Lab Guide

Zero to Cloud in an Hour (Amazon) with ServiceNow Cloud Management

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Default Login / Password: Knowledge17

admin / Knowledge17

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Overview

This lab teaches some of the initial set-up steps to using Cloud Management on the ServiceNow platform. By the end of this lab, you should know how to set up discovery of your cloud resources, as well as how to set up a basic catalog item for others to consume.

Steps:

1. Credentials
2. Service Account
3. Cloud Account
4. Import a Cloud Template
5. Deploy Service

This lab is focused on the Amazon Web Service, but another session will focus on Microsoft Azure. The ServiceNow interface makes both processes very similar because our goal is to support many different cloud technologies, some day.

Lab Goal

Lab 1
Credentials

The first step on our journey into the cloud to set up credentials for our cloud of choice. Your ServiceNow lab instances are already configured with all the plugins and software you will need to do this. All we need to do is configure it.

Credentials for this lab are going to be available on a separate hand-out. Ask your lab gurus for details.

Enter Credentials

1. Log into your demo environment.
2. Navigate to **Orchestration → Credentials.**
3. Click the **New** button.
4. Select AWS Credentials for the new credential type.
5. Give this credential a name, like “AWS One,” or “Cloud Lab - AWS.” You will need it later.



6. Fill out the rest of the form according to the Amazon Credentials you should have for this class.
7. Click the Submit button.

Lab Goal

Lab 2 Service Account

This lab ties a set of credentials into a Cloud Management Service Account. This facilitates service actions within the given cloud, such as Discovery and Provisioning.

Create Service Account

1. Navigate to **Cloud Management → Service Accounts.**
2. Click the New button.
3. Give our service account a name, such as “Cloud Lab,” or “Service One.” We will use this name again, later.



4. The Account ID from your credential hand-out goes into the “Account ID” field of this form.
5. For the Discovery credentials, click the magnifying glass. You should see the name of the credentials you set up in Lab 1.
6. There is no “Datacenter URL” for this exercise, so leave that one blank.
7. Select the Datacenter Type appropriate for your Cloud and credentials.
8. Click the Submit button.

Lab Goal

Lab 3
Cloud Account

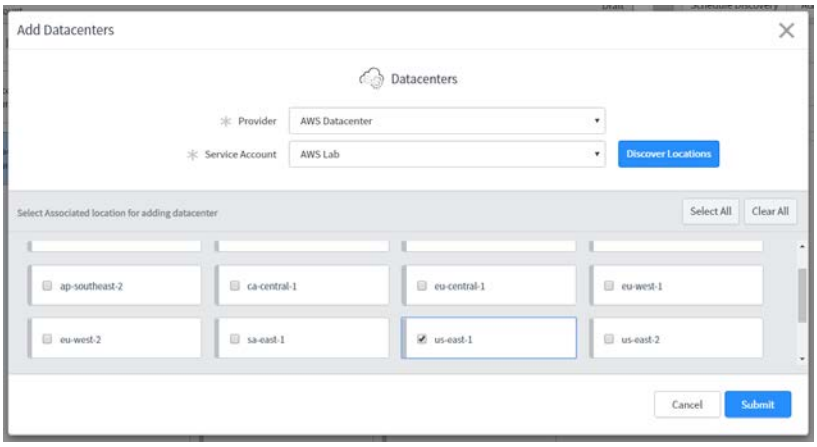
Using our Service Account, we will create an abstraction called the Cloud Account. This serves as a point-of-service for the consumption of Cloud services.

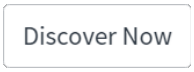
Create Cloud Account

1. Navigate to **Cloud Management → Cloud Accounts.**
2. Click the **New** button.

Note: *This form will evolve as we fill it out.*

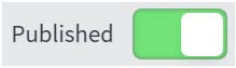
3. For the "Name" field, we will give it a label. This should be something like "Amazon Cloud 1" or "K17 Cloud Account."
4. Similarly, you can give it a short "Description," here.
5. When you click **Submit**, the form will update and present new choices.
6. For "Provider," choose the type (Amazon) that you want to start out with.
7. For "Service Account," choose the name of the Service Account you created in Lab 2. Be sure it is the same type as the "Provider."
8. Now, we are going to **Discover Locations**. This is going to cause your instance to be busy for a minute or two.



9. Once the system returns, you should see a set of datacenter “cards” to choose from. Select one and click “Submit.”
10. (Optional) Clicking 

starts a job to see the things inside your Cloud Account.

    Note: *If you get this far with your own credentials, you will have Cloud Discovery up and running for the services that you consume for yourself or your own company. That is all it takes!*

11. To finish the Cloud Account, slide the indicator to “Published.” 

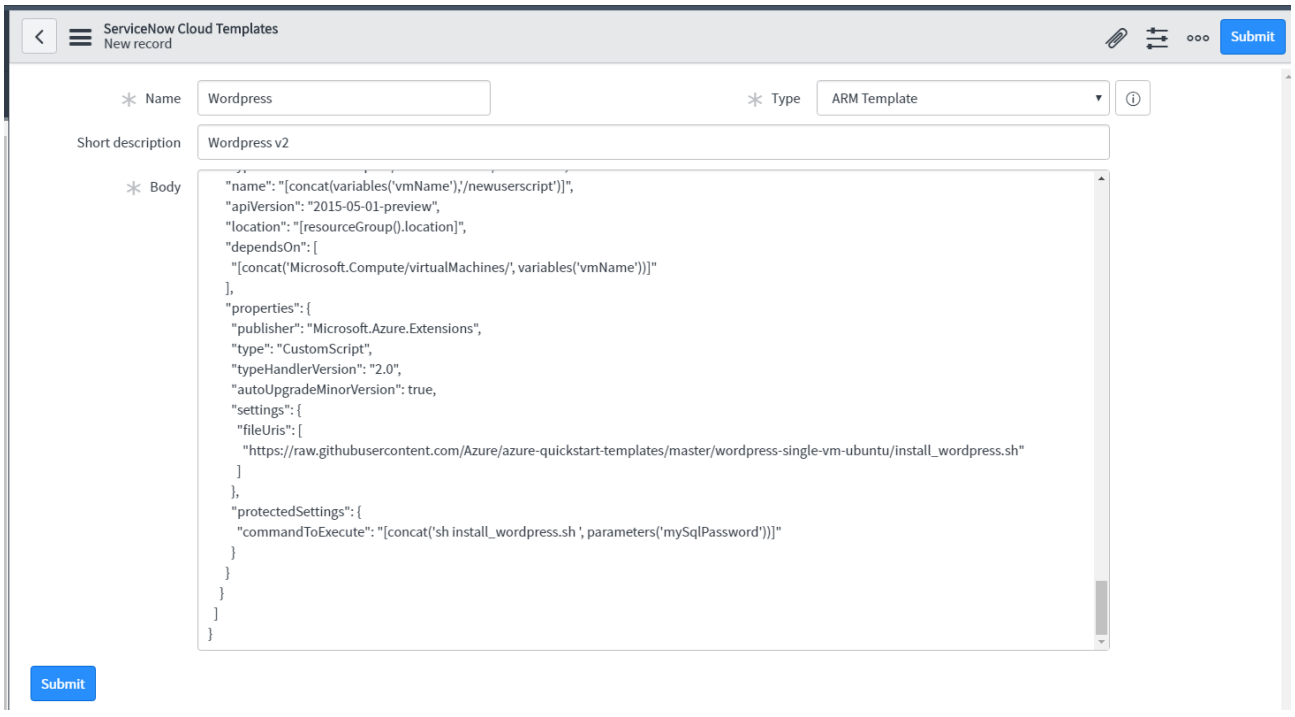
Lab Goal

Lab 4 Import a Cloud Template

Now that we have working integration with Amazon let's use it to consume a basic service. Hours could be spent showing how to link up all the little pieces into a custom service, but for this lab, we are going to use a shortcut: a Cloud Formation Template (CFT).

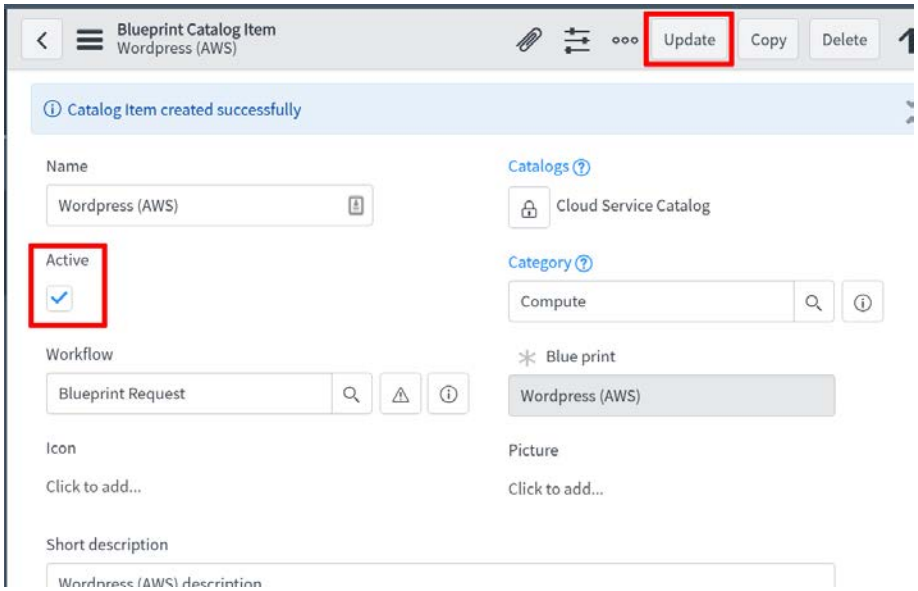
Import a Cloud Template

1. Navigate to **Knowledge** article **Wordpress on Amazon.**
2. Copy the contents of the article into the paste buffer of your machine. If you are worried about losing it, you can paste it into a text editor for temporary safe-keeping.
3. Navigate to **Cloud Management → Cloud Templates.**
4. Click the **New** button.



5. Fill out the Name, Type, and Short description of the template as you see in the screen capture above. Paste the template into the "Body" section of this form.

6. Click the Submit button.
7. Select the item you just created and open the link.
8. Under “Related Links,” click Create Blueprint and Catalog Item .
9. The catalog item form will appear. Check the box for “Active” and click “Update.”

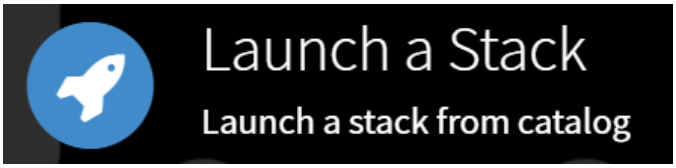


Lab Goal

Lab 5 Deploy Service

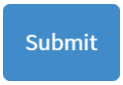
The final step: Consume your new service from the Cloud Portal.

Consume New Service

1. Navigate to **Cloud Management → User Portal.**
2. Click 

3. Launch the stack you just set up.
4. Under the headers, most information should auto-fill based on how our blueprint behaves.



5. Once both sides of the form are filled out with valid answers, click 

6. Wait for the service build to complete. Perhaps spend a few minutes getting a sandwich while Amazon is busy doing what we asked for a few minutes.
7. Celebrate your success.

Congratulations!

At this point, you should have a deployed VM of the chosen OS in the chosen cloud. That concludes our lab on how to get from Zero to Cloud in One Hour, even if it did take us slightly longer than that.