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WORK at LIGHTSPEED

Service Mapping and Discovery Pattern Designer

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ITOM BU

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Agenda

- What is a Pattern, and Why Use the Designer
- How to Start
- LAB 1.0 – Create a TOMCAT Unified Pattern
- LAB 2.0 – Run the Pattern
- LAB 3.0 – Dependency and Top-Down Views

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Speaker Introduction



Name: Oded Tsur

Title: Customer Success Manager

Function: ITOM BU

Company: ServiceNow

Experience: 30+ years in IT, 14 years in Development, 16 years in Presales and Sales

Expertise: Information management**,** Security, Operation management, Project and Process

Achievements: Happy family, three kids

Current Projects: Help driving customer success in the ITOM BU

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Speaker Introduction



Name: Aleck Lin

Title: Solution Architect

Function: Solution Consulting

Company: ServiceNow

Experience: 6 years as a developer at ServiceNow; 3 years as a solution architect at ServiceNow

Expertise: IT Operations management - Service Mapping/Discovery, Ops Intelligence, Cloud & Orchestration

Achievements: 2015 Innovation Award; 2016 Global ITOM SC of the Year

Current Projects: Leveraging machine learning to the world of IT operations

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Objectives and What You Will Learn

Objectives

- Patterns

What you will learn

- Why use them?
- When to use them?
- How to plan?
- What's required to be able to use patterns?
- Who would typically use patterns?

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What Is a Discovery Pattern?

- A discovery pattern is discovery logic expressed by a proprietary language called NDL
- A pattern is composed of various steps and is executed sequentially
- Using patterns to express the discovery logic gradually replaces the existing way of expressing discovery logic by aggregating various probes and sensors
  - *Helsinki – ”Horizontal” pattern*
  - *Istanbul – “Unified” pattern*
  - *Jakarta – New pattern designer*

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Why Pattern Designer

- Codeless
  - Pick an operation
  - Pick a variable
  - Mark desired text
- Guided by UI
- A built-in Debugger
- Fail-safe
- Flow-based
- Enables reuse

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How to Start – The 10 Commandments

1. Describe the application, scope it
   - DB, Web server, Middleware
2. Relate to other known products
   - Application family
3. List supported platforms
   - Unix, Linux, etc.
4. Determine what is unique for the application
   - Process name, command line process parameters
5. Find other unique identifiers
   - Version, configuration file location, listening port
6. Understand supporting CLI
7. Determine if the application has connections
   - TOMCAT to WAR
8. Know how connections are represented
   - For TOMCAT server.xml
9. Go through the manual steps you would have done
10. Start with the end in mind
    - CMDB tables population

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LAB 1.0

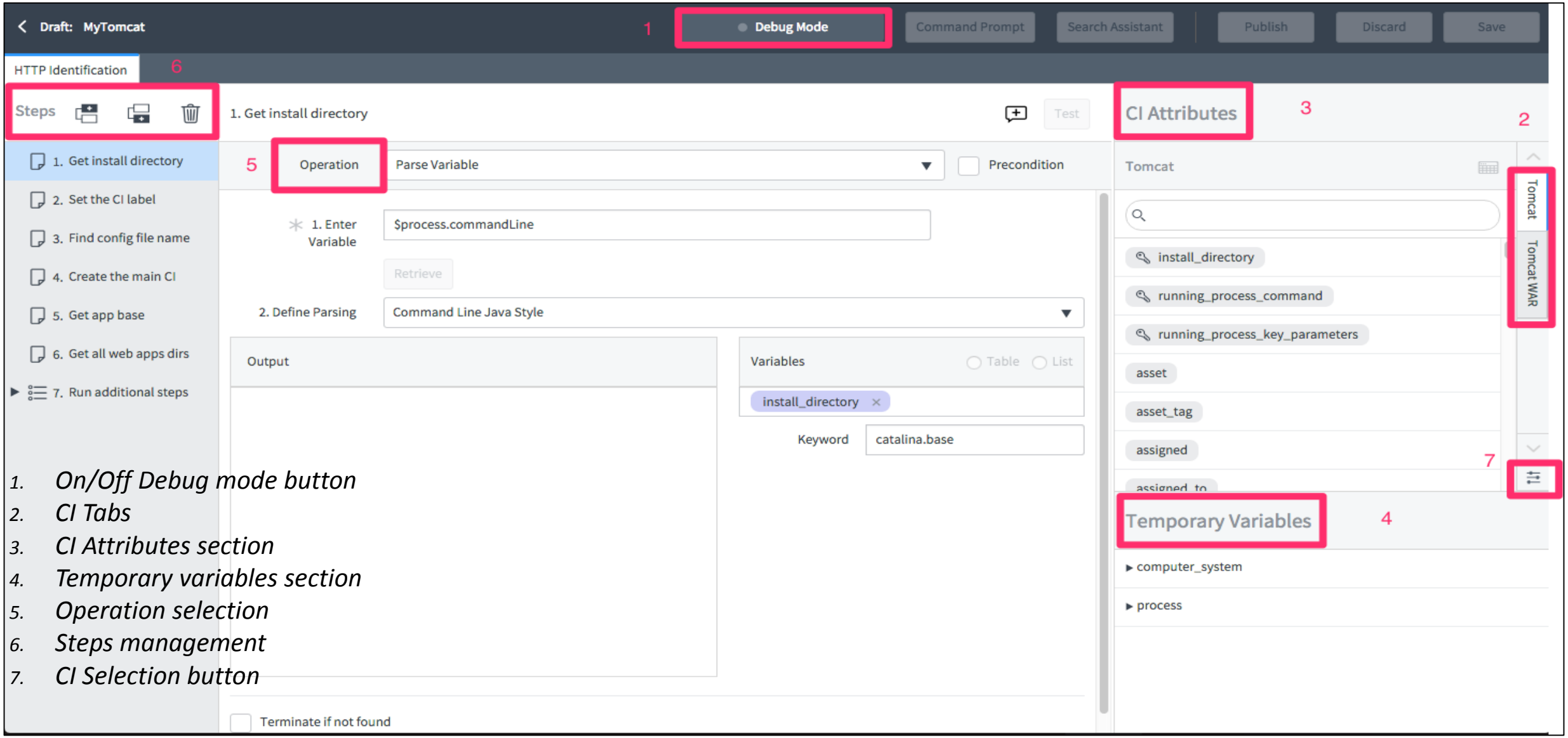
Please Follow the Lab Guide

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LAB 1.0 – Create a Unified Pattern

- Create a new pattern
- Create a new Identification section
  - Enter 7 Steps to discover the Main CI
- Create a Connection Section
  - Enter 3 Steps to create a connection to the right WAR according to an entry point context
- All activity is done in a Debug Mode to experience the outcome of each step in a real environment
- Debug mode is now either ‘Horizontal’ or ‘Top-Down’

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1. *On/Off Debug mode button*
2. *CI Tabs*
3. *CI Attributes section*
4. *Temporary variables section*
5. *Operation selection*
6. *Steps management*
7. *CI Selection button*

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LAB 2.0

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LAB 2.0 – Run the Pattern

- Set the new pattern to be triggered
- Run the new pattern created; understand the bigger picture and the underlying mechanism
  - Run quick discovery
  - Make sure the discovery is successfully done
  - Inspect the related CIs and dependency map
- When running quick discovery the system will discover the running processes and will trigger ‘MyTomcat’ pattern based on process classification

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LAB 3.0

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LAB 3.0 – A Top Down Look at the Discovery

- Understand the difference between the two types of discoveries and the different use of the same pattern
  - Create a business service.
  - Discover the “kapp” application within one of the discovered TOMCATs
- TOMCAT is discovered within a context of the service

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Top Takeaways

1

A pattern is the preferred way to write and maintain discovery logic

2

A unified pattern addresses both horizontal and top-down discoveries

3

Start with the end in mind:

Know the target CI/s and aim to populate the required data, step by step

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Thank You

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