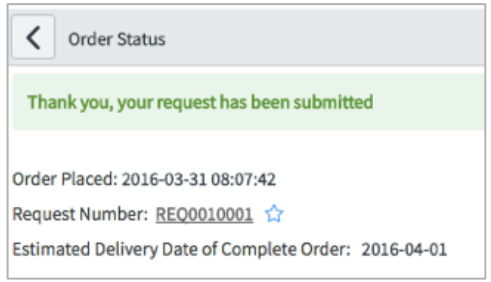
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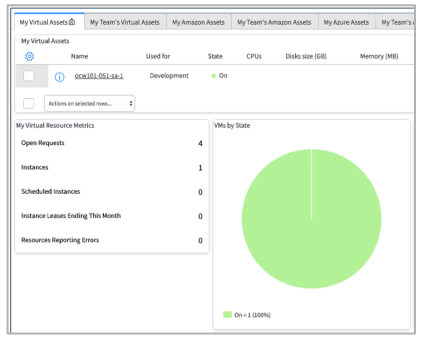
Lab Overview

1b Discover Cloud Provider Resources → **2** Create Service Catalog Items for Cloud Providers → **3** Request Cloud Services from Catalog → **4** Manage Cloud Services

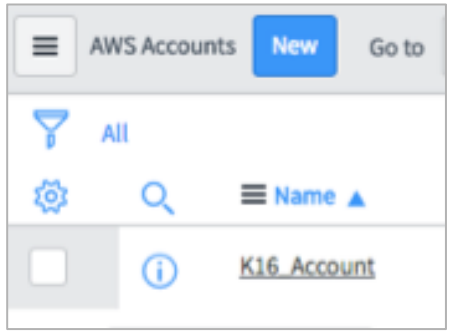








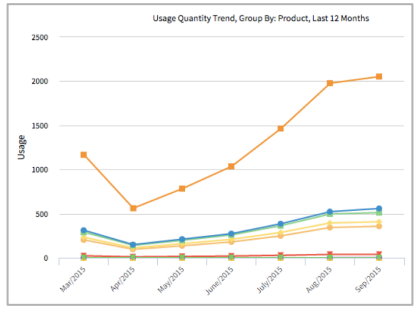
1a Configure Cloud Providers







5 Manage Cloud Service Cost and Usage



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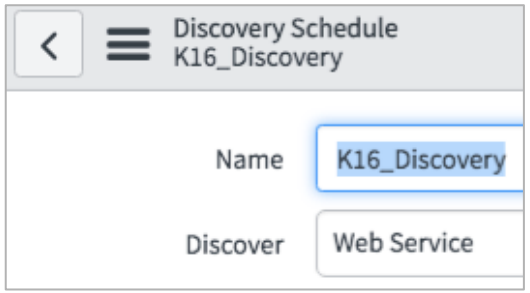
Lab 1 – Configure ServiceNow for Cloud Providers

Configure ServiceNow to Discover Amazon EC2 and Microsoft Azure Cloud Resources

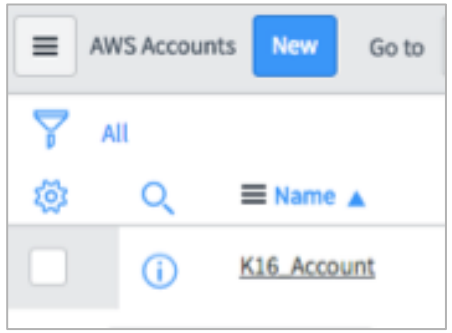
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Lab Overview

1b Discover Cloud Provider Resources



1a Configure Cloud Providers





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Lab 1 – Key Steps

- Log on to your Lab Instance
- Verify Amazon AWS Account Configuration
  - Navigate to Amazon AWS Cloud > Configuration > Accounts
  - Open K16 Account
- Discovery
  - Open K16 Discovery
- Verify Microsoft Azure Account Configuration
  - Navigate to Microsoft Azure Cloud > Configuration > Accounts (Subscriptions)
  - Open Azure Subscription
- Lab Success Verification
  - Your screen should display the Azure Subscription information

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Lab 2 – Create Service Catalog Items for Cloud Providers

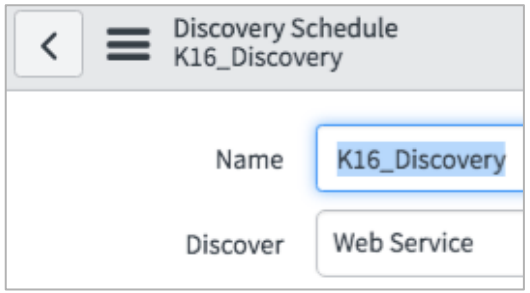
Create and Publish Service Catalog Items for Amazon EC2 and Microsoft Azure Cloud Providers

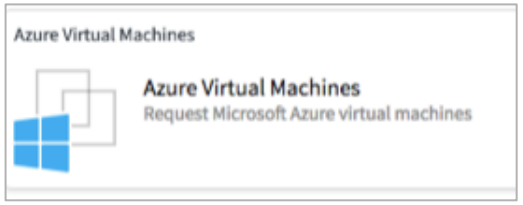
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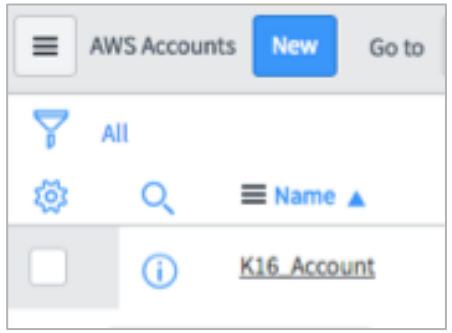
1b Discover Cloud Provider Resources

2 Create Service Catalog Items for Cloud Providers





1a Configure Cloud Providers







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Lab 2 – Key Steps

- Approve AWS EC2 Image
  - Navigate to Amazon AWS Cloud > Configuration > Accounts
  - Open K16 Account
  - Select EC2 Images tab
  - Search for Image with Image ID of *10897d6
  - Approve Image named amzn-ami-hvm-2015.03.0.x86_64-gp2
  - Change VM name base name field to the prefix of your instance e.g. ocw101-051
- Create AWS Catalog Item
  - Select EC2 Approved Image tab
  - Open the approved image record named amzn-ami-hvm-2015.03.0.x86_64-gp2
  - Click Create Catalog Item
  - In the Catalog Item Name field, type in K16 EC2 Linux VM
  - Click Publish

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Lab 2 – Key Steps (continued)

- View Microsoft Azure Images
  - Navigate to Microsoft Azure Cloud > Approved Images
  - Open the Azure Approved Image, 2012-R2-Datacenter
  - Click Create Catalog Item
  - In the Catalog Item Name field, type in K16 Azure Windows VM
  - Click Publish
- Lab Success Verification
  - Navigate to Self Service > Cloud Resource Catalog
  - Select Amazon Virtual Machines
  - Note your K16 EC2 Linux VM is listed
  - Return to Cloud Resource Catalog home page
  - Select Azure Virtual Machines
  - Note your K16 Azure Windows VM is listed

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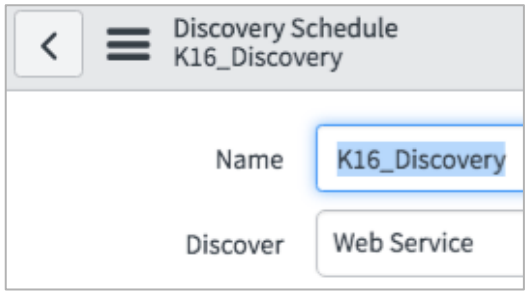
Lab 3 – Request Cloud Services from Catalog

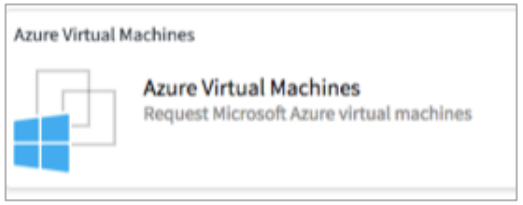
End User Request and Automated Provision of Cloud Services

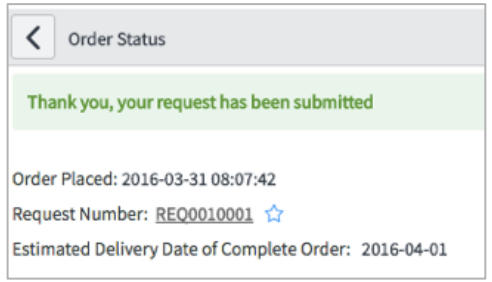
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Lab Overview

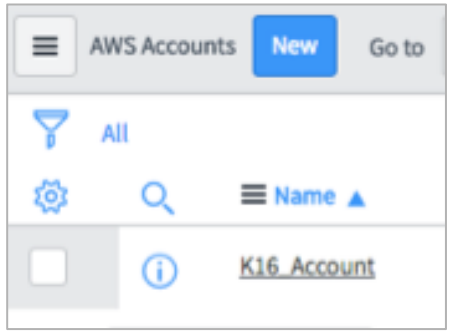
1b Discover Cloud Provider Resources → **2** Create Service Catalog Items for Cloud Providers → **3** Request Cloud Services from Catalog







1a Configure Cloud Providers







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Lab 3 – Key Steps

- Request AWS Virtual Machine
  - Navigate to Self Service > Cloud Resource Catalog
  - Select Amazon Virtual Machines
  - Select K16 EC2 Linux VM
  - Update the form as follows;
    - Cost Center: IT
    - Project: K16
    - Size: T2 Micro | 1vCPU | 1GiB
    - Business Purpose: Lab
    - Assignment Group: Dev Ops
    - Application: Retail Portal
    - Business Service: Bond Trading
  - Click Order Now

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Lab 3 – Key Steps (continued)

- Request AWS Virtual Machine (continued)
  - Note the request submitted confirmation message
  - Click on the EC2 Instance - named amzn-ami-hvm-2015.03.0.x86_64-gp2 link to open Requested Item
  - Click Show Workflow
- Lab Success Verification
  - Navigate to Self Service > My Virtual Assets
  - Check the Amazon VM you ordered is listed under My Virtual Assets with a State of On

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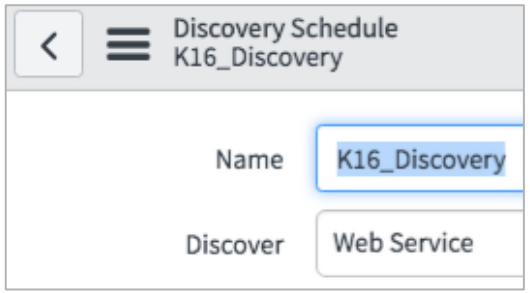
Lab 4 – Manage Cloud Services

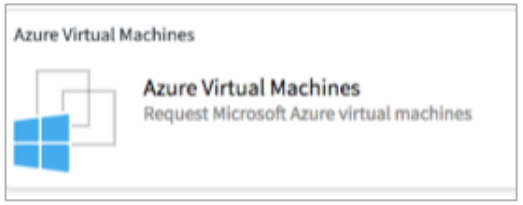
Empower Users to Manage Their Cloud Services

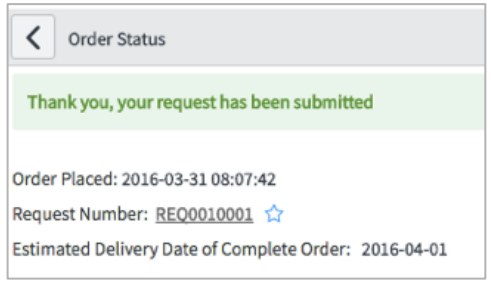
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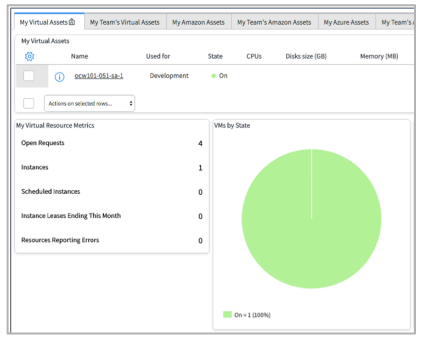
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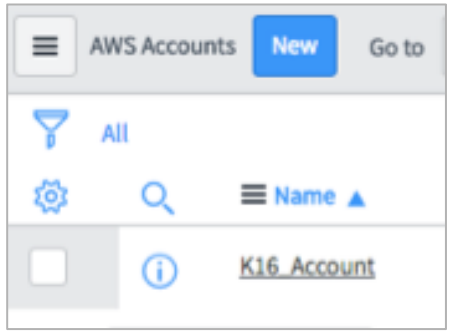








1a Configure Cloud Providers







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Lab 4 – Key Steps

- View Configuration Item Record
  - Navigate to Self Service > My Virtual Assets
  - Click on the link under the Name column to open the CI record for your EC2 VM
    - View the CI attributes including IP address, Region, Lease Start and End
    - View the CI relationships to the Bond Trading Business Service and Retail Portal
  - Click on the Show BSM View icon
    - View the relationship between your VM and the Bond Trading Business Service
  - Close the BSM View window
  - Click on the AWS Resource Tag Values
    - View the tagging information for your VM

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Lab 4 – Key Steps (continued)

- Manage VM
  - Under related links, note the management tasks that can be performed on the VM
  - Under related links, select Terminate VM and click OK
  - Navigate to Self Service > My Virtual Assets
    - Note your VM is terminating
- Lab Success Verification
  - After approximately 90 seconds, refresh the My Virtual Assets screen to confirm your VM has terminated

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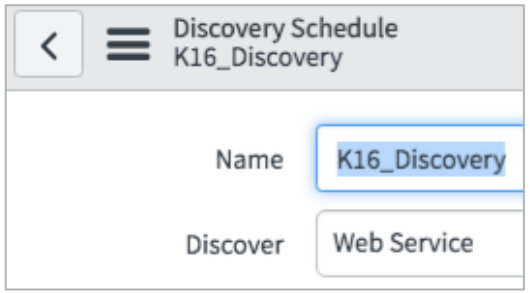
Lab 5 – Manage Cloud Service Cost and Usage

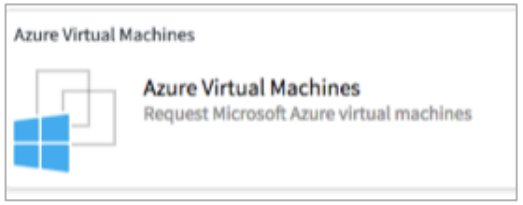
Track and Report on the Cost and Usage of Cloud Services

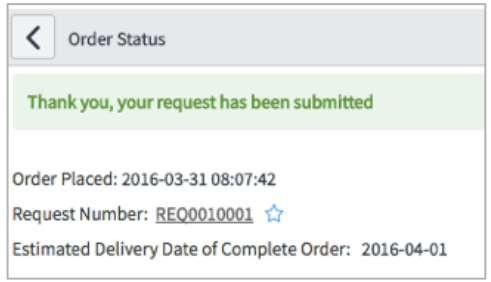
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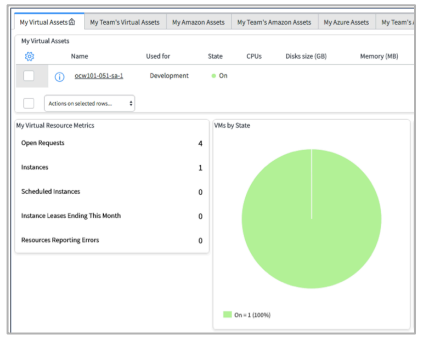
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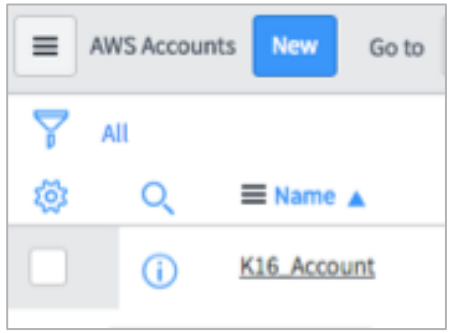








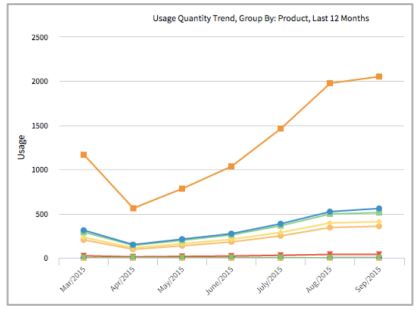
1a Configure Cloud Providers







5 Manage Cloud Service Cost and Usage



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Lab 5 – Key Steps

- View Cost and Usage
  - Navigate to Microsoft Azure Cloud > Reports > Cost & Usage Reports
    - Note the different views showing Cost and Usage information over time
  - In the Azure Cost Report, select Show Filters
  - In the Filters selection, set the following;
    - Tag Name = Service (Standard)
    - Tag Value = DevOps
  - Click Save
    - View the Cost of Azure resources for the DevOps Business Service over time
  - Scroll down to the Azure Usage Report
    - Note the usage by Azure Product
  - Click on the orange trend line to drill into the detailed breakdown of usage
    - View the usage detailed breakdown information

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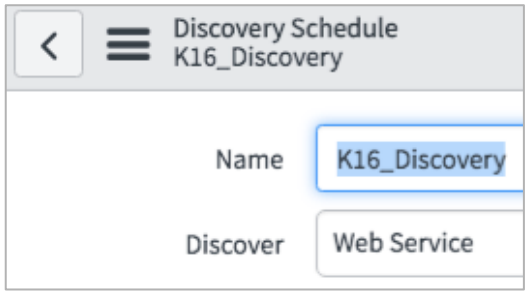
Lab 5 – Key Steps (continued)

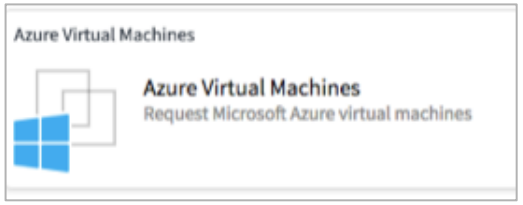
- Lab Success Verification
  - Right click on the Product column and select Export > PDF > Detailed Portrait
  - Click Download
  - Open the downloaded PDF and view the detailed usage and cost information
    - Note the usage by Azure Product
  - Click on the orange trend line to drill into the detailed breakdown of usage
    - View the usage detailed breakdown information

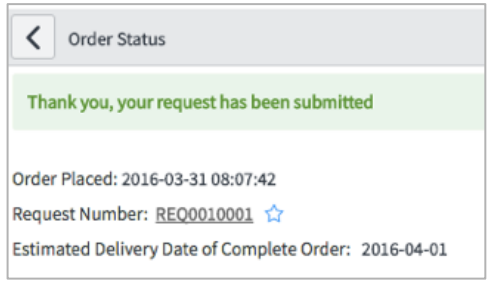
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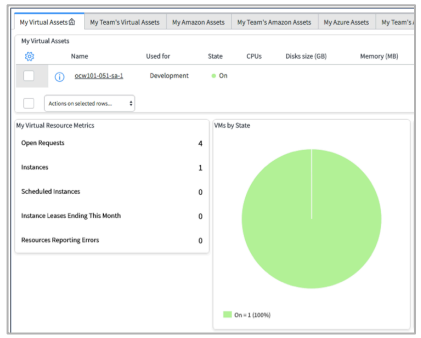
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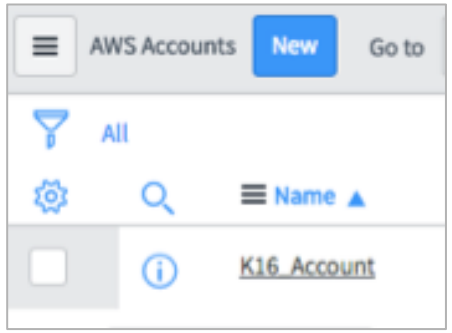








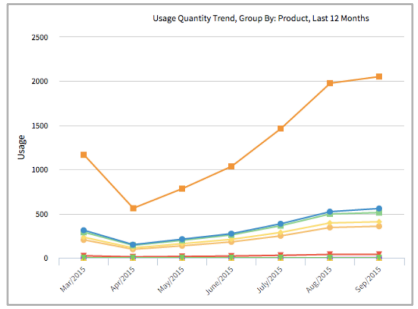
1a Configure Cloud Providers







5 Manage Cloud Service Cost and Usage



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Top Takeaways

1. Empower and engage your users with a one-stop shop to order and manage Cloud resources from multiple Cloud providers.
2. Discover and track your Cloud resources and map their relationships to the overarching business services.
3. Gather Cloud provider billing information to monitor costs and usage. Use tags to breakdown billing information by unit e.g. Cost Center, Project, Business Service.

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Thank You

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