Lab Guide

Discovery & Service Mapping in a Cloud First World – PaaS/IaaS

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Default Login / Password:

admin / Knowledge17

itil / Knowledge17

employee / Knowledge17

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Lab Goal

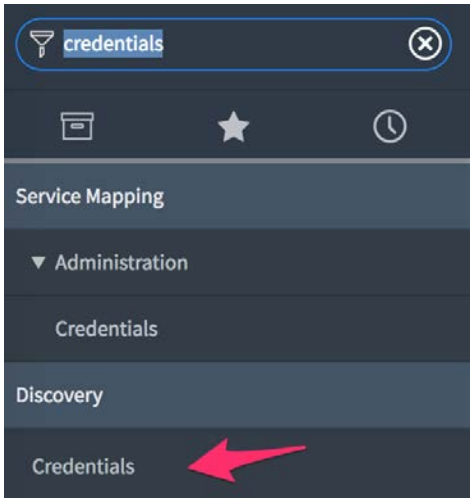
Lab 1.0
Enter Cloud Credentials

This lab explains how to enter credentials for cloud accounts (credentials for Amazon AWS account in this case).

During this lab, you will create a credential record and enter the various details for an AWS account, required for Discovery and Service Mapping to properly log in and retrieve information about the cloud account.

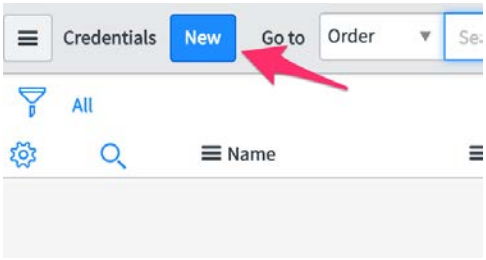
Navigate to the Credentials Screen

1. Navigate to the unique instance URL provided to you.
2. Log in with the provided credentials.
3. Search for **Credentials**.
4. Click on **Credentials**.

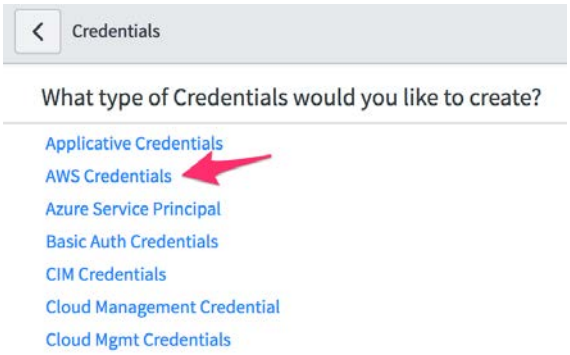


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5. On the Credentials page, click **New**.



6. In the credential type list, click on **AWS Credentials**.



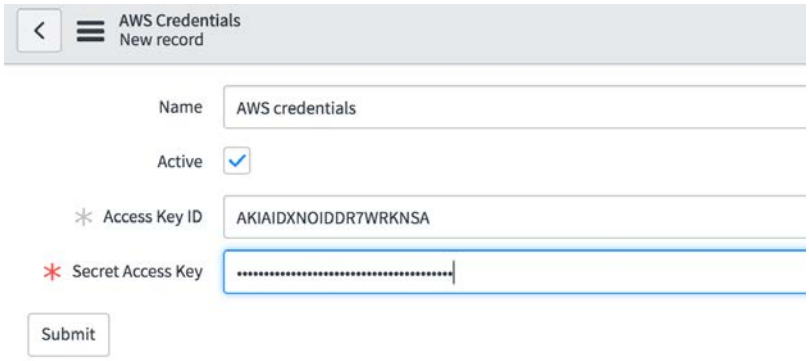
7. Enter the credential details as shown in the next section.

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Enter AWS Credential Details

1. Enter the following information in the AWS Credentials page:

   Name: **AWS credentials**
   Active: **Checked**
   Access Key ID: **AKIAIDXNOIDDR7WRKNSA**
   Secret Access Key: **4uDlwycEr+qEEyDLPdJblhj2LV0BRVotXjr1VHYJ**



2. Click **Submit**.

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Lab Goal

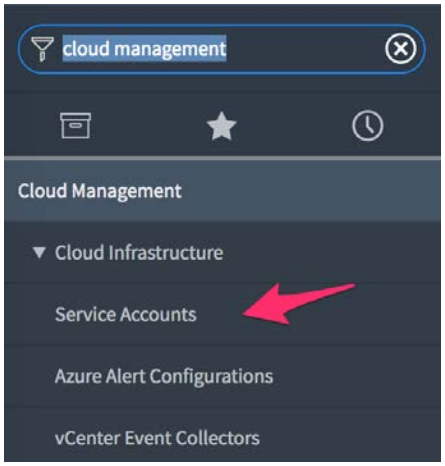
Lab 2.0 Create Cloud Service Account

This lab explains how to create a service account CI for a cloud account.

During this lab, you will create a service account record and enter the AWS account details. In addition you will populate the list of AWS regions (called cloud data centers within the product) as part of the service account.

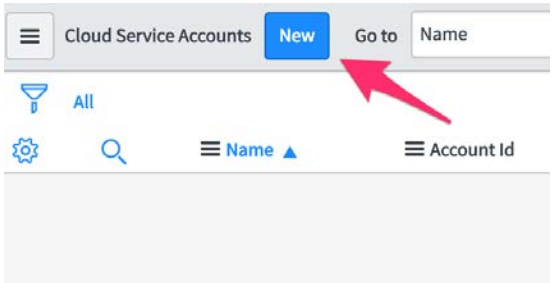
Navigate to the Cloud Service Accounts

1. Search for **Cloud Management**.
2. Click **Service Accounts**.



Create a Cloud Service Account

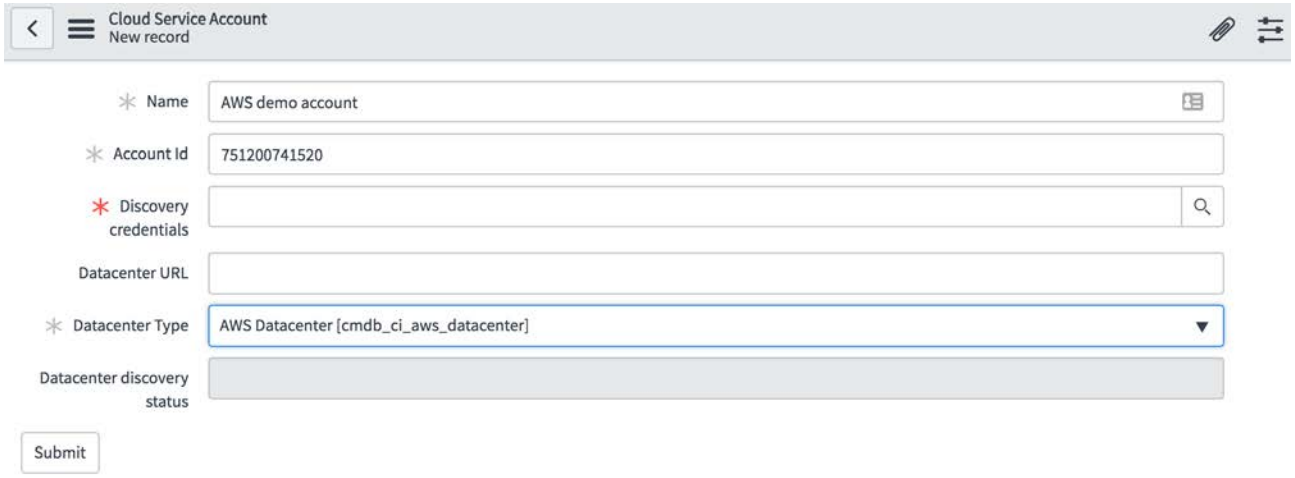
1. On the Cloud Service Accounts page, click **New**.



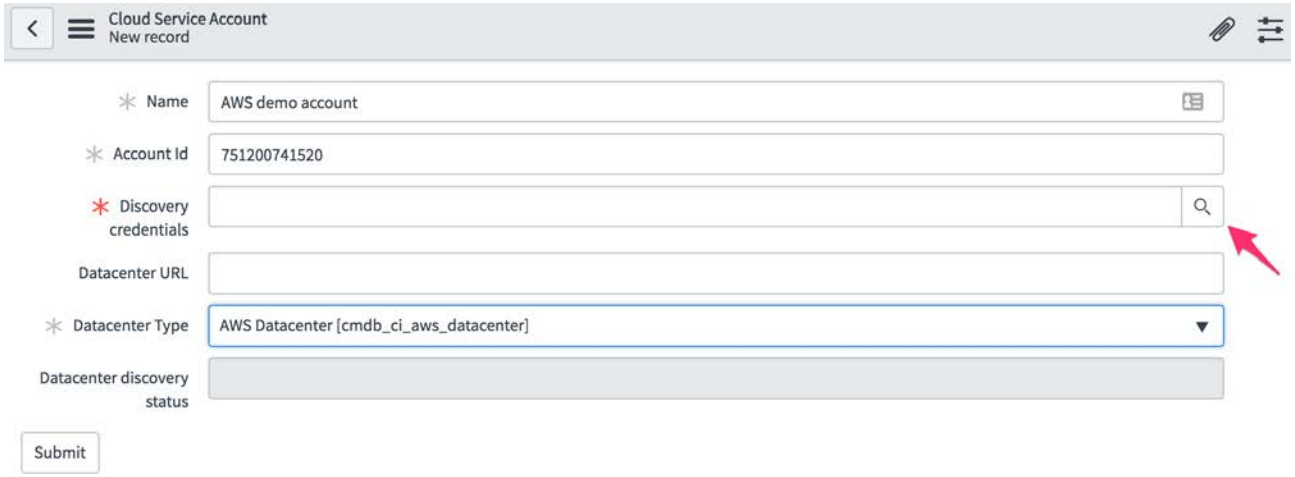
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2. Enter the following information in the Cloud Service Account page:

   Name: **AWS demo account**
   Account Id: **751200741520**
   Datacenter Type: **AWS Datacenter [cmdb_ci_aws_datacenter]** (select from list)

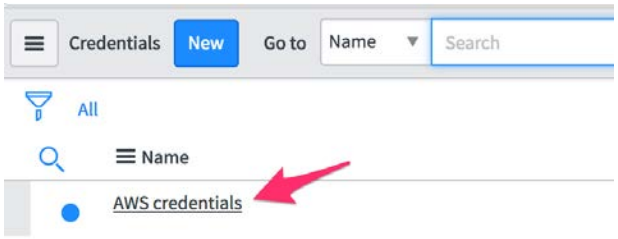


3. Click the magnifying glass on the right of the Discovery credentials field.



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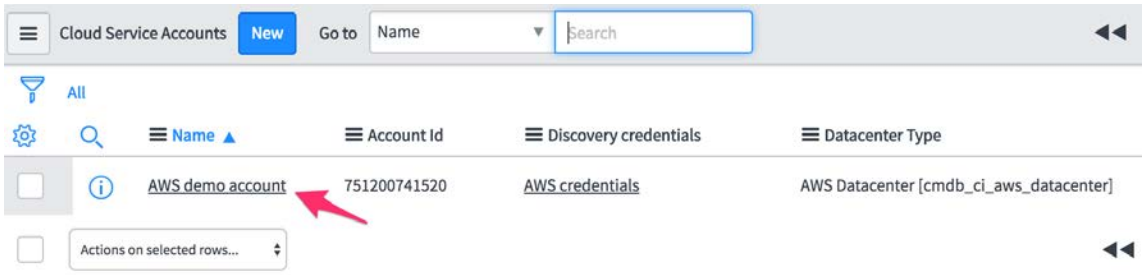
4. Click the credential entry that you previously created from the list.



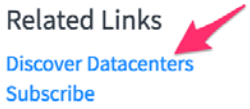
5. Click **Submit**.



6. Click on the service account that you just created from the list.

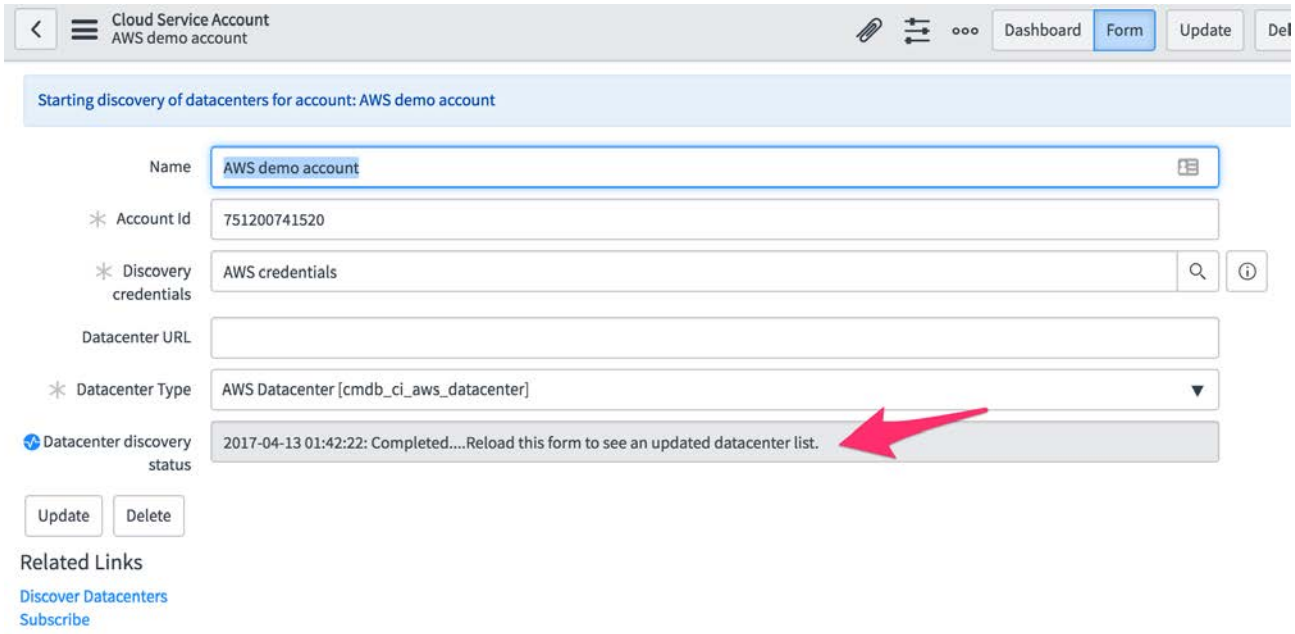


7. In the Cloud Service Account page, click **Discover Datacenters** under Related Links.

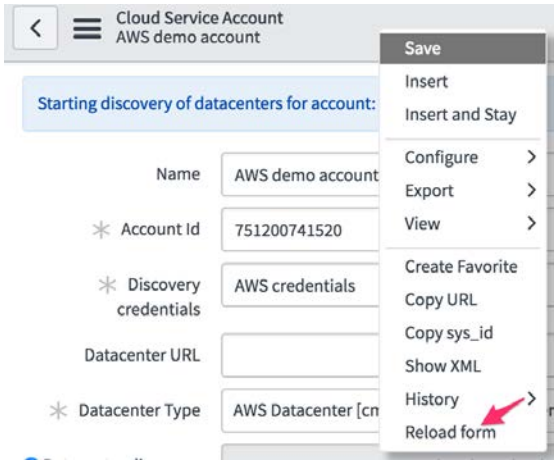


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8. Discovery of datacenters (AWS regions) begins and a notification is shown at the top. Wait until the Datacenter discovery status field content changes to **Completed**.

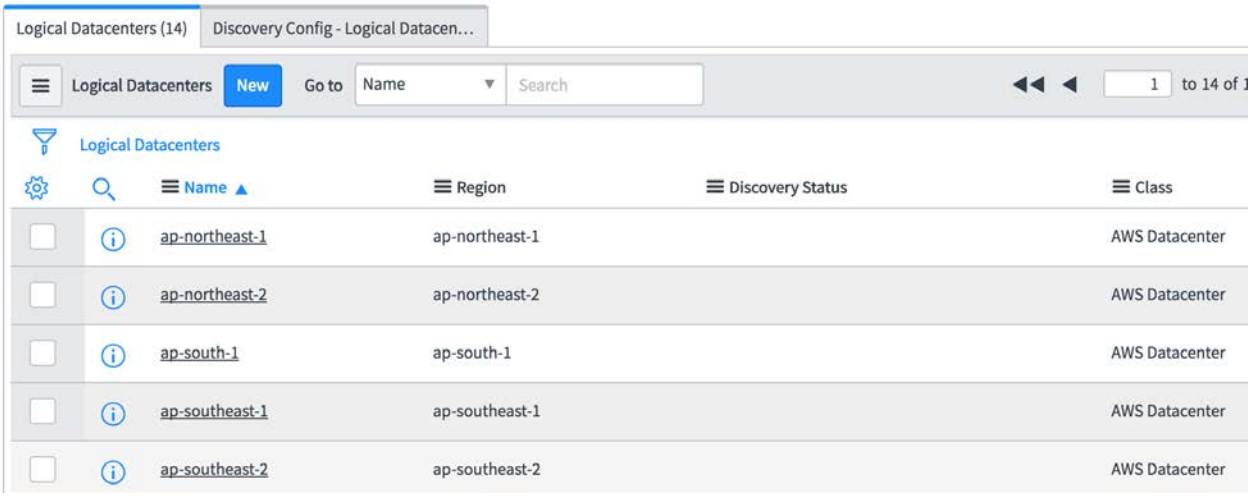


9. Right-click on the header line (next to the Cloud Service Account title) and select **Reload form** from the drop-down menu.



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10. Review the discovered datacenters (AWS regions) in the Logical Datacenters tab.



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Lab Goal

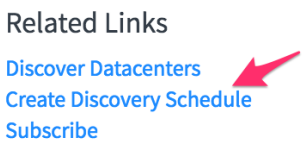
Lab 3.0 Discover the Cloud Account Contents

This lab explains how to discover the contents of the cloud account that you previously defined.

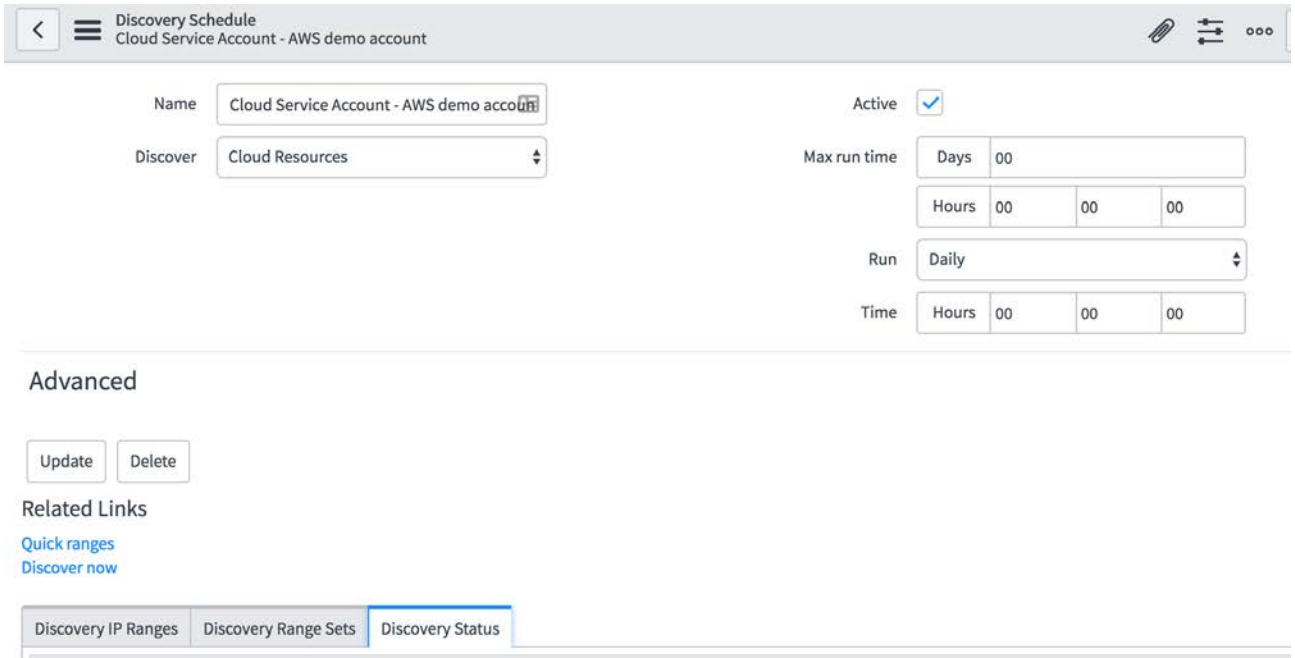
During this lab, you will create a discovery schedule for the service account, execute the discovery schedule and track the progress until the discovery is completed.

Create Discovery Schedule for Cloud Account

1. In the Cloud Service Account page, click **Create Discovery Schedule** under Related Links.

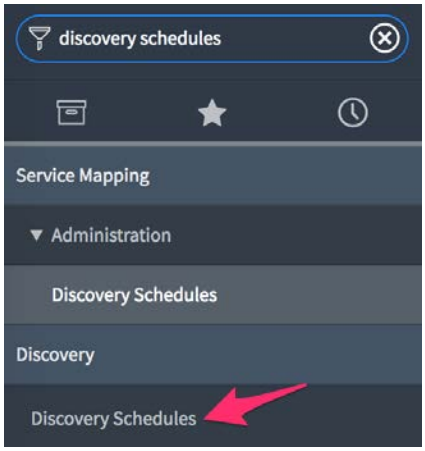


2. You'll move to the Discovery Schedule screen for the previously created service account.

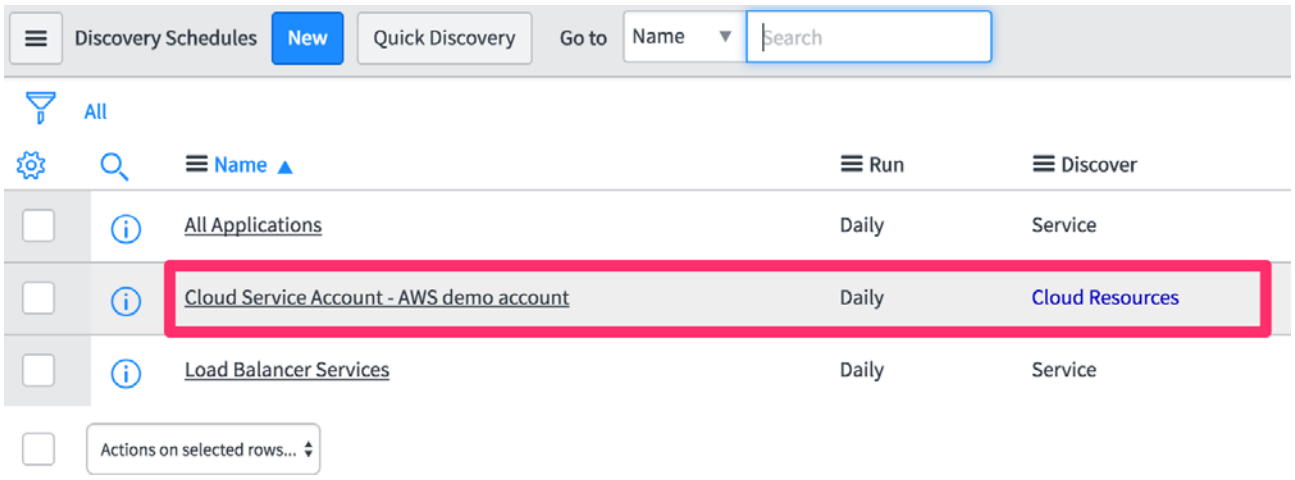


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3. Change the **Run** (frequency) and **Time** (start time) fields to define when discovery of this cloud account will take place.
4. Click **Update**.
5. Search for **Discovery Schedules**.
6. Click **Discovery Schedules** under Discovery (not under Service Mapping!).

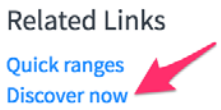


7. From the Discovery Schedules screen, click the discovery schedule that you just created (the one with a value of **Cloud Resources** in the Discover column).



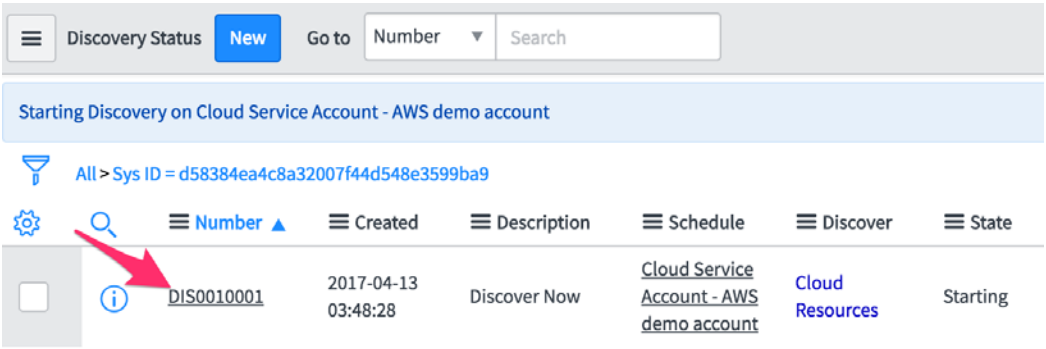
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8. Click the **Discover now** link under Related Links.

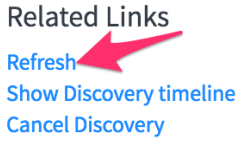


9. You move to the Discovery Status screen, and your discovery schedule is in Starting state.

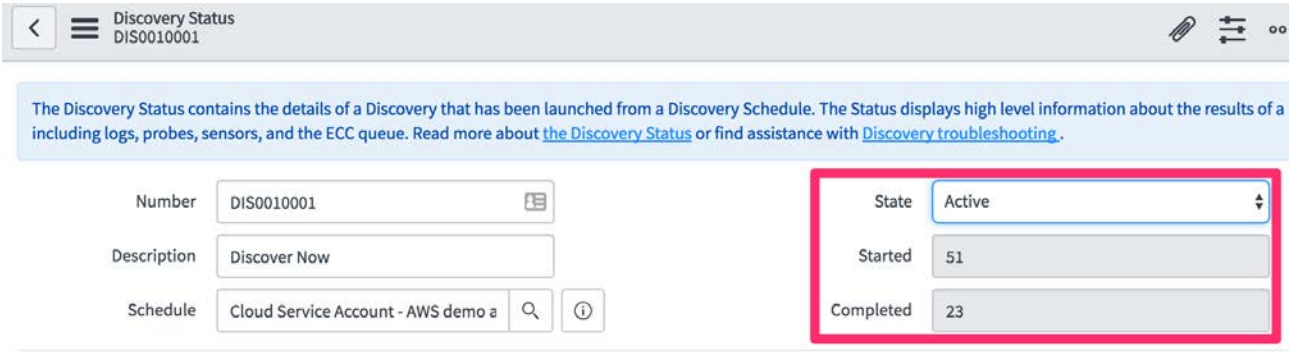
10. Click on the discovery schedule that you just initiated.



11. In the Discovery Status screen, click **Refresh** under Related Links, until the state field changes from Active to Completed.



12. When you refresh, notice the number of tasks in the **Started** and **Completed** fields increase. You can also view the progress in the Discovery Log tab on this page.



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Lab Goal

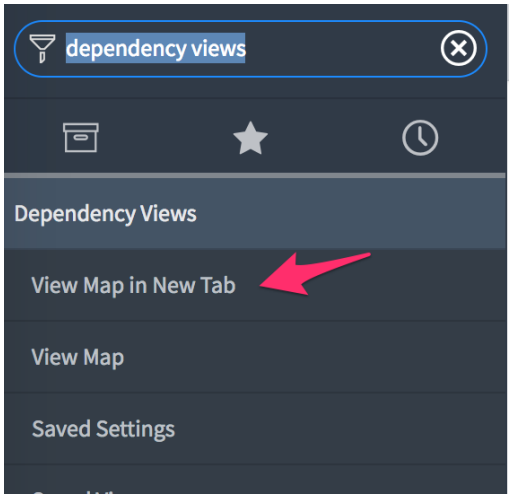
Lab 4.0 Run the Pattern

This lab explains how to run the new pattern created, and it explains how to understand the bigger picture of the underlying mechanism. The lab includes the following tasks:

- Run quick discovery
- Make sure the discovery is successfully done
- Inspect the related CIs and dependency map

Run Quick Discovery

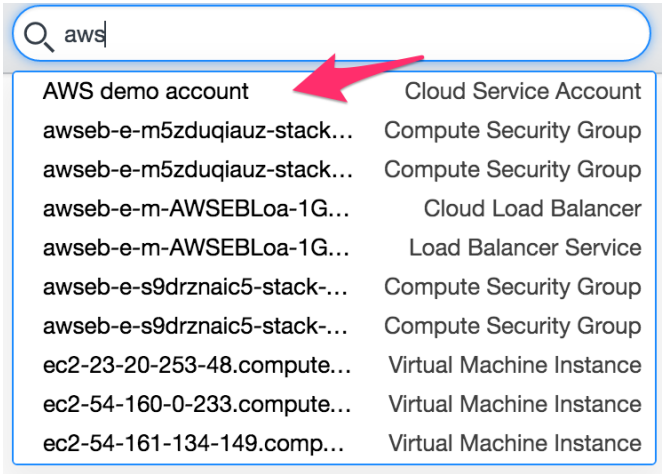
1. In the search field search for **Dependency Views**.
2. Click **View Map in New Tab**.



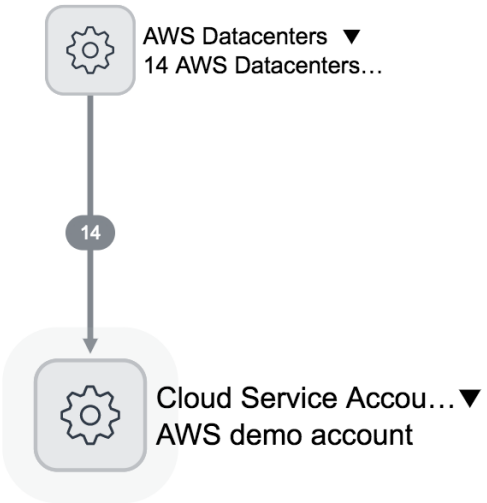
3. In the search box at the top, enter **AWS**.

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4. From the list of suggestions, select **AWS demo account** (the service account CI that you previously created).



5. In the map, right-click the **AWS Datacenters** icon and select **Expand**.



6. In the resulting map, you can review all of the objects that were discovered.

7. Try to find in the map objects of the following types:

   Cloud Database
   Virtual Machine Instance
   Storage Volume

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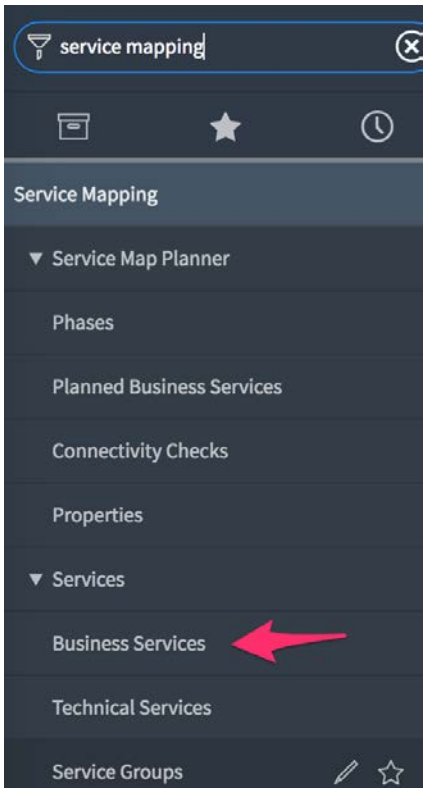
Lab Goal

Lab 5.0
Top Down Discovery

This lab guides you through defining a new business service with its entry point and viewing how the contents of the business service get discovered. You will see a combination of standard applications and PaaS (Platform as a Service) applications get discovered as part of the service map.

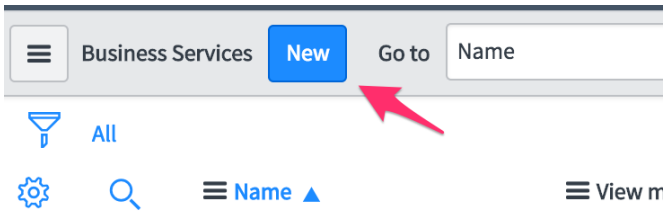
Create a Business Service

1. Search for **Service Mapping**.
2. Click **Business Services** (under **Services**).



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3. Click **New**.

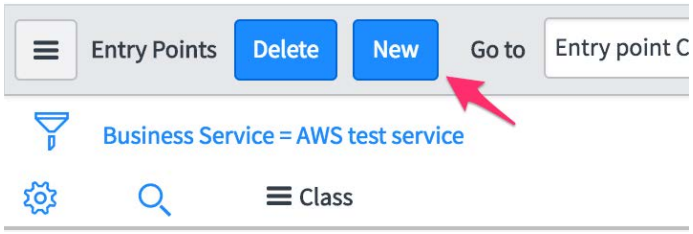


4. Enter the following information:

   Name: **AWS test service**

5. Click **Save**.

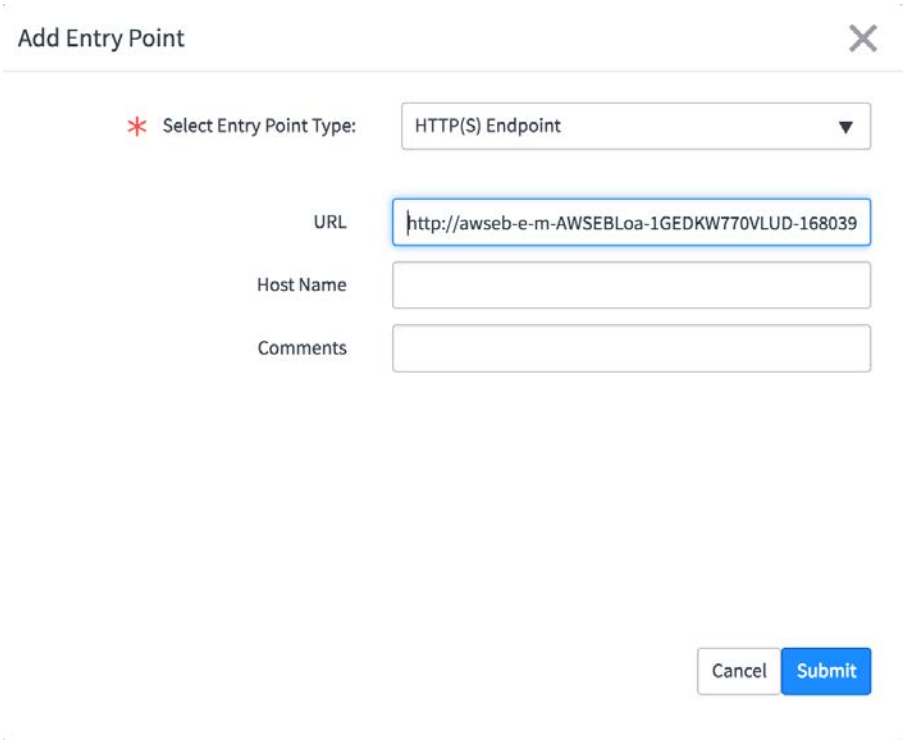
6. In the **Entry Points** table, click **New**.



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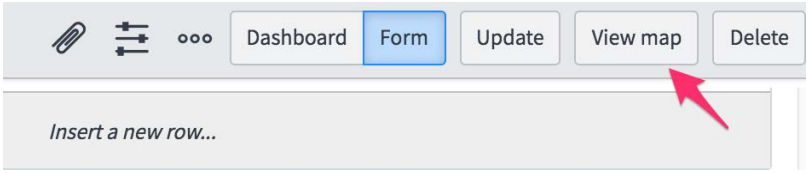
7. Enter the following information:

   URL: **http://awseb-e-m-AWSEBLoa-1GEDKW770VLUD-1680397697.us-east-1.elb.amazonaws.com**



8. Click **Submit**.

9. Click **View Map** in the top-right corner.



10. Top-down discovery takes place for this business service and the map will be updated as more entities get discovered.

11. Once discovery is done, review the resulting business service map.

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