Lab Guide

Faster Time to Value with Service Map Planner

Antti Makinen

Default Login / Password: Knowledge17

admin / Knowledge17

itil / Knowledge17

employee / Knowledge17

Lab Sponsored by Amazon Web Services



This
Page
Intentionally
Left
Blank

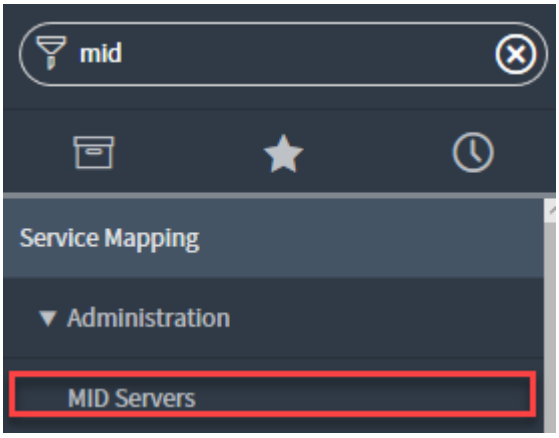
Lab Goal

Lab Prerequisites

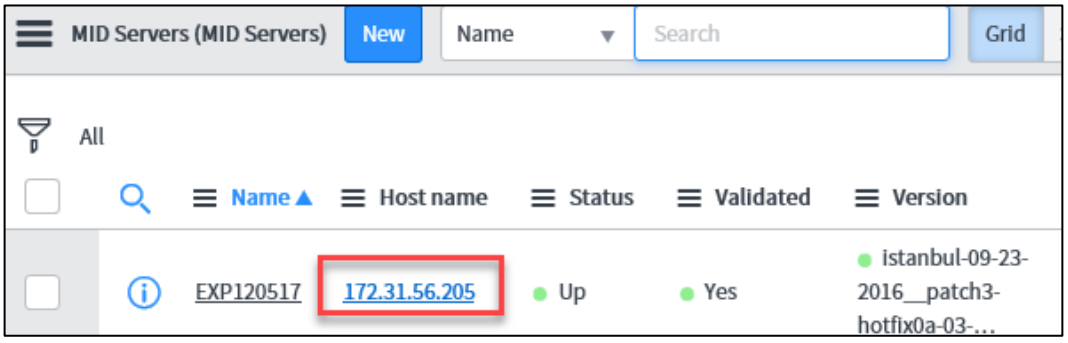
The goal of this lab is to ensure that prerequisites are met for following labs and required information is available.

Step 1: Validate the MID Server

1. Log in to your ServiceNow lab instance as the **admin** user.
2. Navigate to **MID Server** > **Servers** and open your MID Server shown in the list view.



3. In the **Related Links** section, click on the **Validate** link. It will take about a minute for the MID Server **Status** to change to **Down**; return to **Up** and the **Validated** field displays **Yes**.
4. Record the **IP address** for your MID Server to use in following labs.



MID Server IP Address: _____

Lab Goal

This lab demonstrates how service deployment owner or application owner collects data for the planned business service. This lab has the following steps:

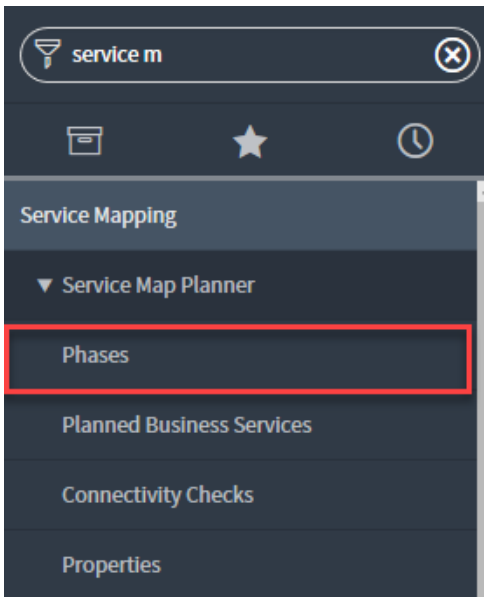
- Create empty phase
- Populate phase
- Collect Data

Lab 1
Collect Data for Planned Business Service

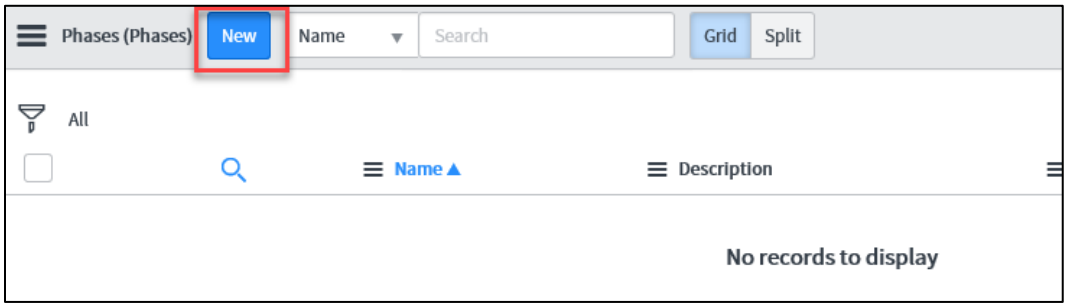
Step 1: Create Empty Phase

1. On your computer, launch a web browser, enter your lab instance URL, and log in as the **admin** user.

2. Navigate to **Service Mapping** > **Service Map Planner** > **Phases.**

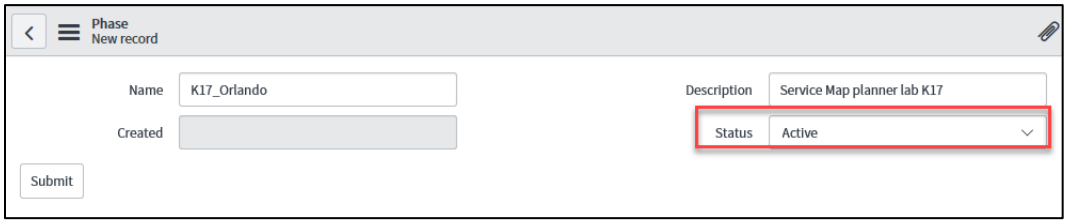


3. Click **New**.



4. Enter the following details:

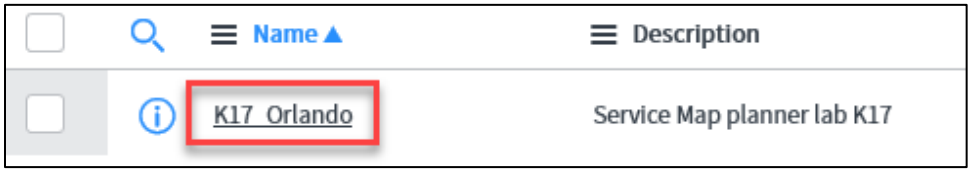
   Name: **K17_Orlando**
   Description: **Service Map planner lab K17**
   Verify that Status is set to **Active**



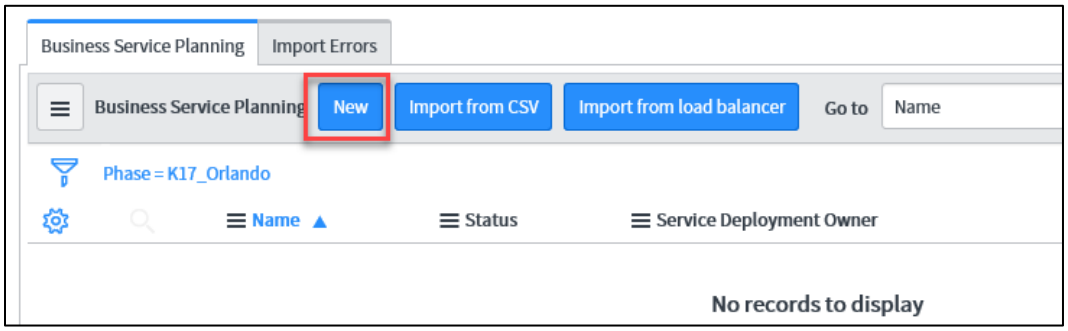
5. Click **Submit.**

Step 2: Populate Phase

1. Click **K17_Orlando** phase.

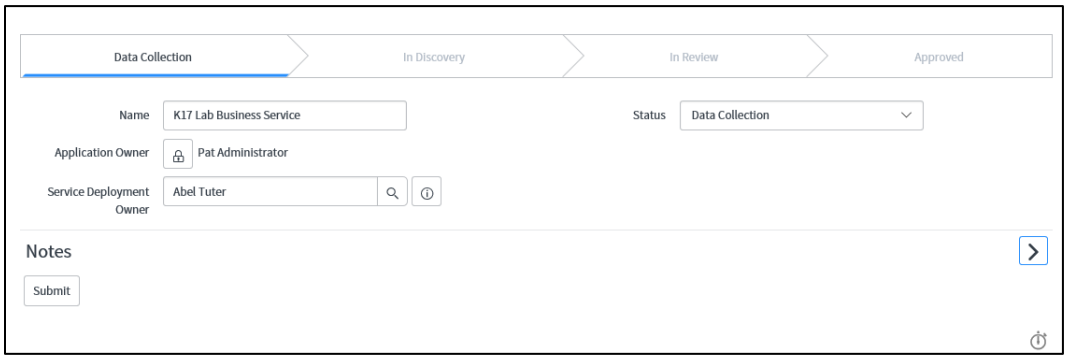


2. Click **New** on the **Business Service Planning** tab.



3. Define attributes for the business service:

   Name: **K17 Lab Business Service**
   Application Owner: click **Add me** icon
   Service Deployment owner: **Abel Tuter**

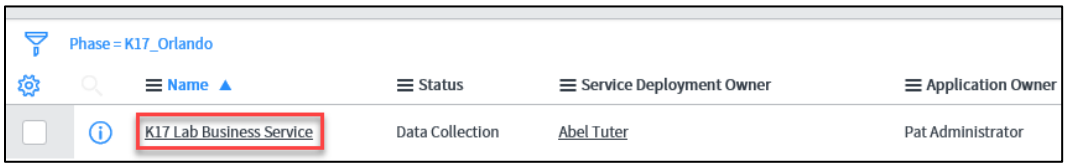


4. Verify that the information matches the example above.

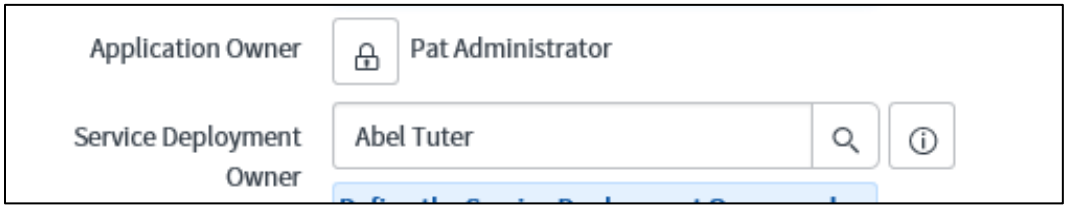
5. Click **Submit.**

Step 3: Collect Data

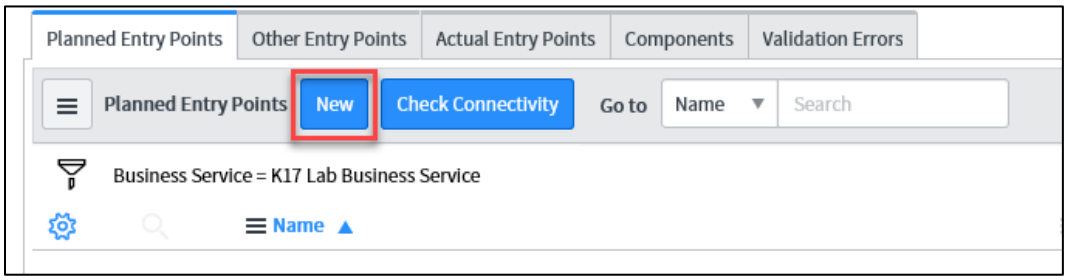
1. Click **K17 Lab Business Service.**



2. Verify that the Application Owner is **Pat Administrator** and the Service Deployment Owner is **Abel Tuter.**

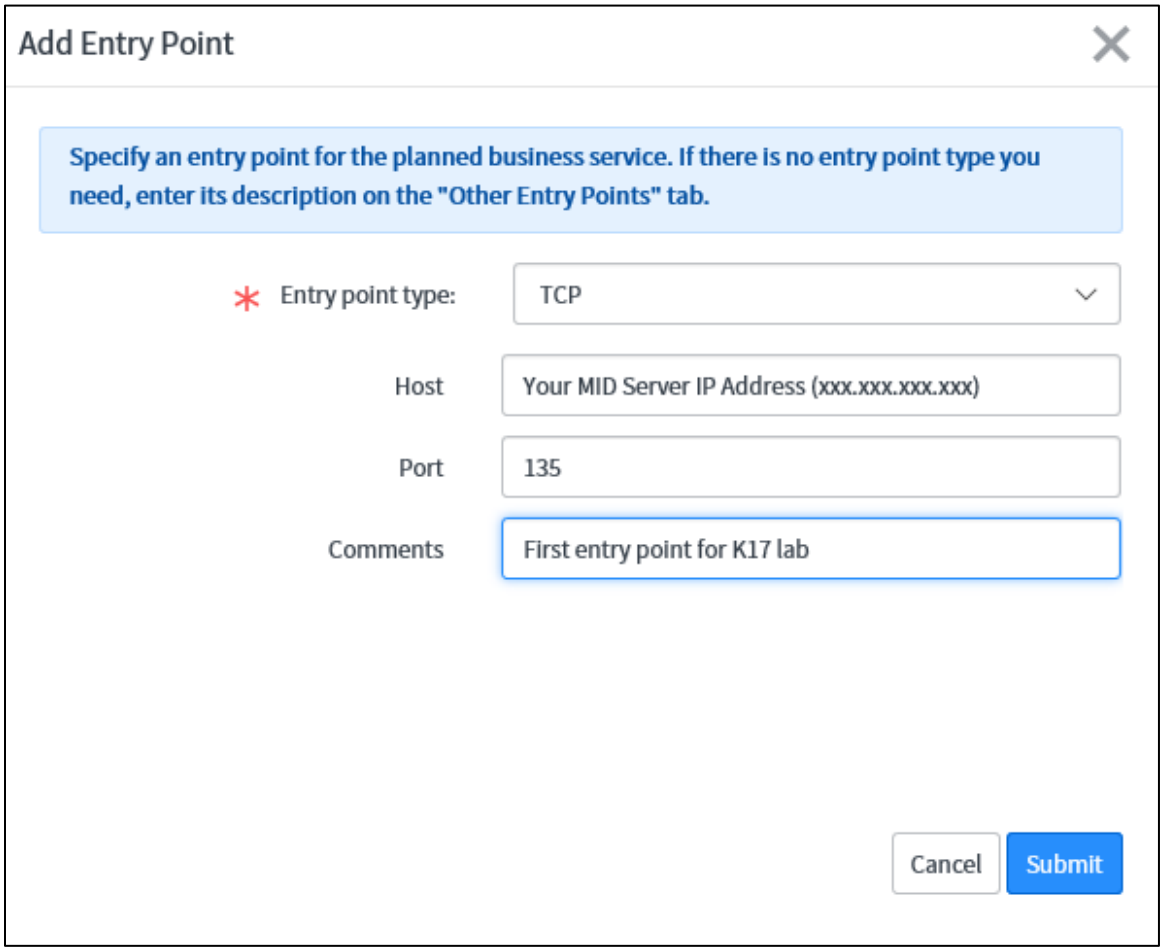


3. Click **New** on the **Planned Entry Points** tab.



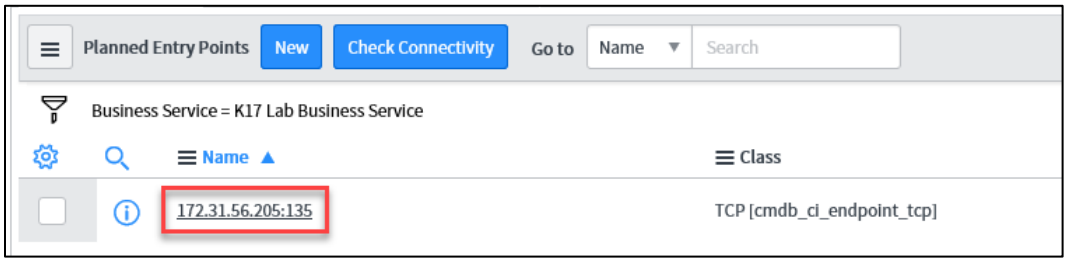
4. Define the following entry point attributes:

   Entry point type: **TCP**
   Host: **IP Adress of your MID Server recorded in Prerequisites stage**
   Port: **135**
   Comments: **First entry point for K17 Lab**



5. Click **Submit.**

6. Verify that **Your MID Server IP address** is shown on the **Planned Entry Points** tab.



7. Click **Components** tab.



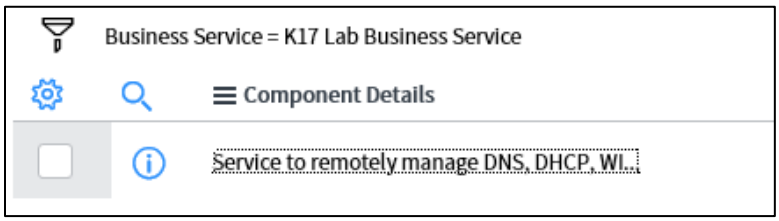
8. Click **New.**

9. Provide information about components that are part of this business service:

   Component details: **Service to remotely manage DNS, DHCP, WINS etc.**

10. Click **OK.**

11. Verify that Components list appears, as in example below.



Lab Goal

Lab 2
Test Connectivity

This lab demonstrates how a service deployment owner or an application owner can test that Service Mapping can connect to devices expected to make up the business service.

This lab has the following steps:

- Check entry point connectivity
- Review the results

Step 1: Check Entry Point Connectivity

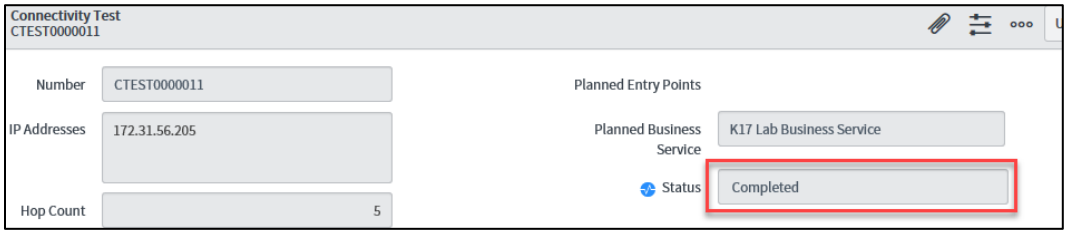
1. Click the **Planned Entry Points** tab.



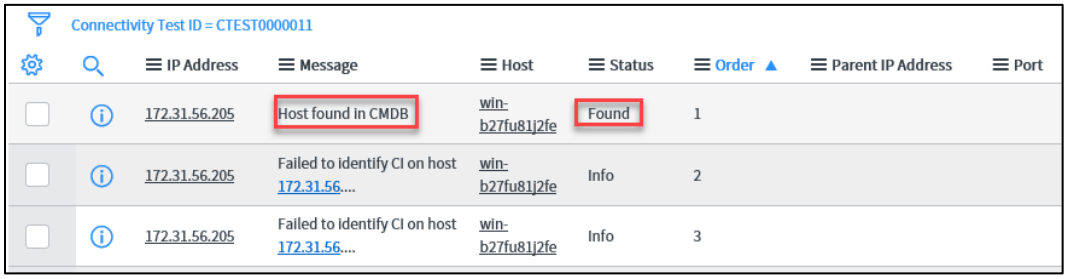
2. Click **Check Connectivity**.
3. Enter **IP Address of Your MID Server** (recorded in earlier stage)**.**
4. Click **OK.**

Step 2: Review the Results

1. Wait until Connectivity Test Status is **Completed.**



2. Review the result of the test and make sure that there is a **Host found in CMDB** message with Status **Found.**



3. If you want to explore other messages, you can click the **IP Address** field on the list to read the full message.

Lab Goal

Lab 3
Map Business Service

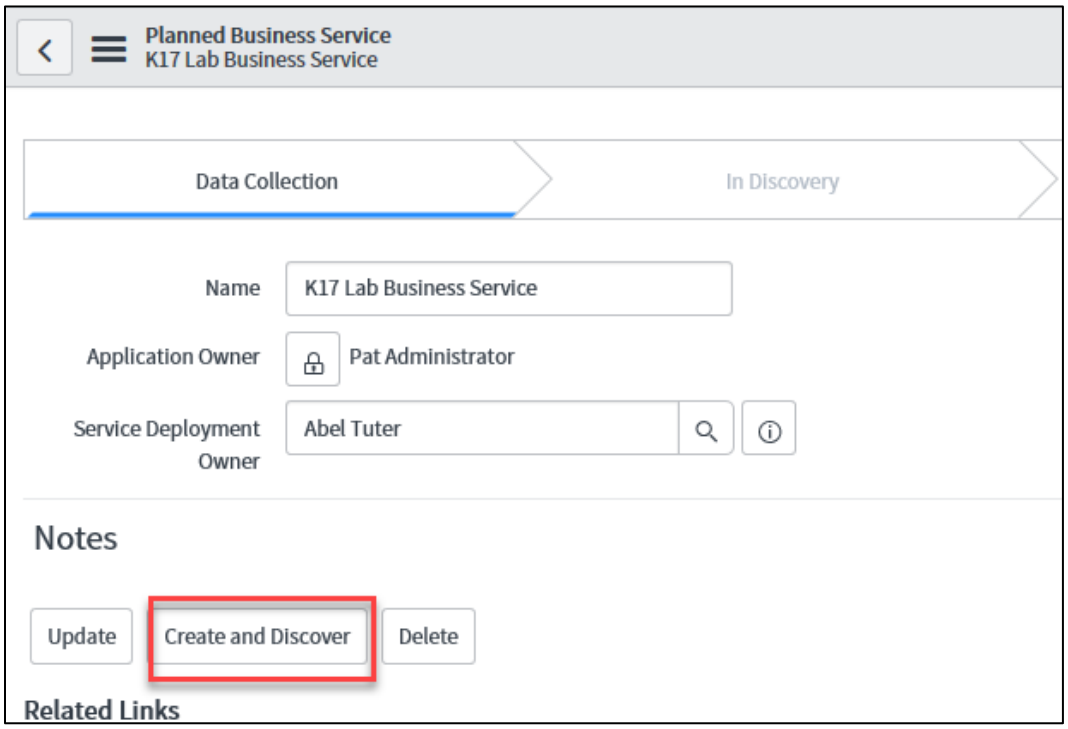
This lab demonstrates how the service deployment owner creates an actual business service based on the planned one.

This lab has the following steps:

- Create and Discover Service
- Verify Map and Send for Review

Step 1: Create and Discover Business Service

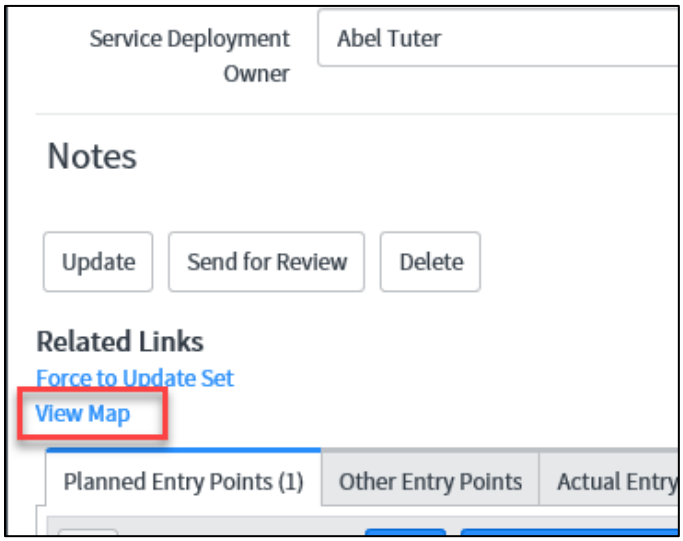
1. Navigate to **Service Mapping > Service Map Planner > Phases**.
2. Select **K17_Orlando** phase.
3. From Business Service Planning tab, select **K17 Lab Business Service.**
4. Click **Create and Discover**.



This creates Business Service CI to CMDB and starts the processes of discovery and mapping.

5. Verify that the status of Business Service changes to **In Discovery.**

6. Wait a few minutes. When the discovery process completes, the **View Map** link appears on the page.

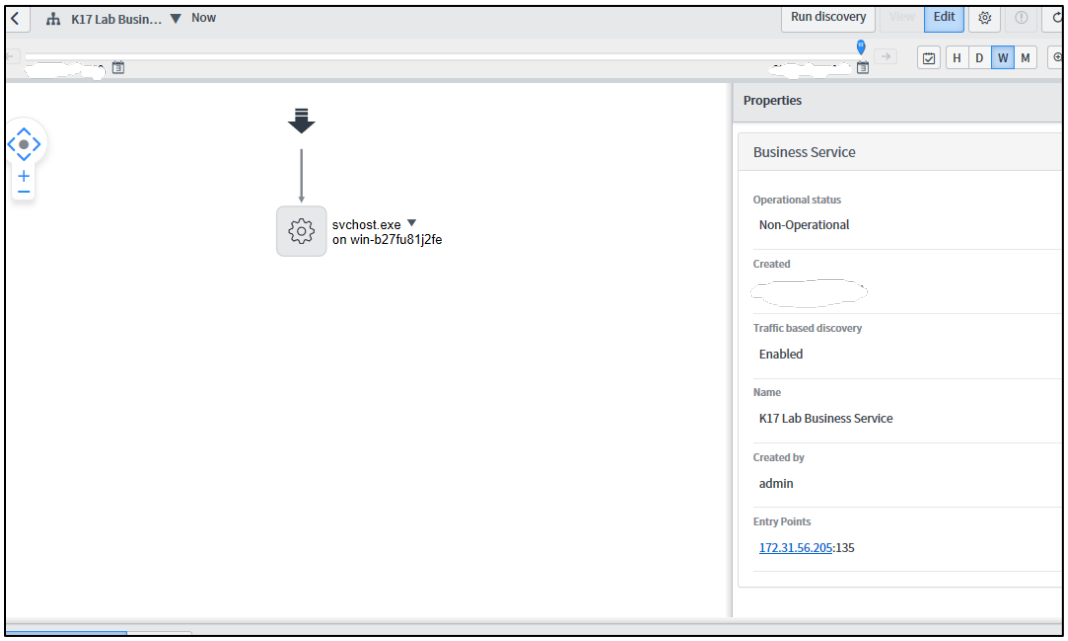


7. Click the **Validation Errors** tab.

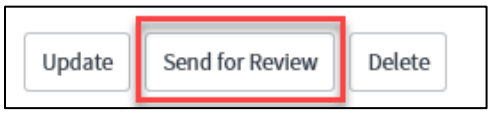
8. Make sure there are no Error Messages.

Step 2: Verify Map and Send for Review

1. Click **View Map.**
2. Verify that Mapped service is shown on the map.



3. Go **Service Mapping > Service Map Planner > Planned Business Services.**
4. Click **K17 Lab Business Service.**
5. Click **Send for Review.**



Lab Goal

Lab 4 Review Business Service

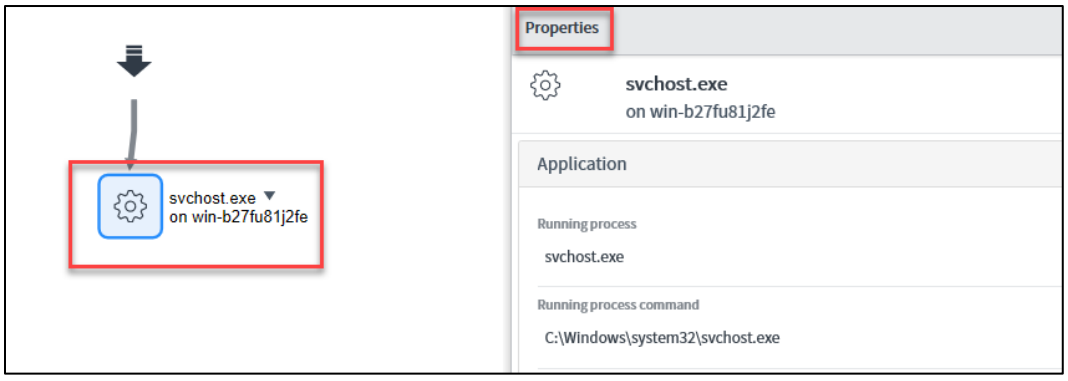
This lab demonstrates how an application owner reviews mapping results for correctness and provides feedback for the business service.

This lab has the following steps:

- Review Business Service and provide feedback

Step 1: Review Business Service; Provide Feedback

1. Navigate to **Service Mapping > Service Map Planner > Planned Business Services.**
2. Verify that the status of **K17 Lab Business Service** is **In Review.**
3. Click **K17 Lab Business Service.**
4. Note what has changed in the view when the status has moved from **In Discovery** to **In Review.**
5. To review the actual business service, check entries in **Components** tab and then check the **Actual Entry Points** tab compared to **Planned Entry Points.**
6. Click **View Map.**
7. Click the **svchost.exe** icon and check its **properties.**



8. Note that there is currently only one entry point to the business service (black arrow on map).
9. Click the **Entry Point** arrow on map and check its properties.

10. Navigate back to **Service Mapping > Service Map Planner > Planned Business Services.**
11. Click **K17 Lab Business Service.**
12. Add a new note to Notes:

    There is second entry point missing. It should be in same IP address at port 445.
13. Click **Post.**



This how an application owner can communicate with a service deployment owner. At this stage you can let the service deployment owner read your comments and make necessary changes.

Lab Goal

Lab 5
Fix Business Service During Planning

This lab demonstrates how a service deployment owner checks the feedback and updates the actual business service as necessary.

The business service review may take some time and requires several iterations to arrive at the desired result.

This lab has the following steps:

- Review feedback and change planned service
- Make required changes to the business service

Step 1: Review Feedback and Change Planned Service

Based on the application owner's review, the service deployment owner should add a new entry point to the business service.

1. Navigate to **Service Mapping > Service Map Planner > Planned Business Services.**
2. Click **K17 Lab Business Service.**
3. Click the **Planned Entry Points** tab.
4. Click **New.**
5. Define the following Entry Point attributes:

   Entry point type: **TCP**
   Host: **IP Address of Your MID Server**
   Port: **445**

6. Click **Submit.**
7. Check if you can see the **Create and Discover** button.

Question

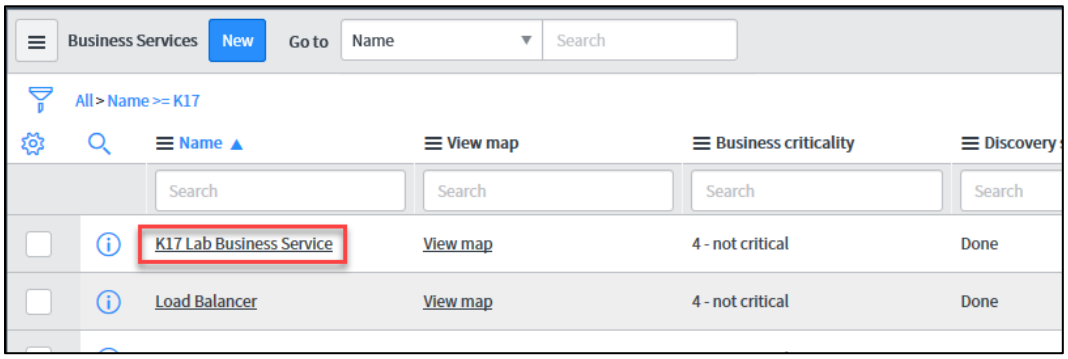
Why is the **Create and Discover** button unavailable?

Answer

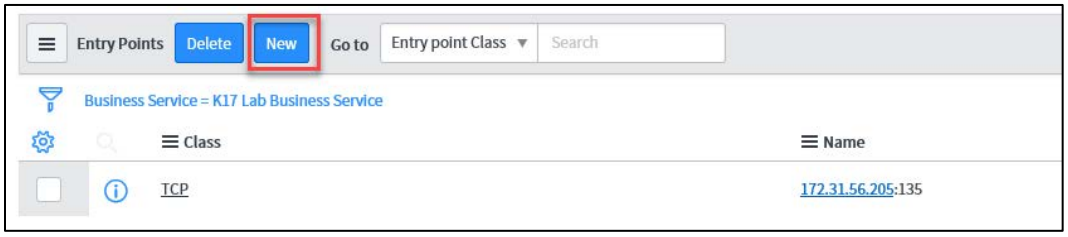
Business Service CI is created to CMDB during the discover phase of the Service Map planning process. After successful discovery, all configuration changes need to be made to the actual business service.

Step 2: Make Required Changes to Business Service

1. Navigate to **Service Mapping > Services > Business Services.**
2. Search for **K17 Lab Business Service.**



3. Click **K17 Lab Business Service.**
4. On Entry Points list, click **New.**



5. Define the following Entry Point attributes:

   Entry point type: **TCP**
   Host: **IP Address of Your MID Server**
   Port: **445**

6. Click **Submit.**

7. Click **View Map.**

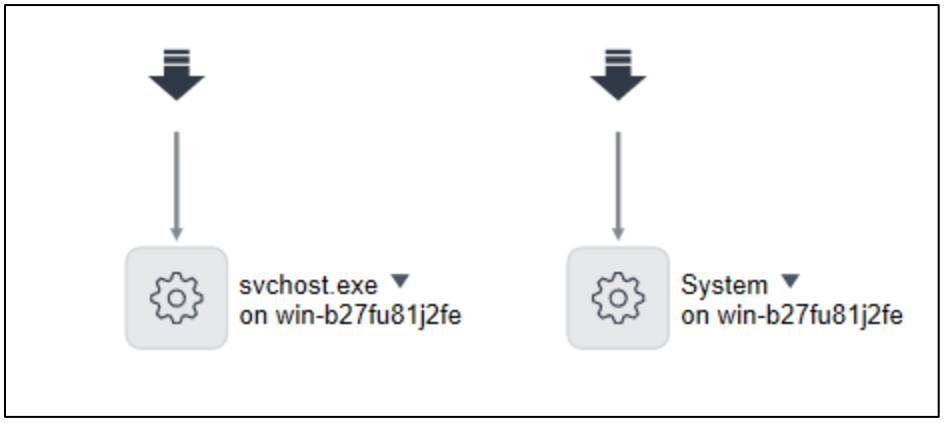


8. Make sure that the map is in **Edit** mode, then click **Run Discovery.**



9. Wait until discovery completes.

10. Verify that you can see two entry points and two applications on your map.



11. Navigate to **Service Mapping > Service Map Planner > Planned Business Services.**

12. Click **K17 Lab Business Service**.

13. Add note:

    Entry point has been successfully added.

14. Click **Post.**

15. Click **Approve.**