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WORK at LIGHTSPEED

ServiceMapping Best Practices & Troubleshooting

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servicenow

Speaker Introduction



Name: Leonid Suslov

Title: ServiceMapping Jedi

Function: ITOM Practice

Company: ServiceNow

Experience: 3 years in ServiceNow, 17 years in IT

Expertise: IT Operations Management

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Speaker Introduction



Name: Anders Henriksson

Title: ServiceMapping Apprentice

Function: ITOM Practice

Company: ServiceNow

Experience: 6 years in ServiceNow, 10 years in ITOM, 22 years in IT

Expertise: Discovery, Orchestration

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Objectives and What You Will Learn

Objectives

- How do we map a business service? Planning, picking an entry point, running discovery, troubleshooting, and approval. This lab walks you through the process of mapping, with emphasis on troubleshooting – where to search for information, what to inquire, how to identify the root of a problem, and more.

What you will learn

- How to be more successful with ServiceMapping
- Shorten the time of troubleshooting
- Learn new capabilities

What we expect from you

- Experience in ServiceMapping
- Familiar with troubleshooting

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Instance registration and Moodle Service

1) Register your lab instance

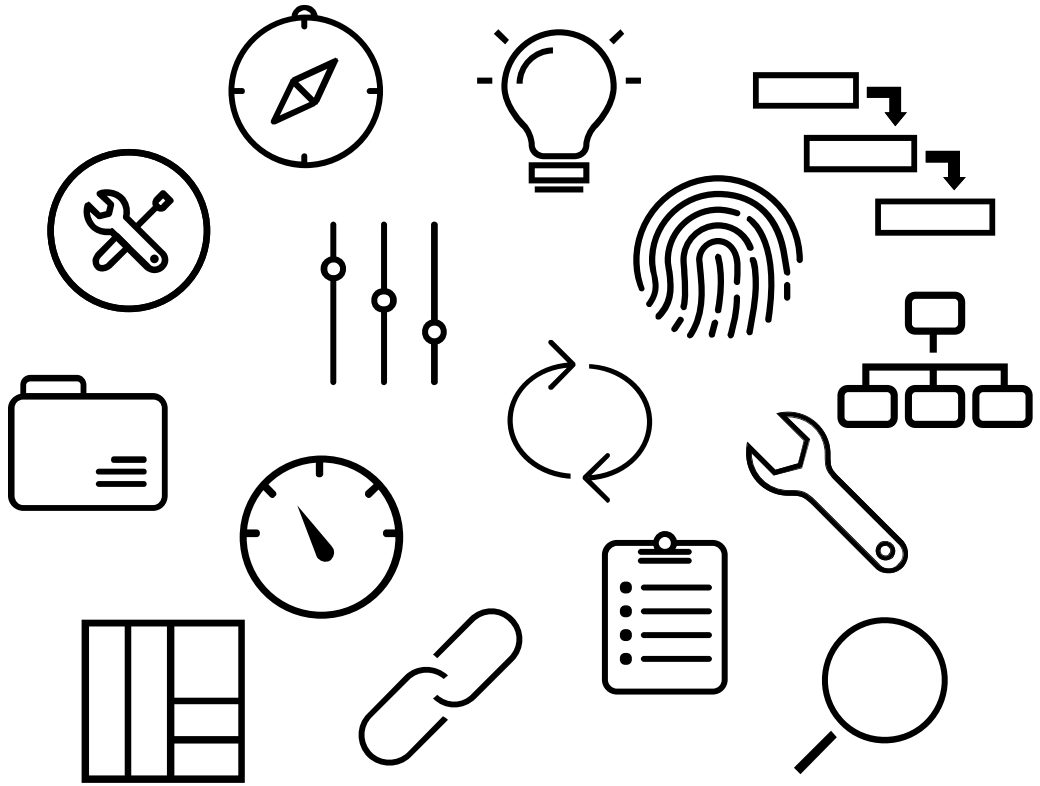
2) Download lab guide here:
http://bit.ly/2pxqyNt

Username: admin Password: Knowledge17

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What a Service Mapping Consultant Needs to Know…

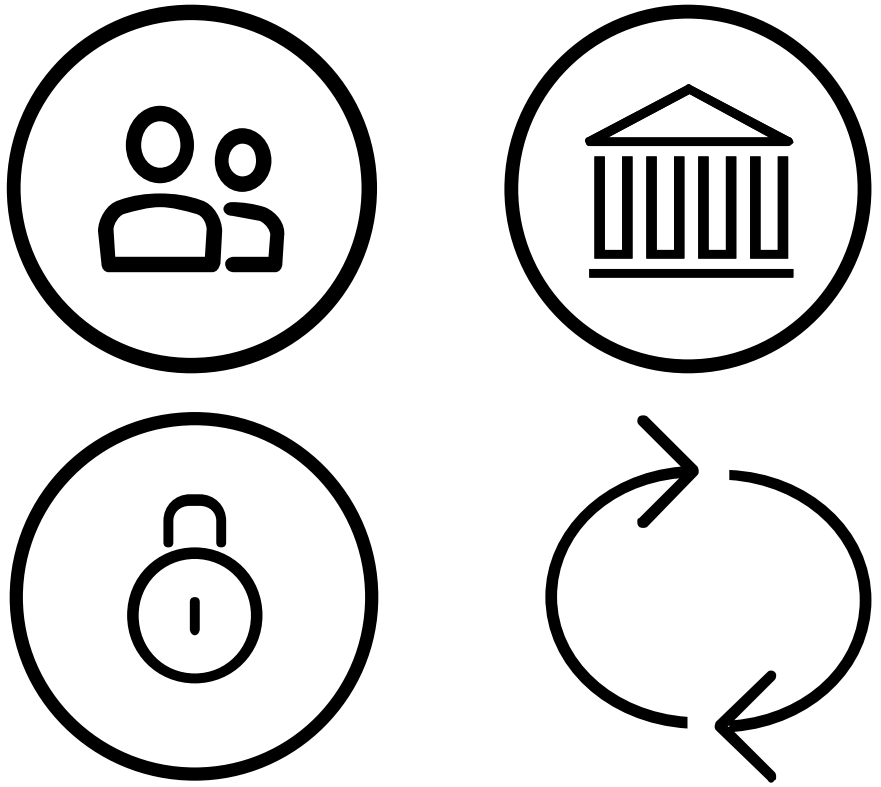
- CI Classes
- Credentials
- Entry Points
- Applications
- Patterns
- Experience
- Parsing
- Environment
- API
- Commands
- Communication
- ….



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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

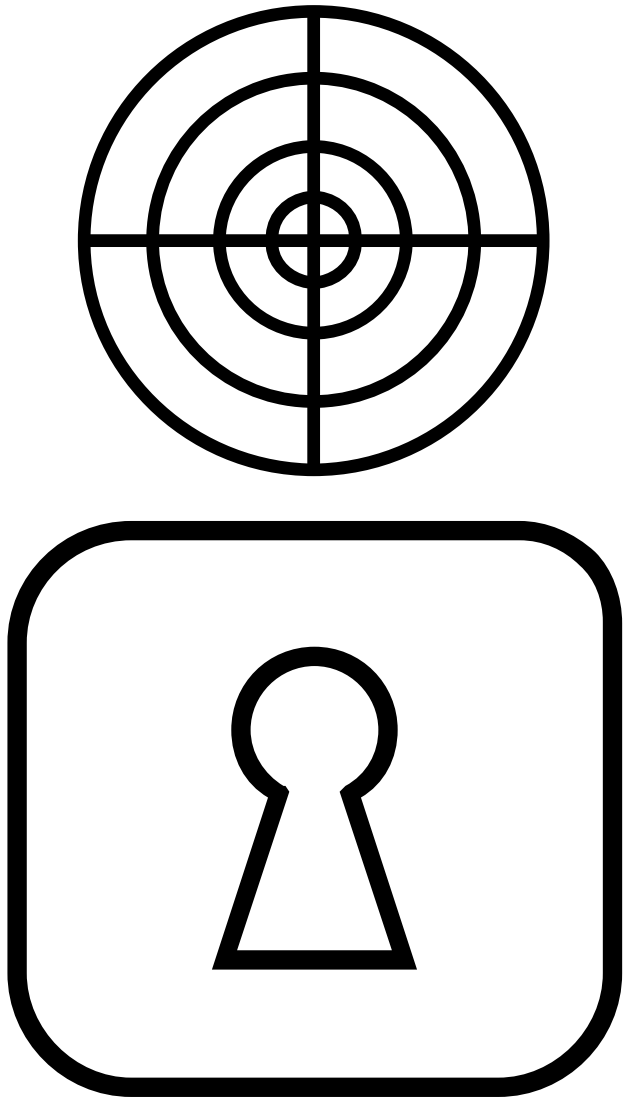


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Best Practice – Entry Points

- The entry point is the “connection” into the service and should:
  - Accessible from MID Server(s)
  - Select entry point for your “service”
    - 99% is HTTP(S) or TCP

- Management IPs
  - Used for managing and configuring a device, e.g., Load Balancer
  - Used by ServiceMapping to extract the required configuration
  - Also required when there are multiple interfaces, e.g., virtual IP



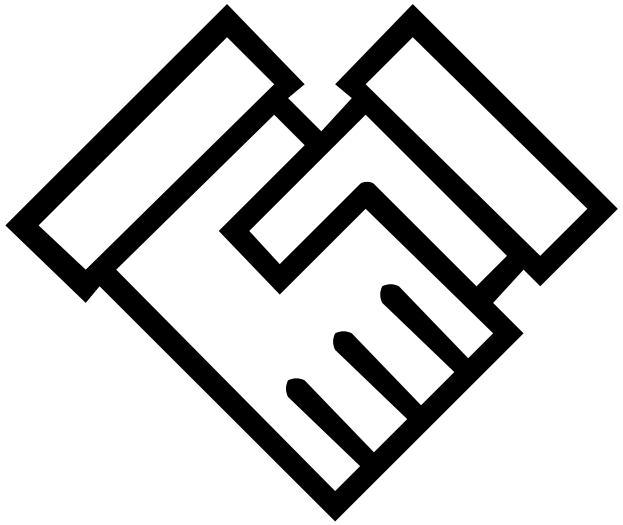
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Lab 1.1, 1.2, and 1.3

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Best Practice – Credentials

- Test credentials
  - Use ServiceNow
  - Logon to the MID Server host
- Understand the different types of credentials required
  - OS type credentials
  - Applicative Credentials
    - Link to CI Type
- Other areas which might impact your credential testing:
  - Connectivity (firewalls, load balancers, …)
  - Make sure the configuration for the privileged commands are setup correctly.





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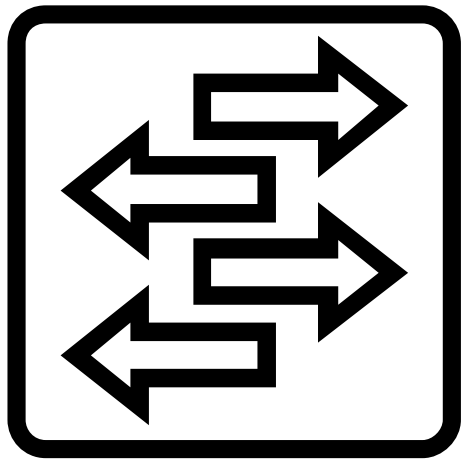
Lab 2.1, 2.2, and 2.3

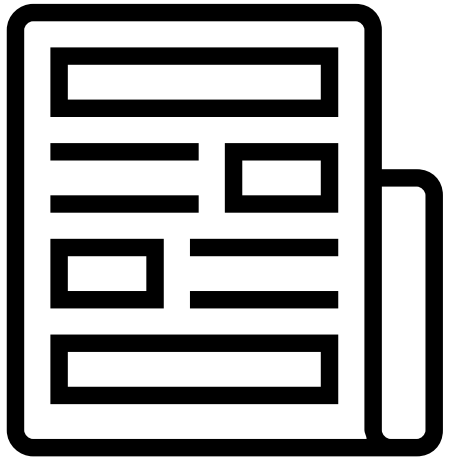
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Best Practice – Parsing Strategies

- Regular Expressions are powerful but complex
  - .*HOST\s?=\s?([^\s\)]+).*PORT\s?=\s?([^\s\)]+).*SERVICE_NAME\s?=\s?([^\s\)]+)

- ServiceMapping provides other parsing strategies
  - Text parsing
    - Delimited Parsing VS Regular Expressions
    - Use arrays in Connection step
  - Oracle parsing
    - Oracle File Parsing VS Regular Expressions
  - …and more…





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Lab 3.1 and 3.2

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Best Practice – Libraries

- Pattern Libraries contains steps to allow developers to duplicate functionality to another pattern without having to re-create the same steps in multiple patterns.
- Easily reuse steps in multiple patterns
- Examples
  - Special attributes
  - Log file parsing
  - Connectivity



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Lab 4.1, 4.2, and 4.3

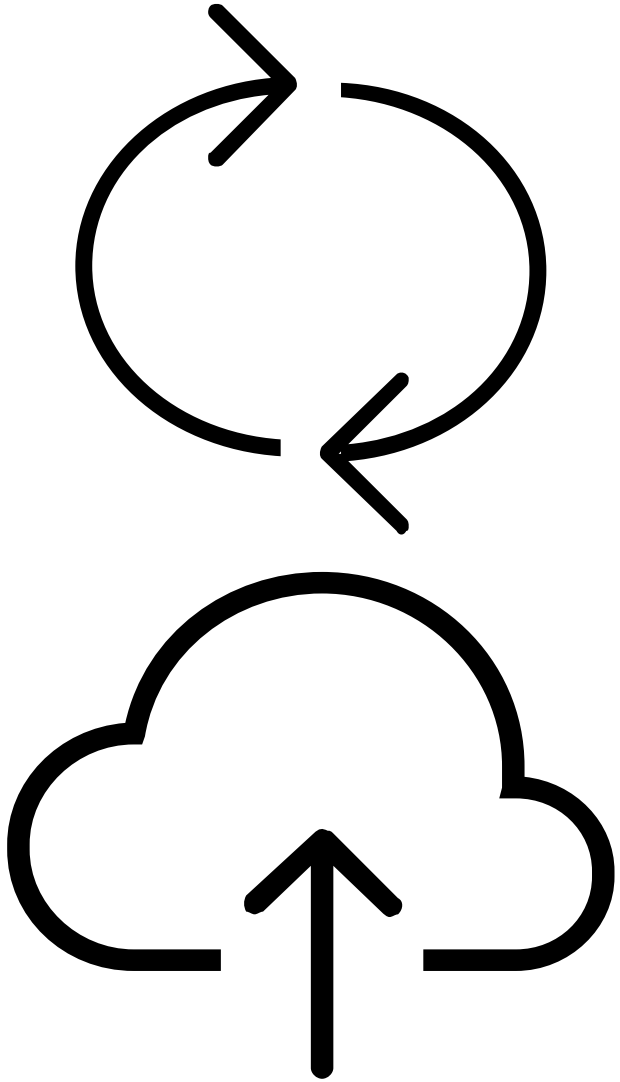
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Best Practice – Sync & Rollback

- Force updated pattern to be synchronized with the MID Server(s)
- Faster rollout when developing

- Rollback pattern to a previous version
- Same as other version controlled records in ServiceNow:
  - Compare to current
  - Revert to this version



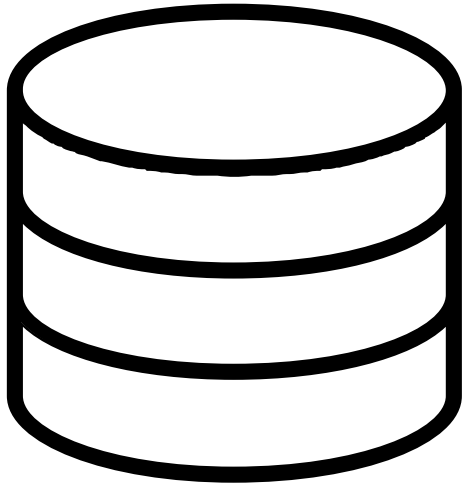
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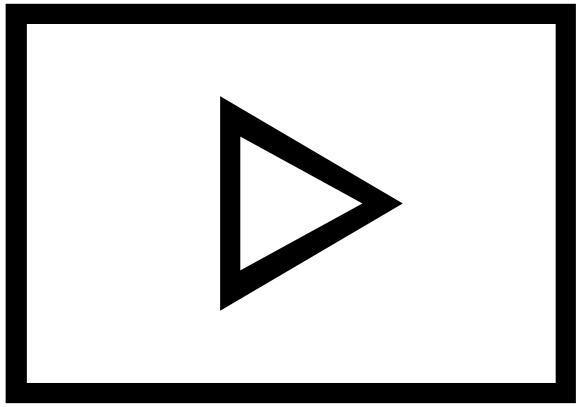
Best Practice – Applicative Credentials

- Allows us to run commands within an application instance

- Gather specific information about application configuration and/or connectivity.

- Examples:
  - IBM MQ
    - Collect information about queues related to the service.
    - `display qstatus(`*`QUEUE_NAME`*`) | runmqsc `*`QM_NAME`*
  - Oracle
    - Gather database connections from instance
    - `SELECT DB_LINK, HOST from DBA_DB_LINKS | sqlplus -s`
  - MySQL
    - Get database version
    - `mysql -u $$username$$ -p $$password$$ --version`





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Lab 5.1, 5.2, and 6.1

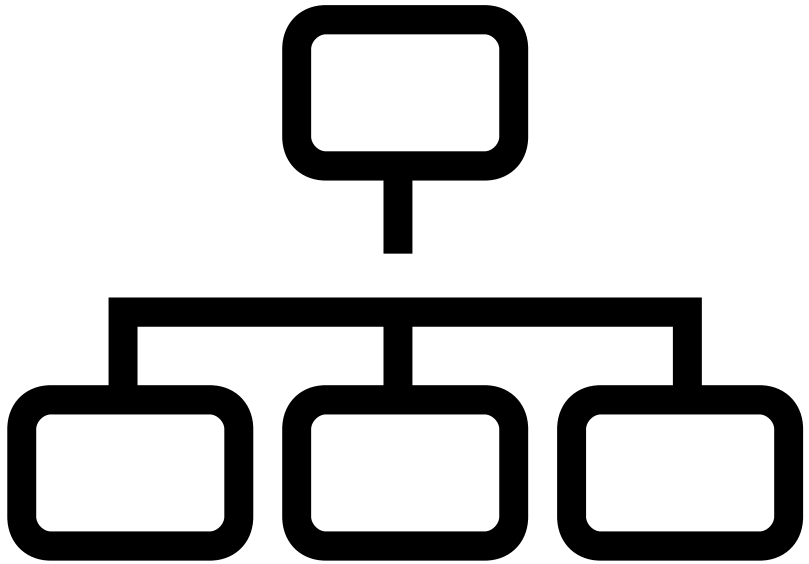
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Wrap-up

We hope we've been able to:

- Show how to be more successful with ServiceMapping
- Show how to shorten the time of troubleshooting
- You learned something new today!



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Thank You

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