knowledge17

http://clabs.link/lab131981

WORK at LIGHTSPEED

Faster Time to Value with Service Map Planner

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servicenow

Agenda

- What is Service Map Planner and how to use it?
- Service Map Planning process and requirements
- LAB
- Best Practices for Service Map Planning
- Q & A

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Objectives and What You Will Learn

Objectives

- To understand what Service Map Planner is designed for and how to get started with it

What you will learn

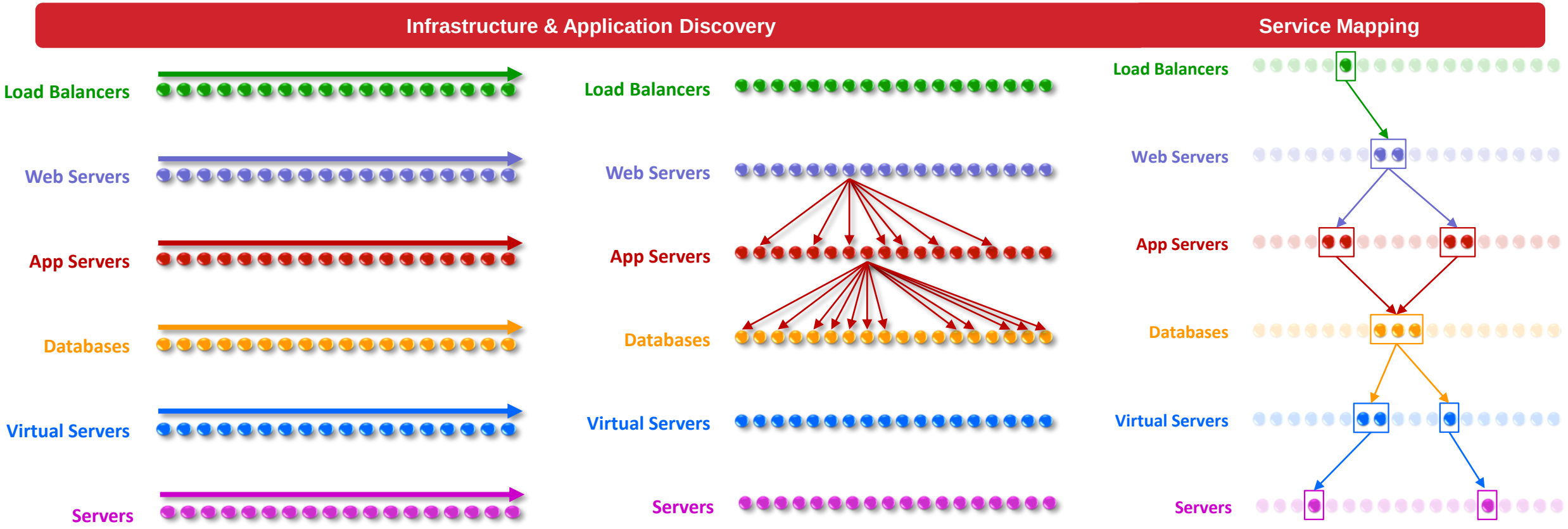
- What is Service Map Planner
- Prerequisites for using Service Map Planner
- How to use it
- Some best practices

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Service Map Planner

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Comprehensive Discovery and Service Mapping



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What is Service Map Planner?

- Process within Service Mapping module
- Provides structured way to plan Service Mapping deployment
- Provides tooling for gathering information required for deployment
- Has capabilities to track status
- Assists in overcoming the challenge that various people need to provide information, configure the system, or review the results

→ It is not a magic wand

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Service Mapping Planner

- Service Mapping Planner is enabled at all times as part of the Service Mapping plugins
- Different roles may do different things in the tool:
  - Sm_admin read/write in all parts
  - Sm_user read only in all parts
  - Sm_app_owner – read only in all parts/write in some parts
- New tables associated with service planner
  - Sa_dw_business_service
  - Sa_dw_components
  - Sa_dw_phase
  - Sa_dw_entry_point
  - Sa_dw_ep_attrs
  - Sa_dw_custom_entry_point
  - Sa_dw_validation_errors
  - Sa_dw_connectivity_test
  - Sa_dw_connectivity_result

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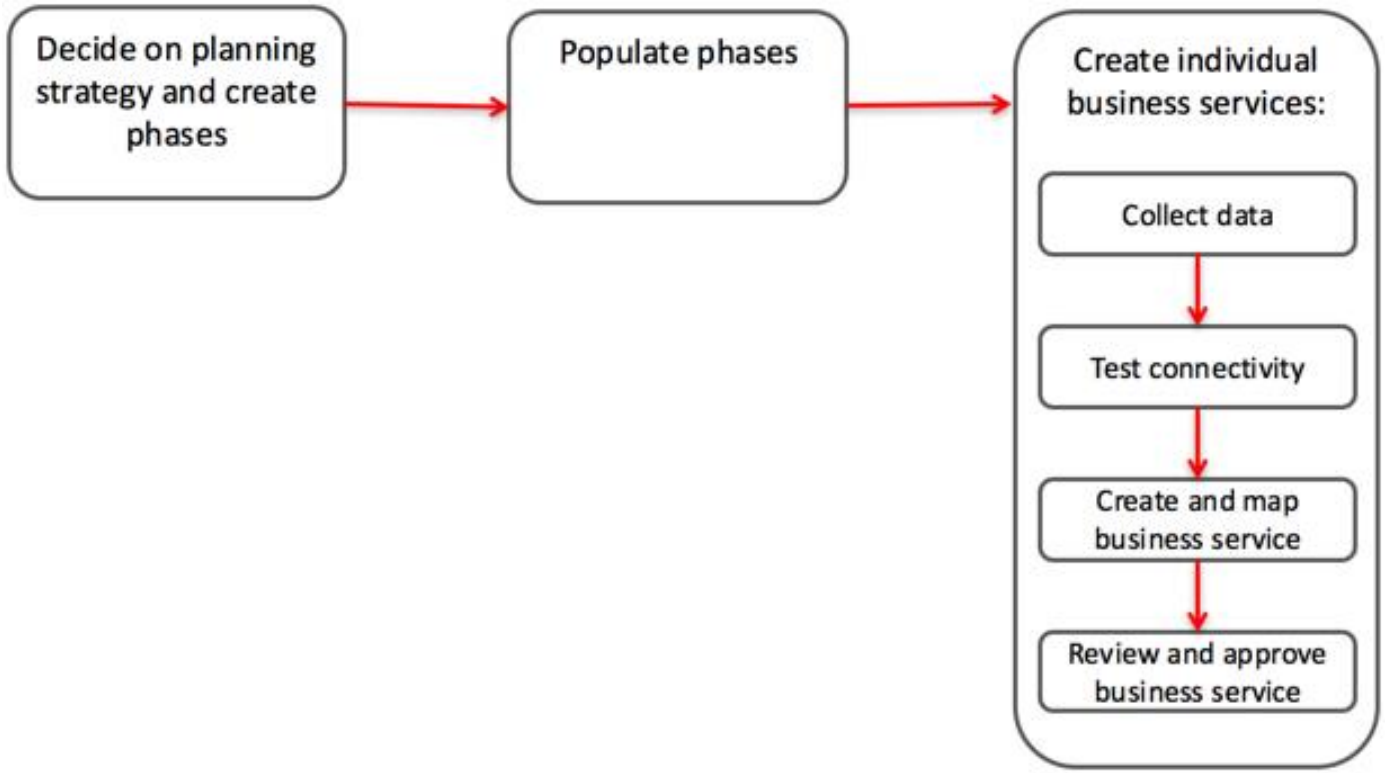
Prerequisites to Get Started with Service Map Planner

- Service Mapping enabled
- Technical capability to discover Cis related to Business Service
  - Discovery infrastructure up and running
  - Required credentials configured
- Understanding about Service Mapping process
- Understanding about mapped Business Service

→ You need to have technical skills for Service Mapping in order to leverage Service Map Planner

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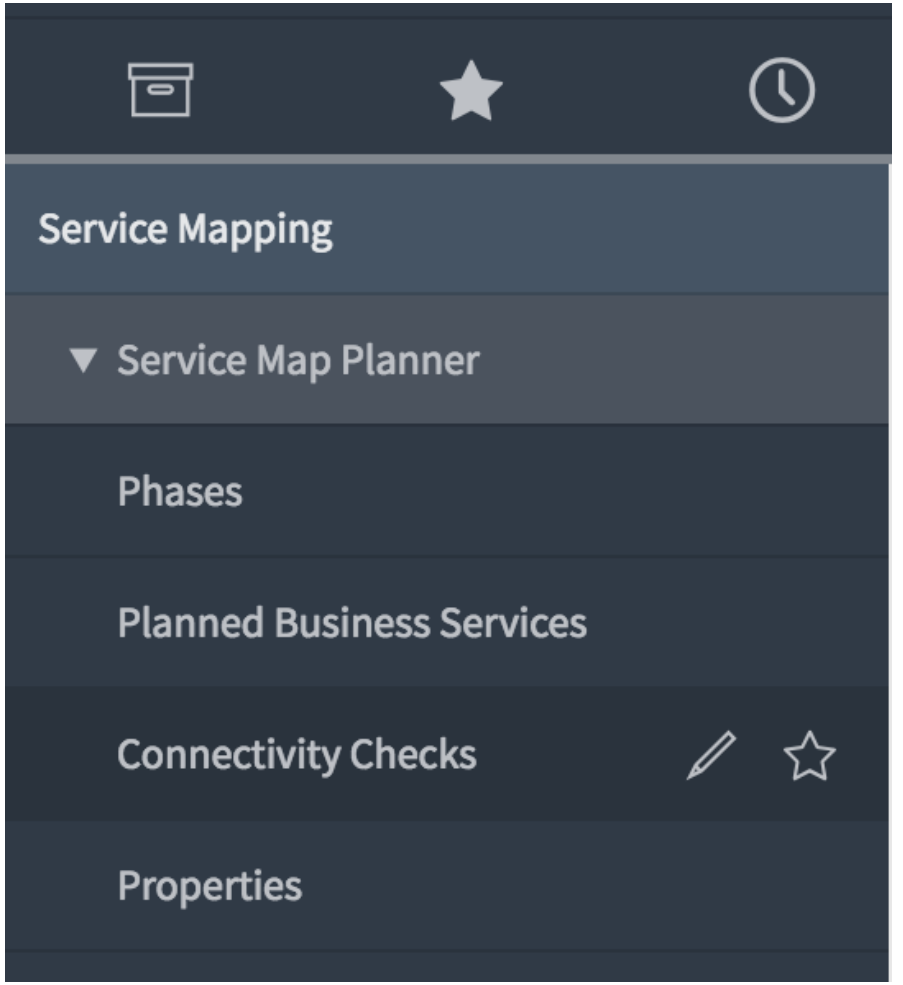
Planning Flow for Business Services



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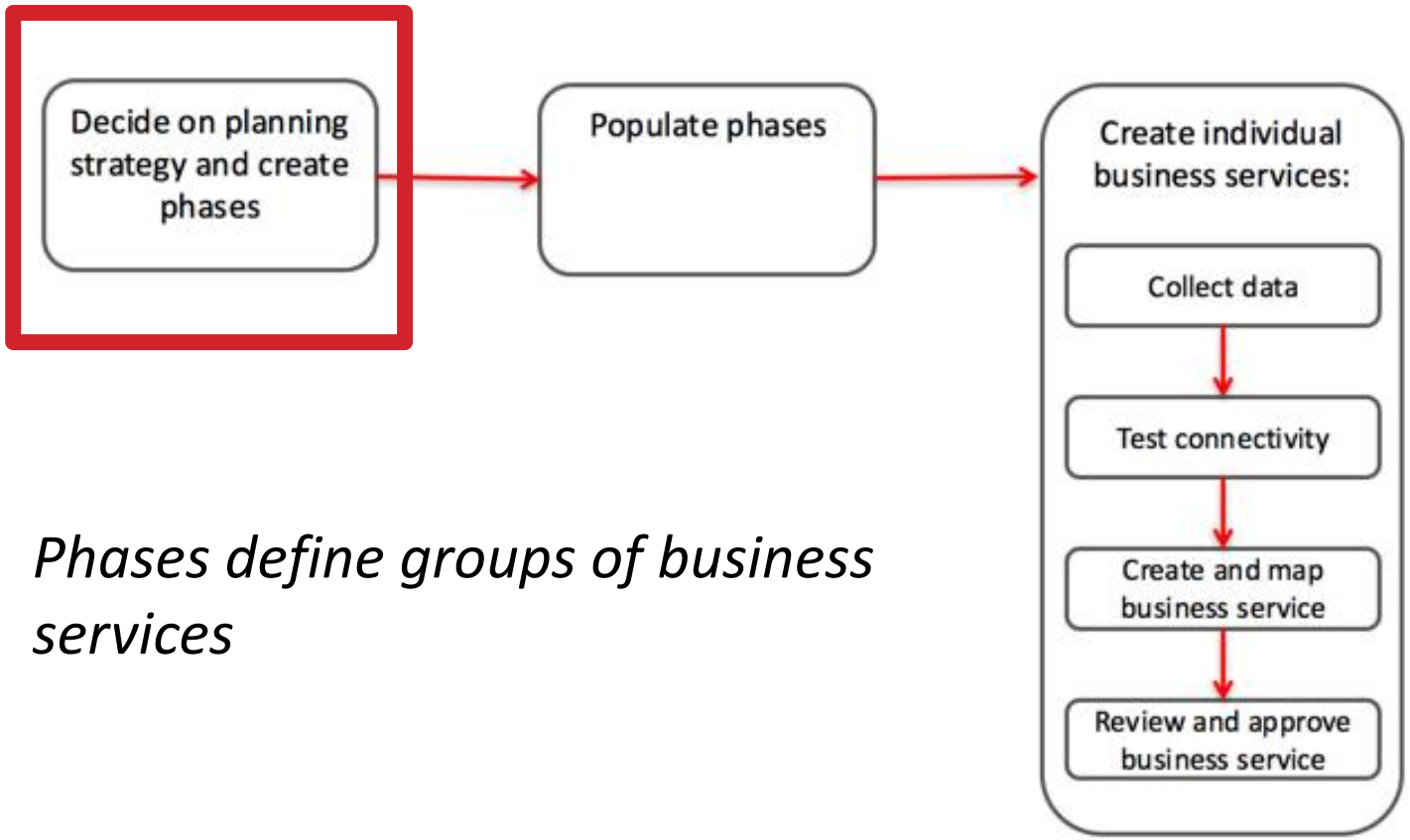
Service Mapping Planner Modules

- Define and describe the deployment phases
- Plan which services will be part of this phase
  - Import information from load balancers
  - Import information from CSV file
  - Plan a service manually
- Test connectivity and credentials
- Discover the services
- Review the results



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Planning Flow for Business Services

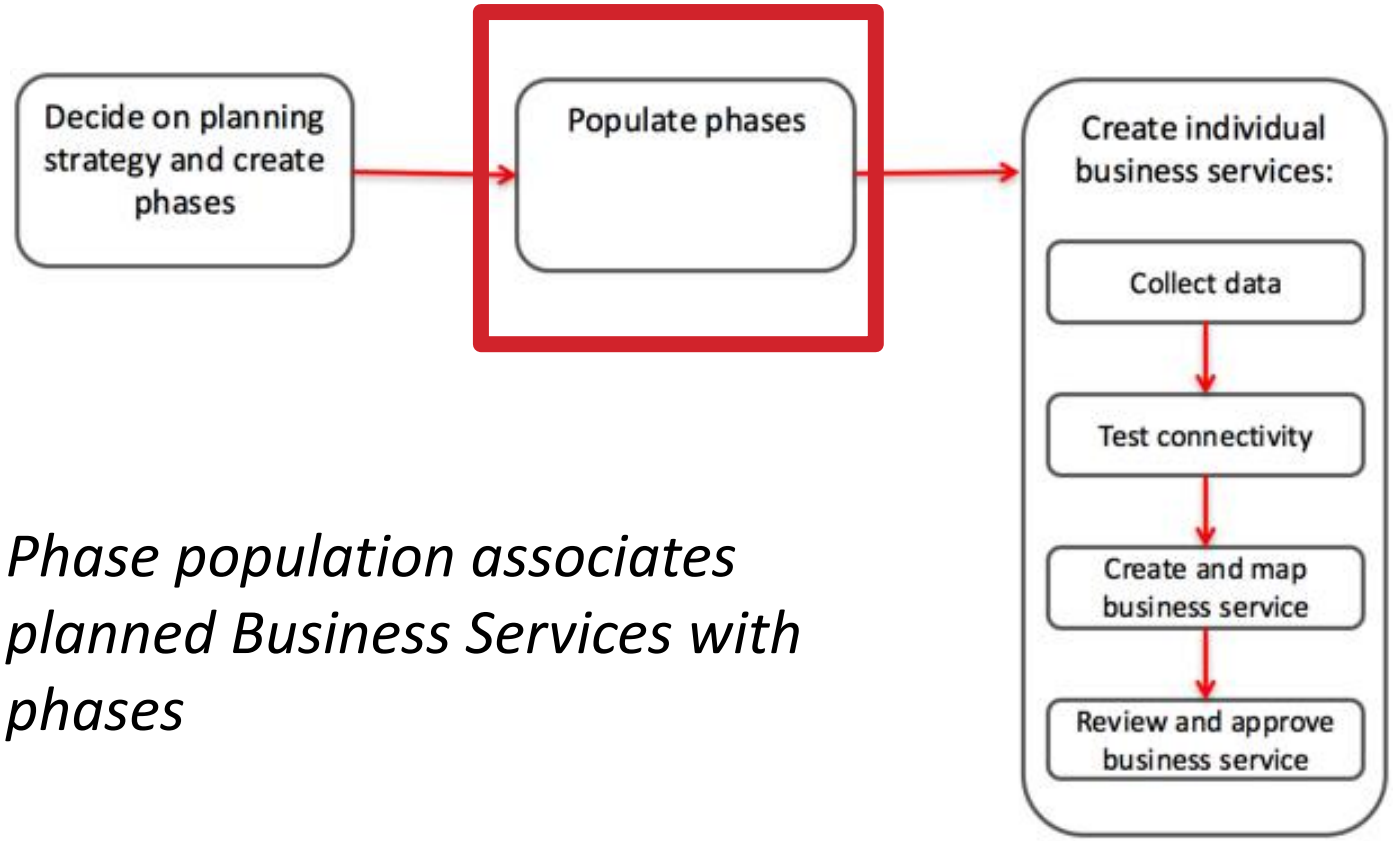


Phases define groups of business services

- Business Services can be organized into phases whichever way is effective for you
  - Location, type, by service, priority, etc.
- Phases do not have to be accomplished in any particular order
  - You can simultaneously make progress on different phases

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Planning Flow for Business Services

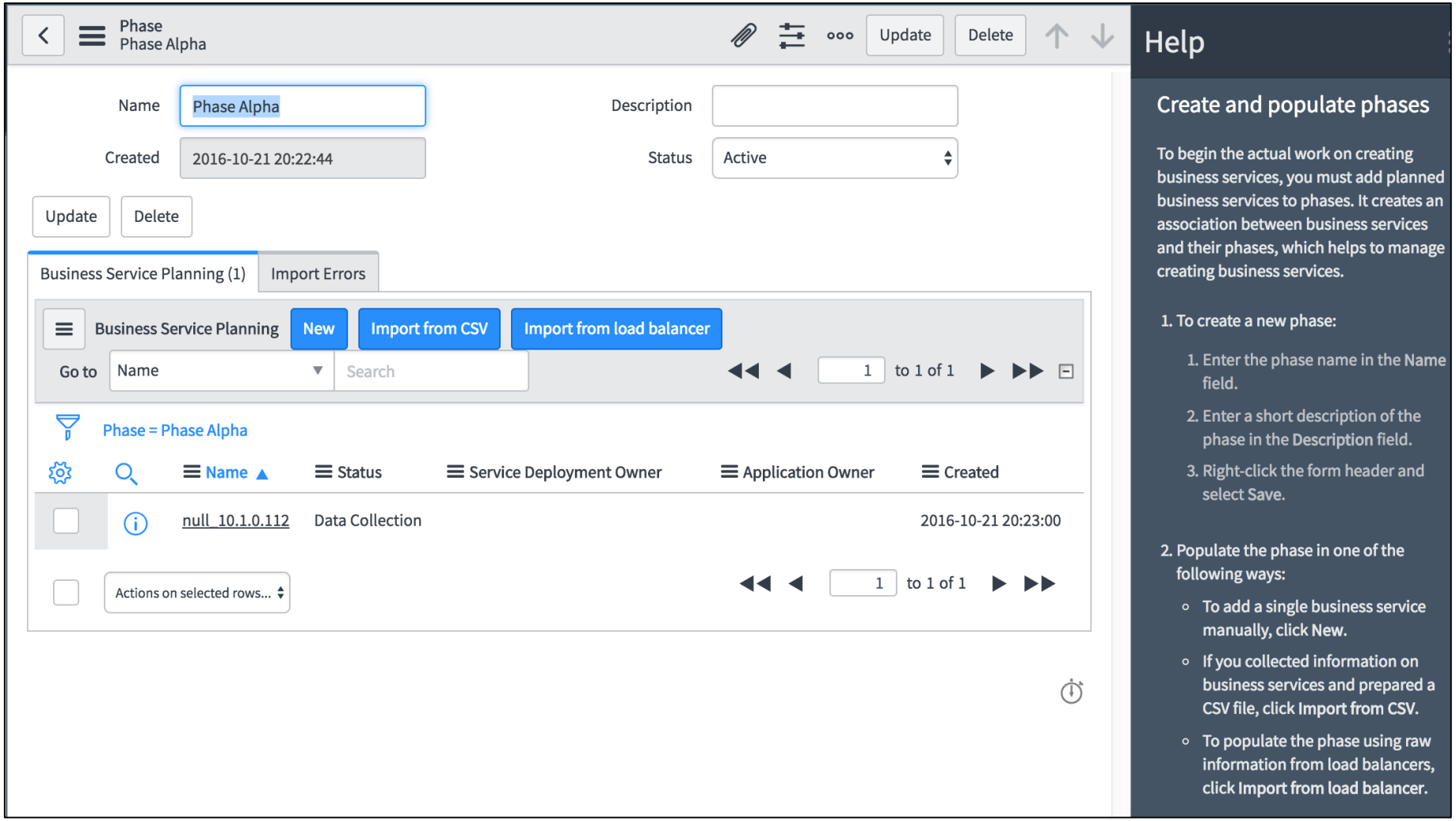


Phase population associates planned Business Services with phases

- Three options to populate phase:
  - Import from the CSV file
  - Import from a load balancer
  - Manually
- During population you need to always define deployment owner and application owner

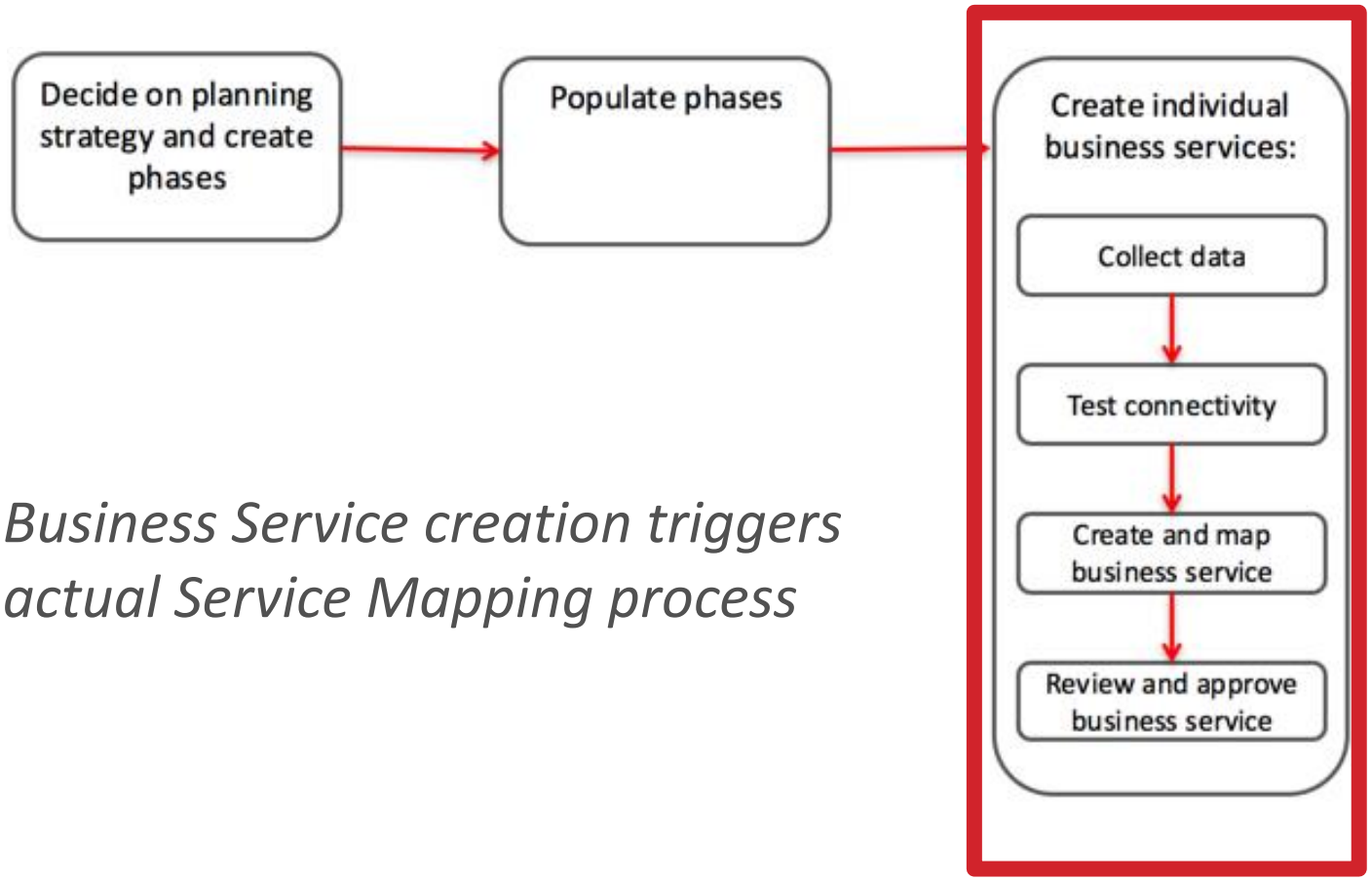
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Service Mapping Planner Phase Definition



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Planning Flow for Business Services

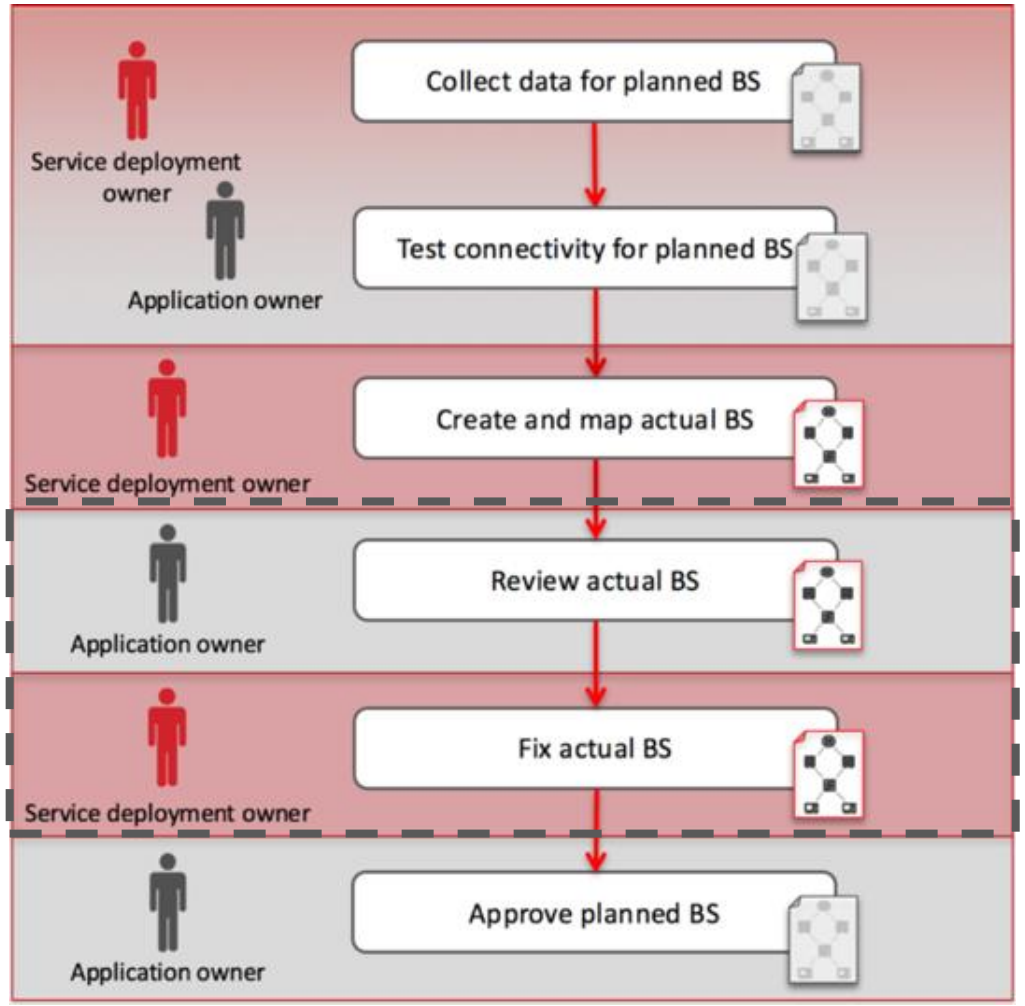


Business Service creation triggers actual Service Mapping process

- Business Service requires entry point information
- Creation of Business Service (BS) requires interaction between Service deployment owner and application owner
- Actual BS is created to CMDB

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Creating an Actual Business Service (BS)

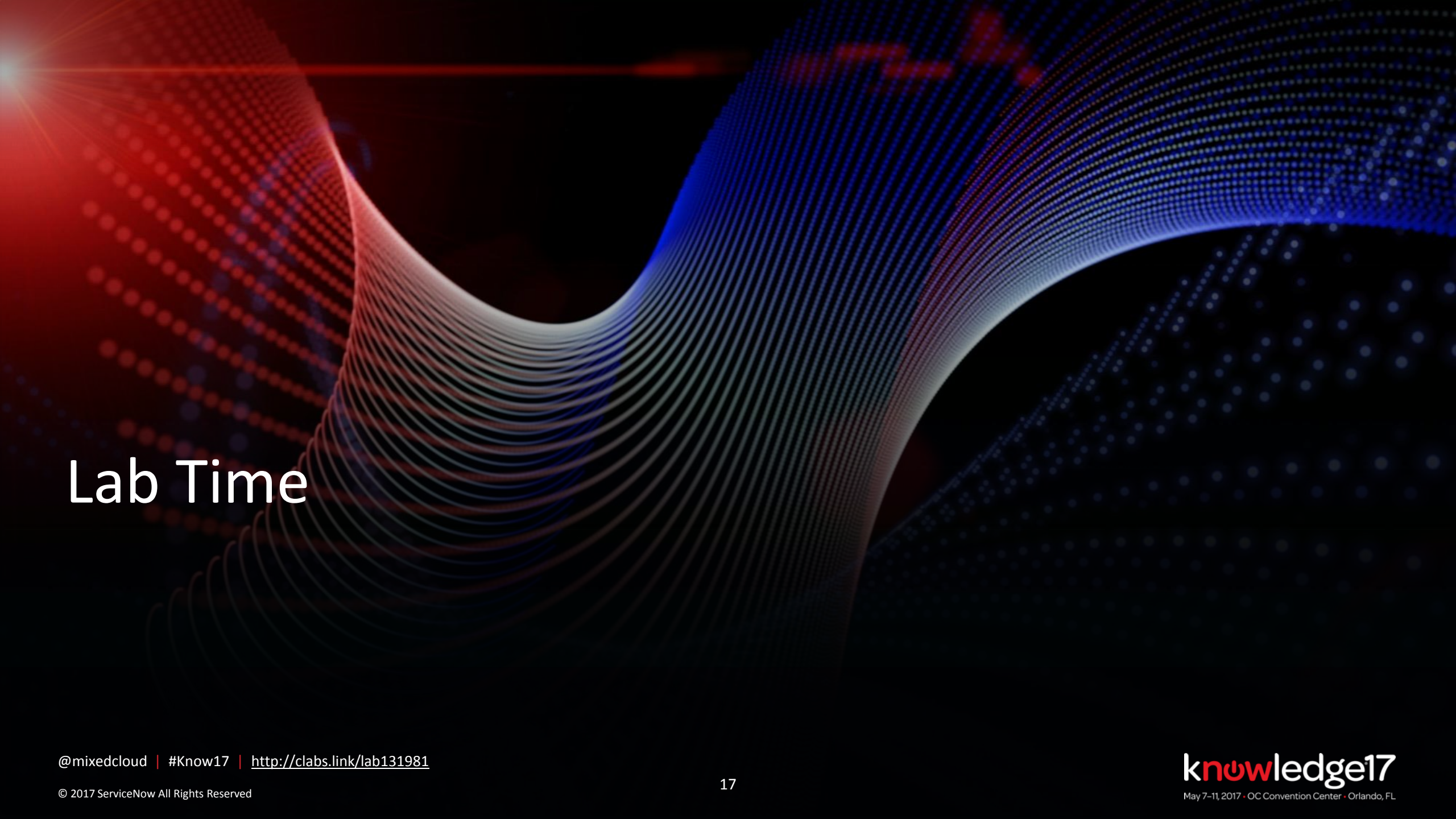


- The most important part of Service Map Planning process
- Four actual stages
- All stages (except approval stages) very likely will require multiple iterations
- After a new BS is created, Service Mapping all the modifications will be done on actual service
- To keep process consistent, all communications between service deployment owner and app owner should be done via Service Map Planner

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Demo

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LAB NOTES – READ CAREFULLY

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Instance username: admin

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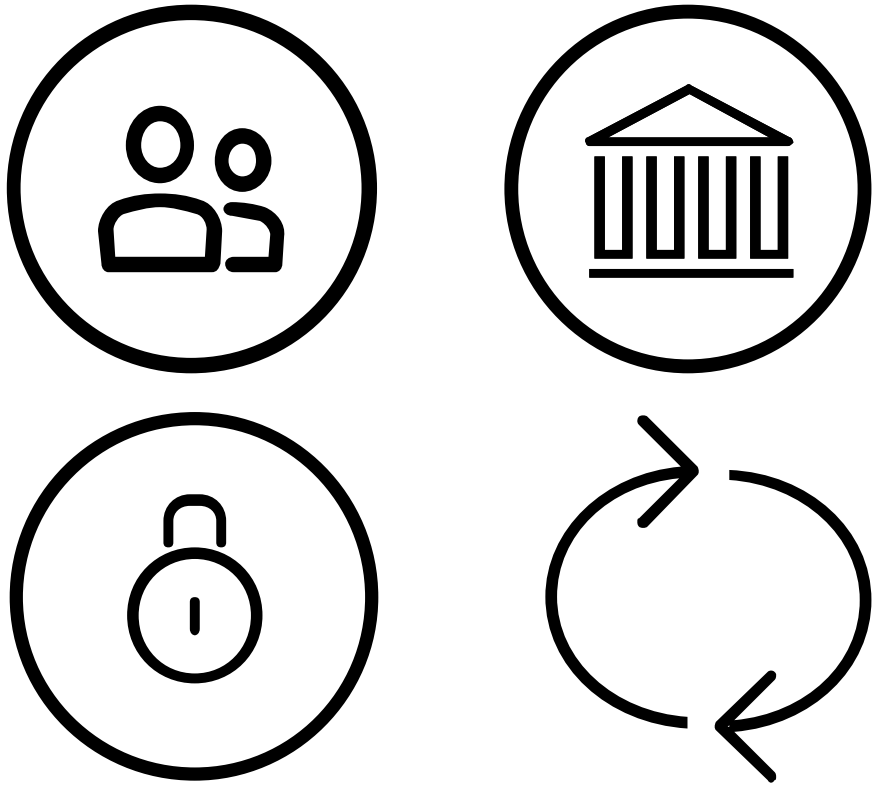
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Password: **Orl17LSPD!@#**

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Best Practice – How to Start Service Mapping

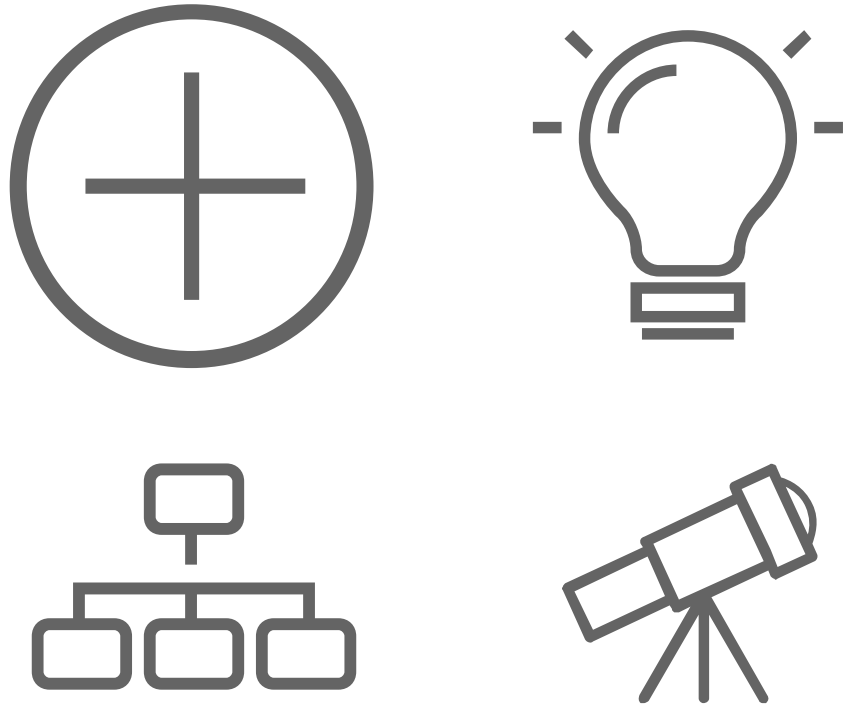
- Understand the “service”
  - Speak to application / service owners
    - Better understanding of service topology
    - Understand dependencies on other services
    - Document expectations of end result
- Credentials
  - Collect credentials
  - Understand the different types of credential required



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Best Practice – How to Get Started with Service Map Planner

- Prerequisites
  - Make sure that you have technical capability to map service
  - Make sure that you're able to identify stakeholders
- Just Use It
  - Start your Service Mapping process always with planner
    - Structured way to establish communication between service deployment owner and application owner
    - More services you have, more benefits you will get



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Top Takeaways

1

Service Mapping Prerequisites needs to be met before starting planning

2

Service Map Planner allows you to gather and test all Service Mapping-related information in one place

3

Remember to use Service Map Planner; it makes Service Mapping process much smoother

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Q & A

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