knowledge17

WORK at LIGHTSPEED™

Self-Service Access to Enterprise Grade Cloud Workloads

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ServiceNow

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Agenda

- Introduction
- Challenges for Enterprise Grade Self-Service of Cloud Workloads
- Solution
- Designing Enterprise Ready Cloud Catalog
- Beyond Virtual Servers
- Demo
- Q & A

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Speaker Introduction



NAME: Giri Padmanabh

TITLE: Sr. Director

FUNCTION: Development

COMPANY: ServiceNow

EXPERIENCE: 25 years

EXPERTISE: Service Catalog, IT Operations and Cloud Orchestration

ACHIEVEMENTS: Founder and CTO of ITapp. Re-imagined ITapp onto ServiceNow platform

CURRENT PROJECTS: Engineering owner for Cloud Management

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Session Overview



Objectives

- Self-service access to Enterprise Grade Cloud Workloads



What You Will Learn

- Importance of Self-service
- Challenges for Enterprise grade self-service
- Solution
- Building the right abstraction
- ServiceNow capabilities for Self-service access to Enterprise Grade Cloud Workloads

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Importance of Self-Service

Elasticity, scalability, flexibility and lower costs are great benefits of the enterprise cloud computing

But...

Self-service stands out as most desired feature

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Challenges for Enterprise Grade Self-Service

Public clouds are built with self-service options, but the challenge for the enterprise is to enable this level of autonomy WITHOUT LOSING COMPLETE CONTROL of the data environment.

Agility	• Provision workloads at moment's notice • Reduce the number of operator interventions
Compliance	• Workloads are to be provisioned with right compliance policies • Enterprise standards should be applied uniformly across all resource deployments
Cost	• Ability to control the spend and manage cost when users can go clickety-click
Support	• Ability to provide timely and active support for any type of workload on any cloud • Self-service for incidents without the need to call someone in IT

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Solution for Enterprise Grade Self-Service

By owning the critical piece of cloud management platform that enables the self-service portal, organizations can provide the cloud functionality that employees need while still maintaining control of the work environment behind the curtain.

Agility	✓ Quickly compose cloud solutions by auto generating workflows & catalog ✓ Extensible orchestration framework allows keeping pace with cloud offerings
Compliance	✓ Unobstructed policy injection enables self service with right governance
Cost	✓ Right cost controls to enable self service ✓ Quota management helps in self governance. Enables better self service
Support	✓ Self service is not just for provisioning, but more importantly for change management and support ✓ Integration into ITSM for self-service for incidents

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Building the Right Abstractions for Enterprise Grade Cloud Workloads

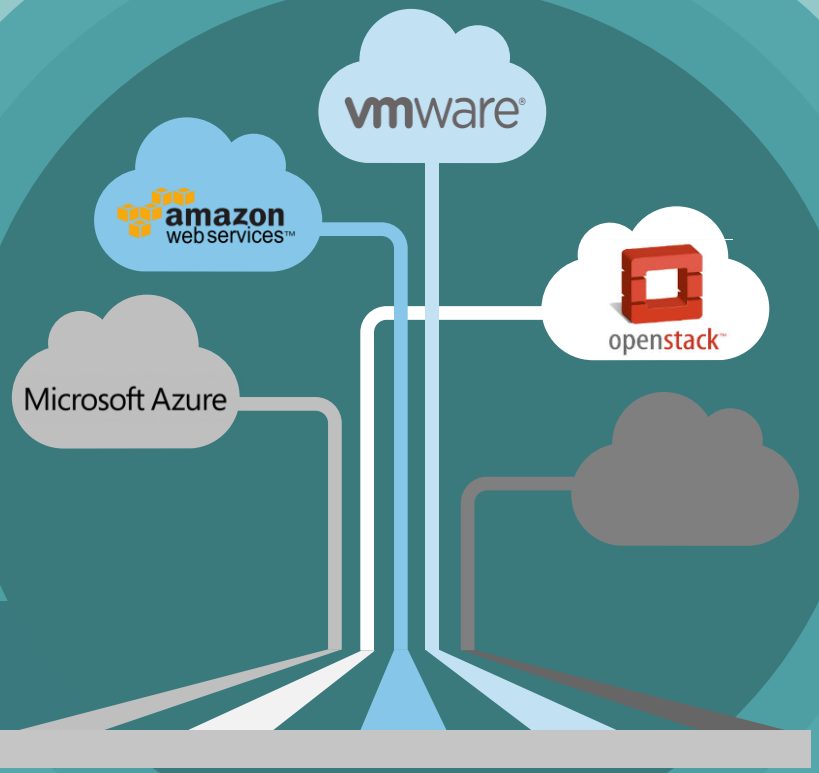
POLICY

CLOUD CATALOG

BLUEPRINTS

RESOURCE BLOCKS

CLOUD API



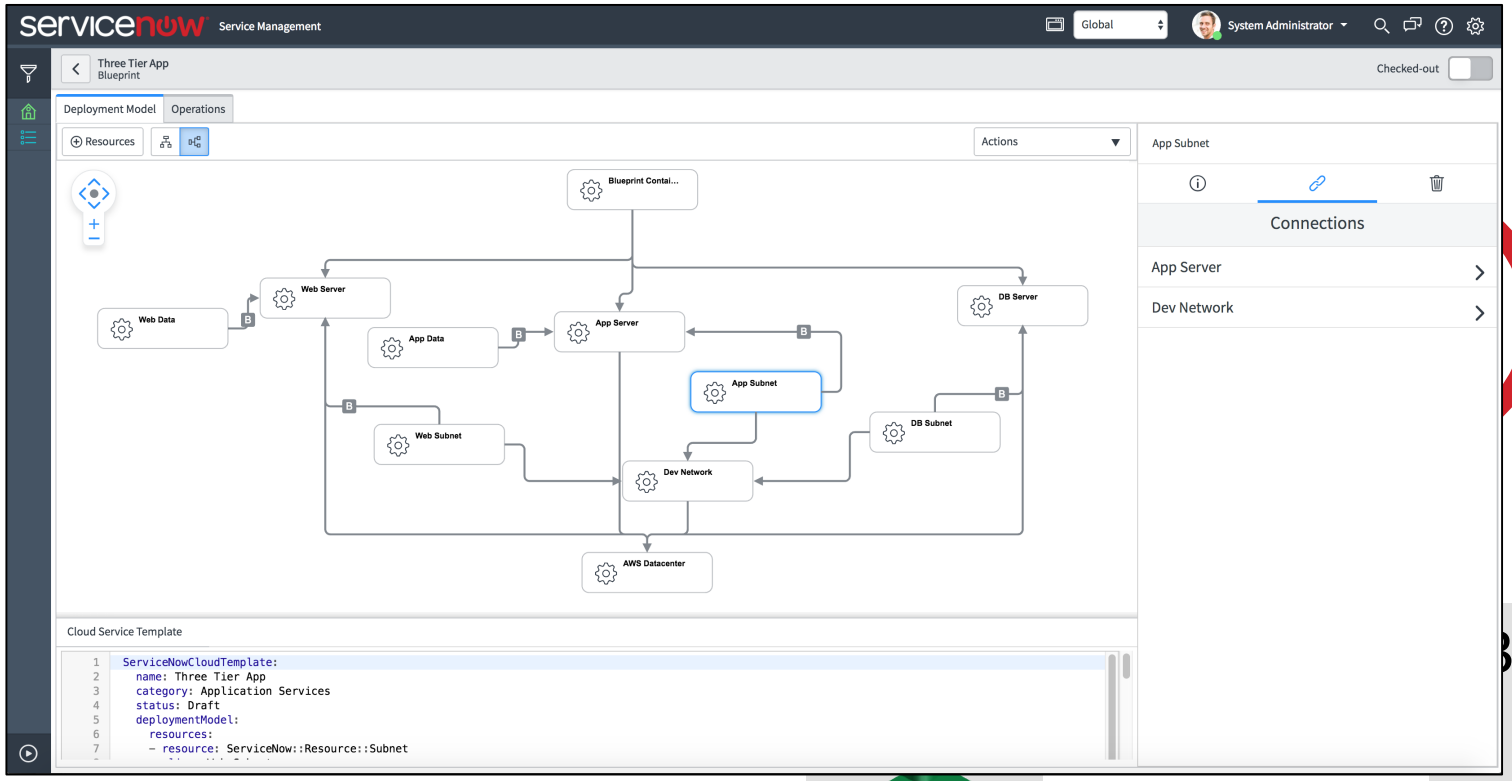
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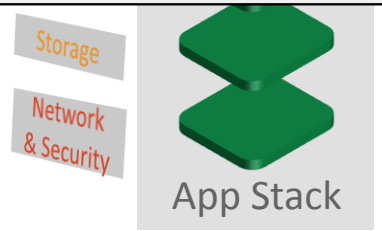
IT Architects Compose Cloud Solutions

Design

Self-service

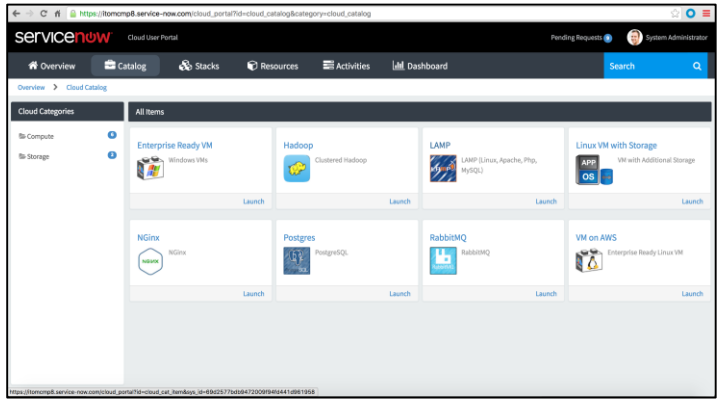


IT architects Creates Curated Cloud Service Catalog



Blueprint

1

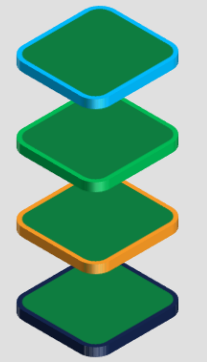


Catalog Items are published with embedded enterprise standards

3 will

2. Apply Standards
3. Generate Catalog Item



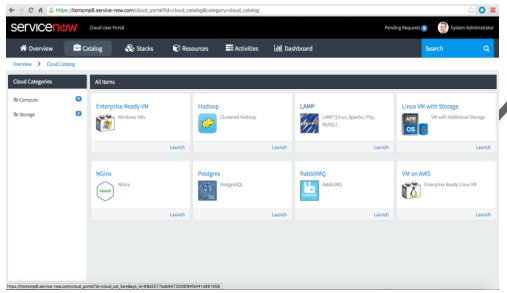


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End Users Deploy Their Cloud Stacks Using Self-Service

Design | Self-service

Deploy Infrastructure & Platform to any cloud with custom specification



Users Request Cloud Service from easy to use Catalog

2

2

Apply Policy

Generate Plan for Desired State Config

Platform

Compute

Storage

Network & Security

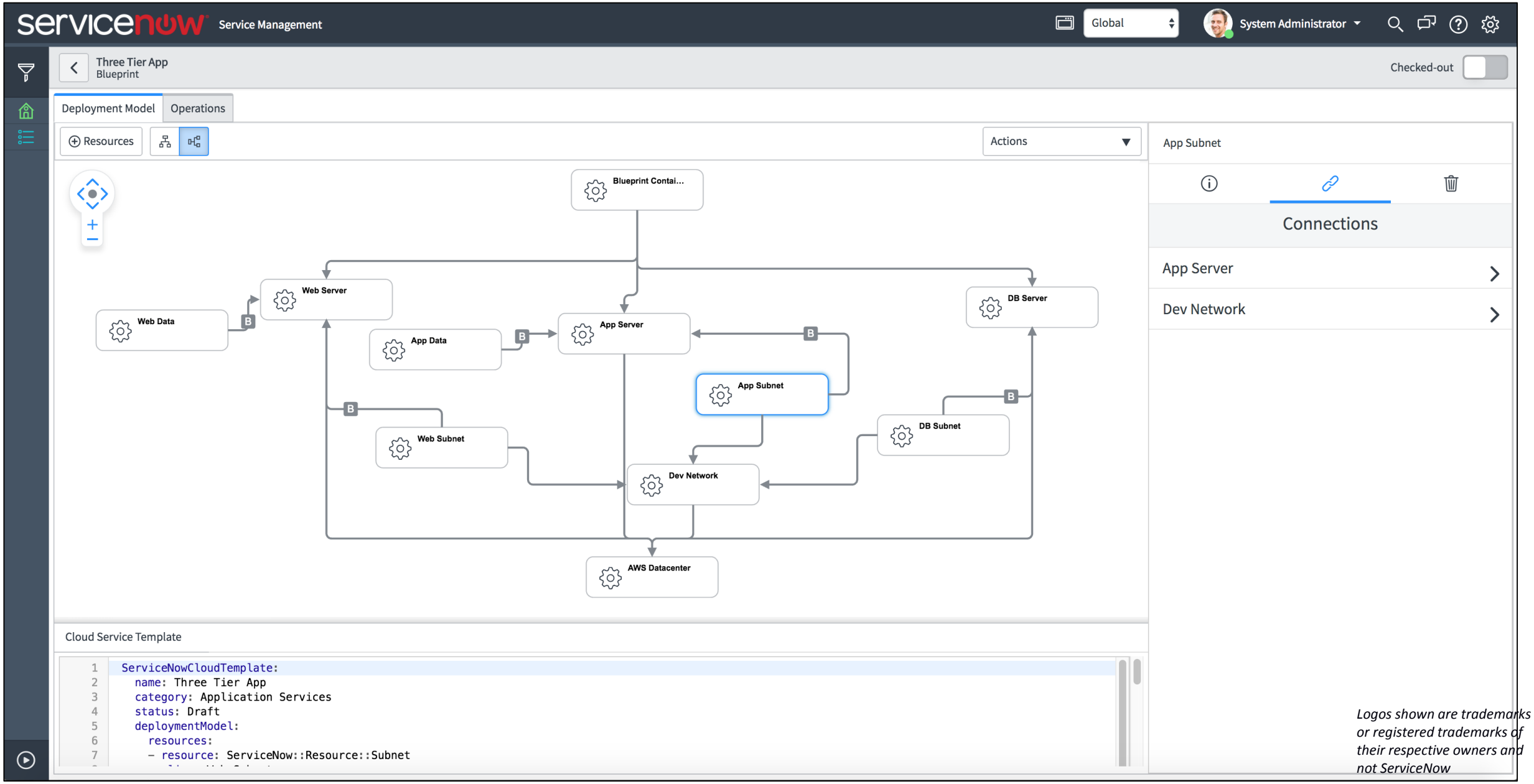
App Stack

Deploy

Clouds

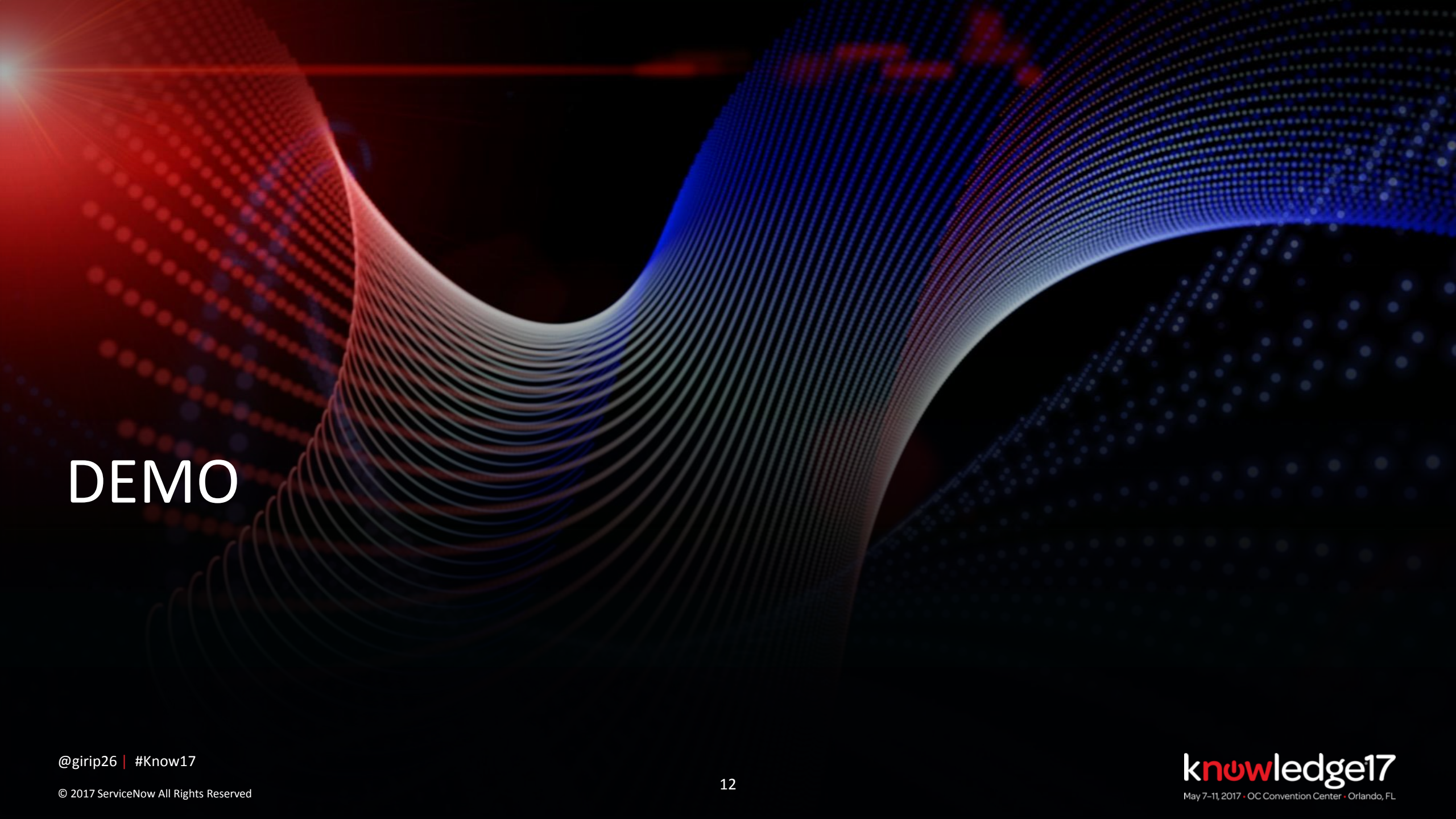
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Value Outcomes

Great increase in

+

User Satisfaction

Increases user satisfaction for both private and public cloud requests



Minimum overhead on top of cloud processing

x%

CHEPER

Lower Total Cost of Ownership

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Top Takeaways

1

Enterprise grade workload needs standardization, policy control & support tools

2

Extensible orchestration framework with auto generation capability

3

Agility

Compliance

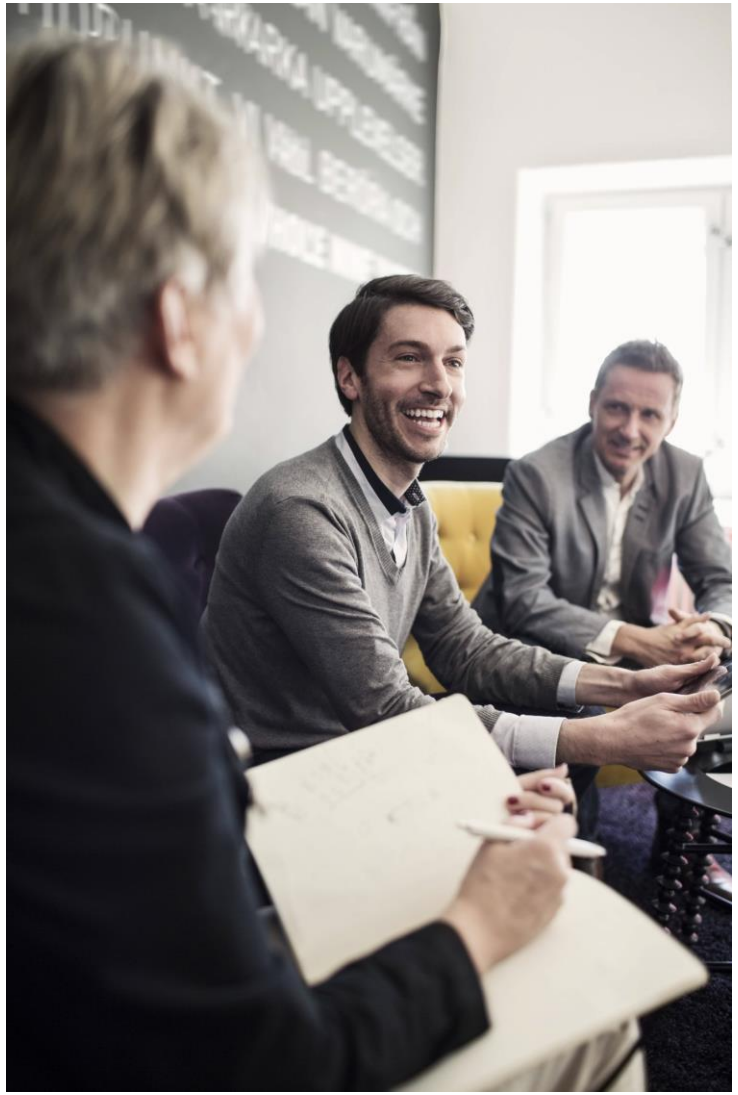
Cost

Supportability

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Next Steps

- Visit us in the Pavilion for a live demo today!
- Register for Cloud Management Labs
  - LAB131988 - Zero to Cloud in an hour with ServiceNow CloudManagement
  - LAB131991 - Cloud Operating Model: Do it your way
  - LAB131989 - Designing Cloud agnostic workloads
  - LAB131990 - Extend your CMP : Build a new connector to a cloudprovider
- For early access, please email your presenter
  - Giri.Padmanabh@ServiceNow.con
- As an attendee of this session you will be receiving an invitation to our upcoming June 8, 2017 and June 15, 2017 Webinars



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Thank You

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Q & A

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