knowledge16

Experience the Service Revolution



ServiceNow Cloud Management

What's New In Helsinki?

UTPAL THAKRAR
SR. PRODUCT MANAGER, ITOM
ServiceNow

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servicenow

Agenda

Enterprise Use-cases For Cloud Management

Helsinki Features Overview

Unified Cloud Cost Management

Resource Utilization Reports

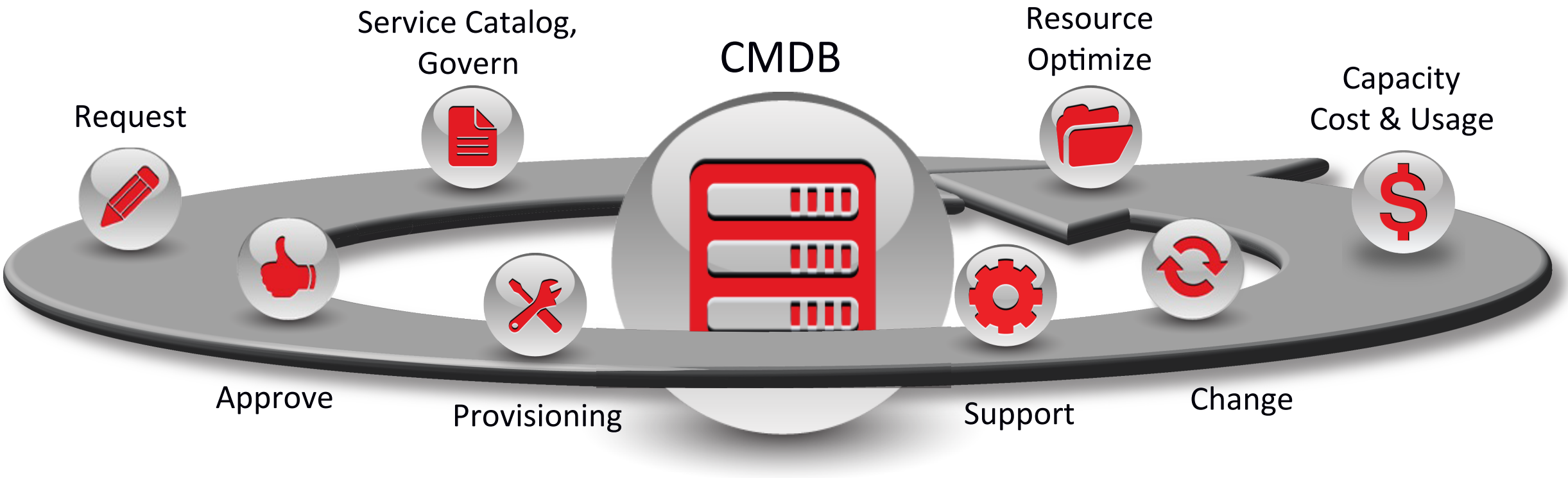
AWS Config Integration

Business Rules Driven Catalog

Cloud Provider Framework

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Cloud Management – Common Operating Model



Single Platform Across Multiple Clouds

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Common Operating Model: Use Cases



Cost Management & Reporting: Cost Analytics and Reporting, Resource Optimization



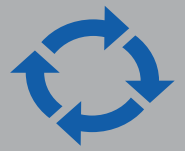
Agility: Self-Service Catalog
Automate service requests



Agnostic
Avoid lock-in, maintain workload portability



Visibility & Control
Manage SLAs and ensure business and service management



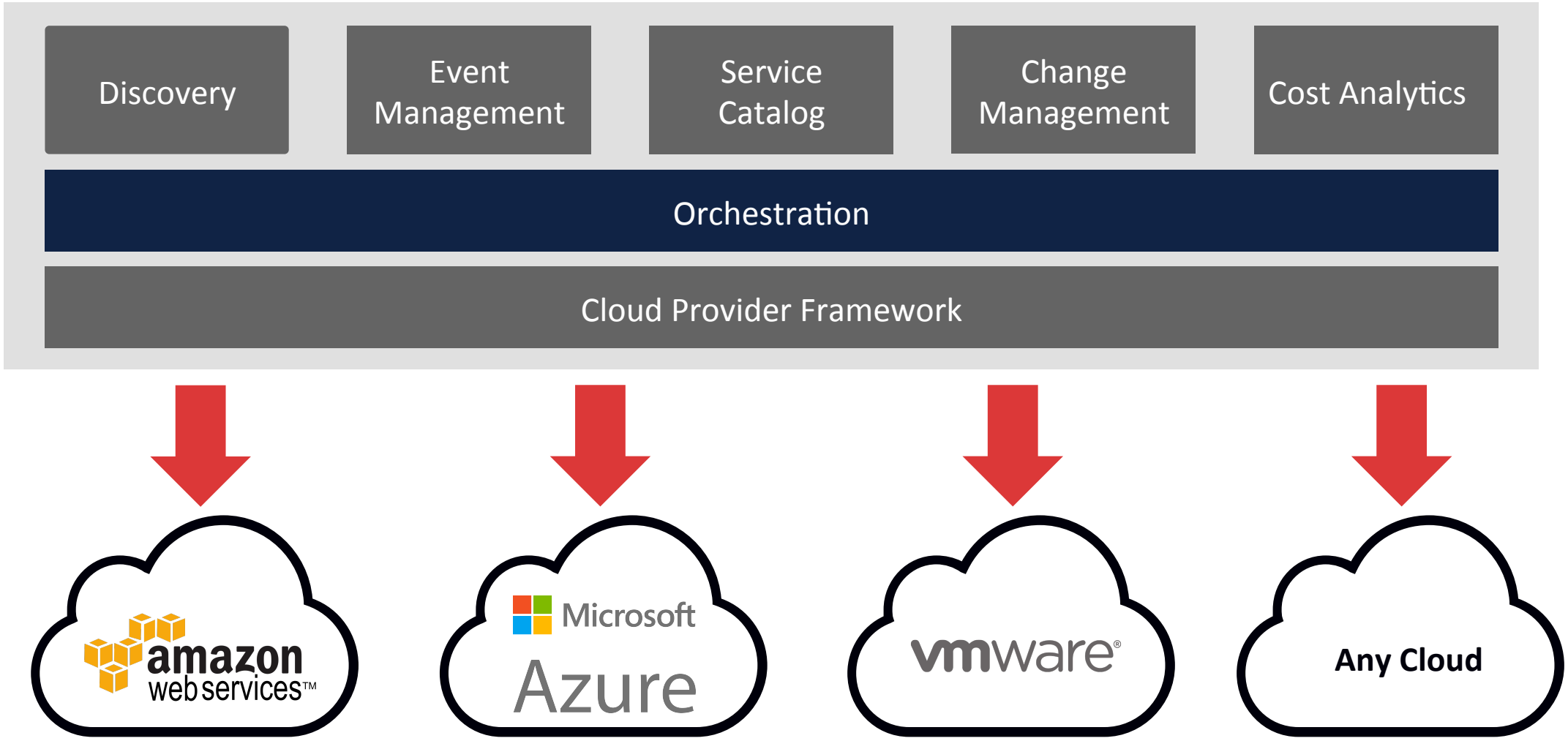
Lifecycle Automation
Configure, monitor, scale, alert, patch, release, decommission



Governance & Compliance: Control, secure and audit cloud access and application changes

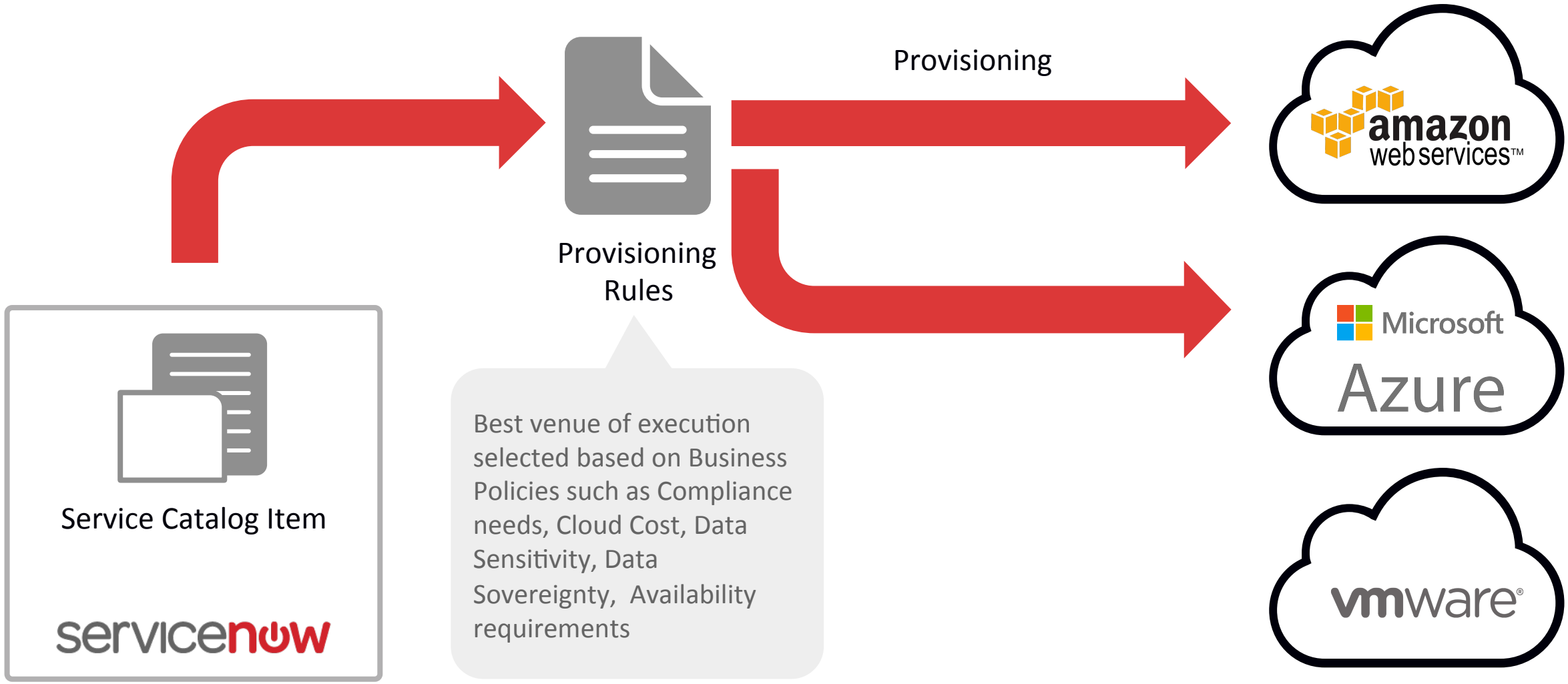
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ServiceNow Cloud Management: High Level Schematic



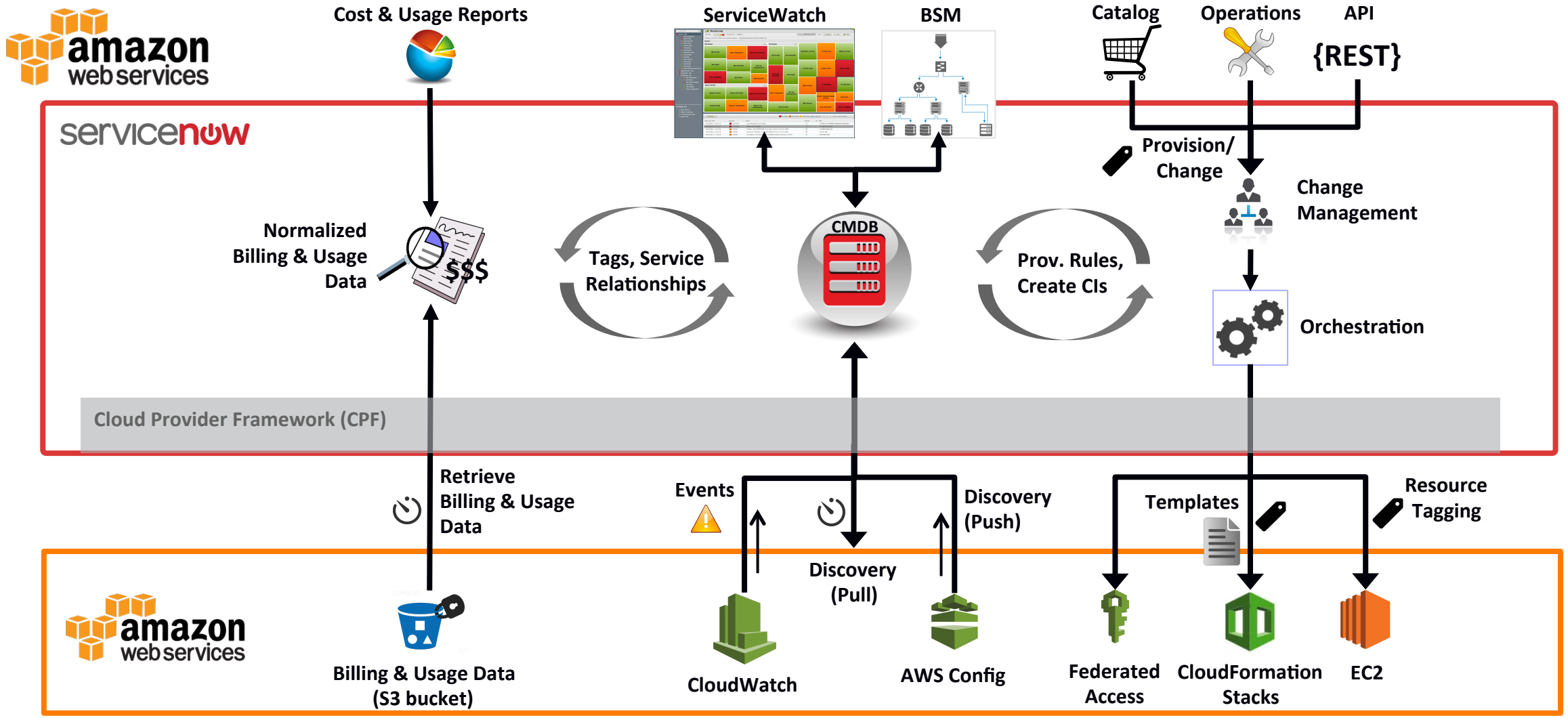
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ServiceNow Cloud Brokering Thru Provisioning Rules



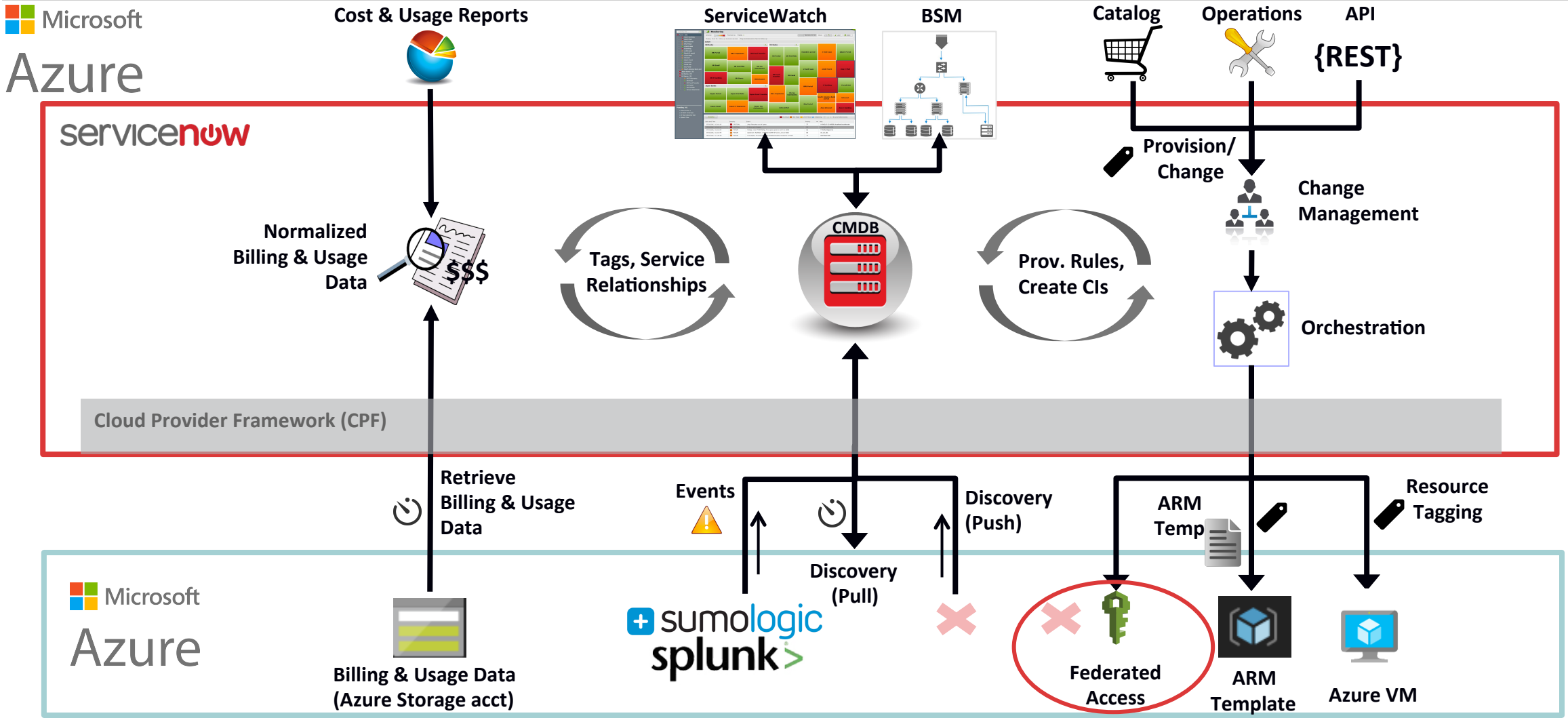
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ServiceNow AWS Integration



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ServiceNow Azure Integration



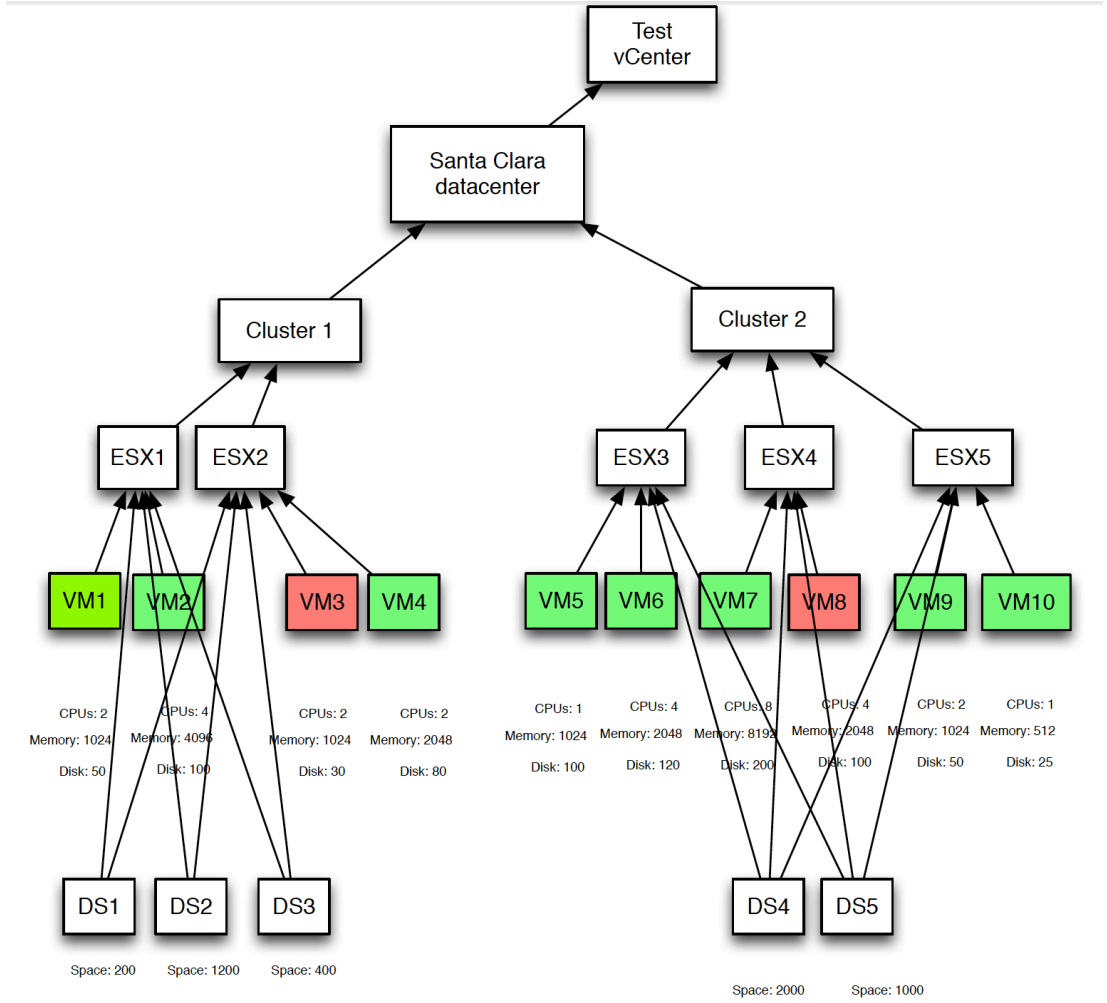
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VMware

vmware®

- Provisioning and resource Lifecycle operations

- Intelligent placement of resources based on available capacity in Cluster and ESX



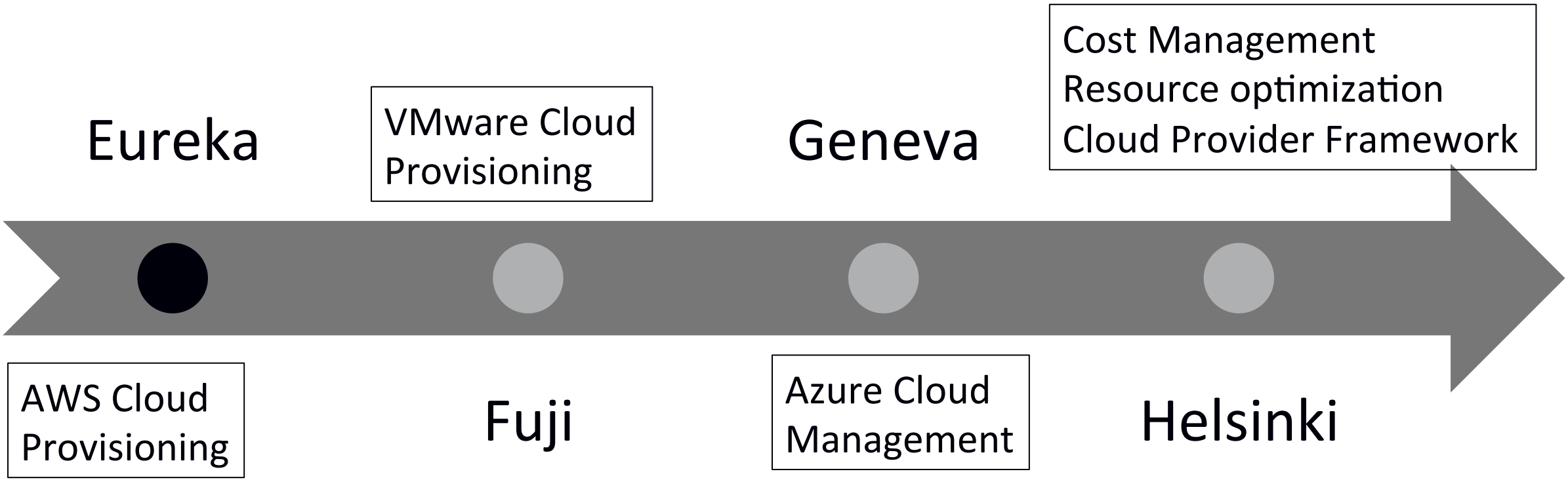
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Helsinki Feature Overview

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Timeline



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Unified Cloud Cost Management



Problem:

- Cloud costs hard to track across cloud providers, cloud accounts, resource types, users and teams
- Cloud provider bill is difficult to comprehend

Solution:

- Show combined cost report for all clouds with drill-down based on:
  - Cloud Provider Type
  - Resource type (Compute, Network, Storage)
  - Cloud Provider Account
  - Application, User, Project (tags)
- Ingest bill from public cloud providers (AWS and Azure) on a daily cadence
- Generate reports for specified time-ranges that are shareable with others in the org

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Resource Utilization Reports



Problem:

- Sub-optimally utilized resources in public clouds negatively impact OPEX
- No easy way to figure out if resources are being used effectively across multiple clouds

Solution:

- Allow Cloud Admins to setup criteria to flag cloud resources that are under-utilized
  - Based on CPU, Memory utilization over a certain time period
  - Generate reports with the ability to drill down and get to the CIs

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AWS Config Integration



Problem:

- Poll based discovery of cloud resources is time-consuming, expensive and sometimes inaccurate
- Our product did not take advantage of an AWS service called AWS Config that provides resource inventory, configuration history and change notifications

Solution:

- Integration with AWS Config allows us to discover existing and deleted AWS resources and pickup changes to existing resources in a timely and efficient manner

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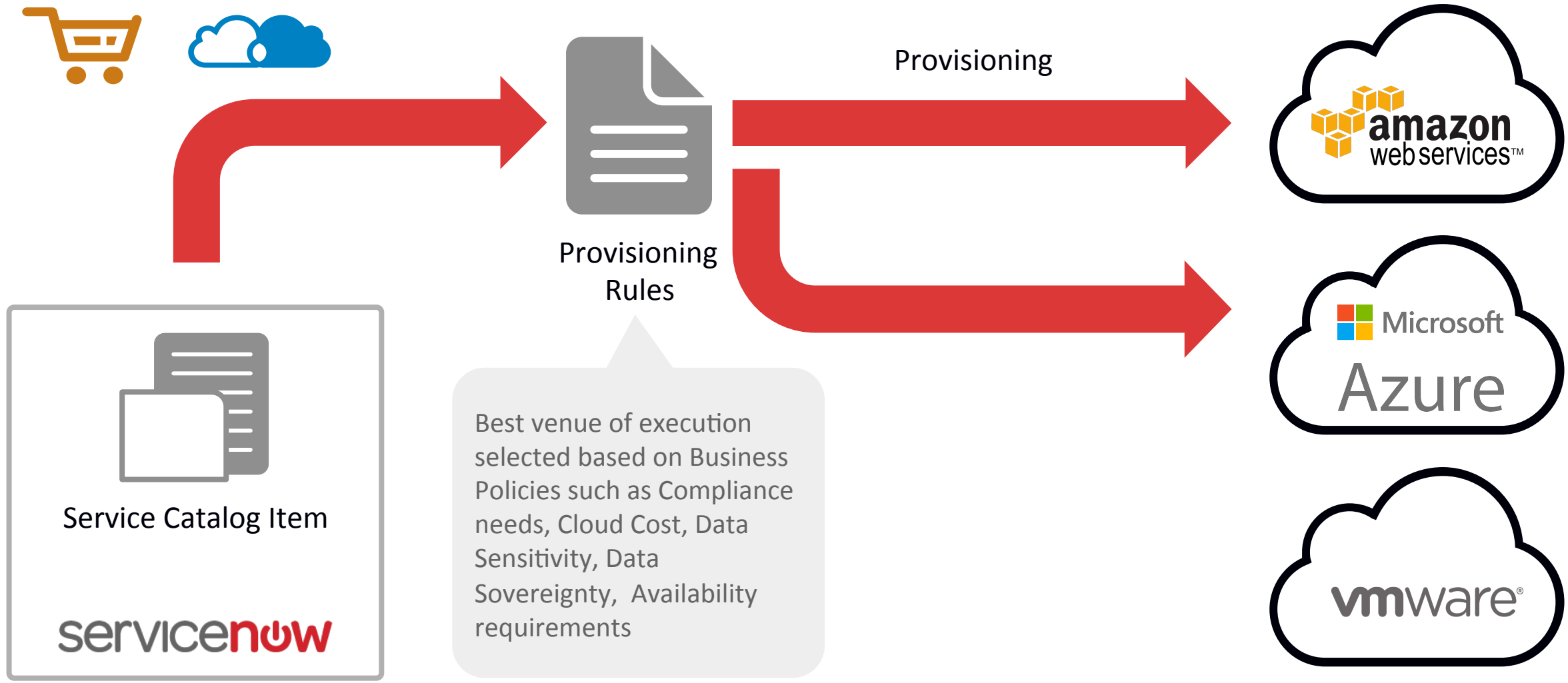
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Cloud Brokering Thru Order Guides



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Business Rules Driven Catalog



Problem:

- In many cases, end-users of the catalog do no care or need to care about the underlying resource pool / cloud they would be using. Current implementation requires them to know the details

Solution:

- Ability to create a generic catalog item that only requires the user to provide business goals exposes the business
  - Best venue of execution selected based on Business Policies such as Compliance needs, Cloud Cost, Data Sensitivity, Data Sovereignty, Availability requirements
- Paves the way for Cloud Brokering concept

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Cloud Provider Framework



Problem:

- Difficult to extend the platform to add new Cloud Providers (e.g: OpenStack, SoftLayer)
- 3rd party partners had created custom integration that looked and felt disjointed from a UX and functionality point of view

Solution:

- A common framework for integration with new Cloud providers that can be used by 3rd party integrator
  - Ability to discover detailed info / state of various cloud resources
  - Ability to perform lifecycle operations on various cloud resources
  - Ability to create various usage and financial reports
  - Ability to create Self-service catalog for ordering VM as well as application stacks as supported by the cloud

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ITapp Acquisition

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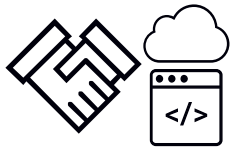
Why Did We Acquire Itapp?



To accelerate our support for cloud platforms, such as VMware, OpenStack, AWS, Azure, Citrix Xen, …



To manage the lifecycle of business services, wherever the workloads are located



To complement our *Cloud Management* and *Application Release Automation* solutions



To get important IP as well as experienced engineering resources

Gartner 2015 CoolVendor

CIO Review 20 MOST PROMISING DevOps SOLUTION PROVIDERS - 2015



To realize our vision to automate all aspects of the Services lifecycle, faster

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What Are Analysts Saying About The Acquisition?



"This is super positive news for ServiceNow." — Donna Scott, Gartner



"This is a great strategic move for ServiceNow in this space at this time." – Dennis Smith. Gartner



"Acquisition Makes Sense and Expands ITOM Capabilities."

"Given ServiceNow's increased focus on IT operations management, the acquisition of ITapp makes sense. ITapp appears to give ServiceNow much greater granularity, control, and a strong user interface for provisioning and managing cloud applications, a critical area and one where we have been surprised ServiceNow has not been more aggressive in the past, despite what appears to be good traction for their existing IT dependency mapping product ServiceWatch." – Michael Turits, Raymond James



Advice from Gartner: ServiceNow will really need to do a good job marketing and communicating how you will be integrating the offering, including timing and what customers should expect in the next 12 months.

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Demo

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Take the Survey

Please take a moment to complete a session survey in the Knowledge16 app.

Thank You

Utpal Thakrar

Sr. Product Manager, ITOM

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