Lab Guide

Cloud Operating Model:
Do it Your Way

Yong Liang & Jason Miles

Default Login / Password: Knowledge17

admin / Knowledge17

itil / Knowledge17

employee / Knowledge17

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Lab Goal

Lab 1.1 Service Account Setup

Service accounts are used to store access information to your cloud resources. This normally includes three pieces of information:

- Account number/Subscription ID/URL
- Credential
- Datacenter/Provider type (e.g., AWS/Azure/VMware)

Datacenters, also known as Regions/Locations, can be discovered from service account once it is set up, and they can be used to configure cloud accounts (covered in the next lab).

Create a New Service Account

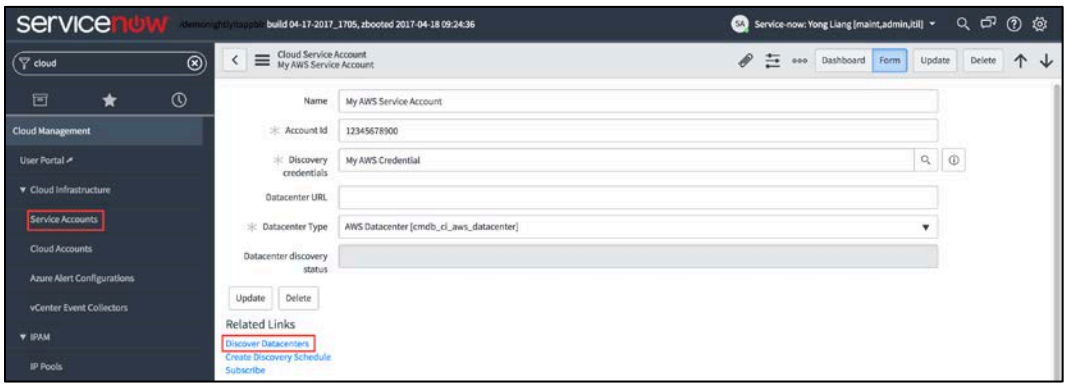
1. Navigate to the unique instance URL provided to you.
2. Log on with provided credentials.
3. Navigate to **Cloud Management > Service Accounts**.
4. Open any existing ones there to inspect the content.
5. To provision into your own AWS accounts, click **New** and fill in all required information, including valid credentials.

Discover Datacenters

1. Open an existing service account record.
2. Click the **Discover Datacenters** UI action.
3. Wait for the operation to finish and reload the form when it is ready.
4. Datacenters display under the **Logical Datacenters** related list section.
5. Discovery schedule setup is outside of this lab.

Lab Success Verification

1. Your screen should look like the example.



Lab Goal

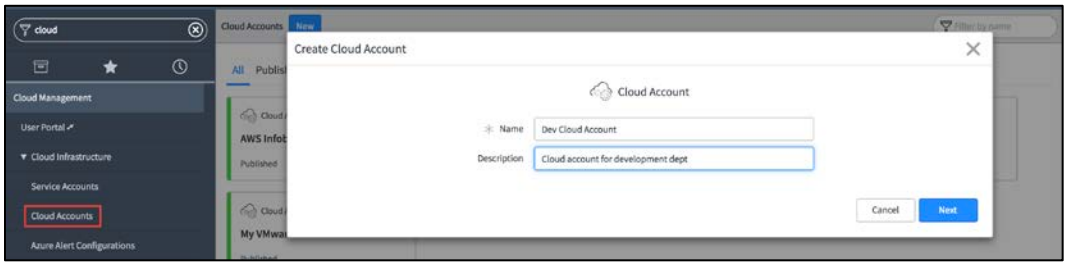
Cloud Accounts are a set of Service Accounts associated with selected Datacenters. A Cloud Account can contain multiple sets that looks like: {*Cloud provider, Cloud credential, and LDC*}.

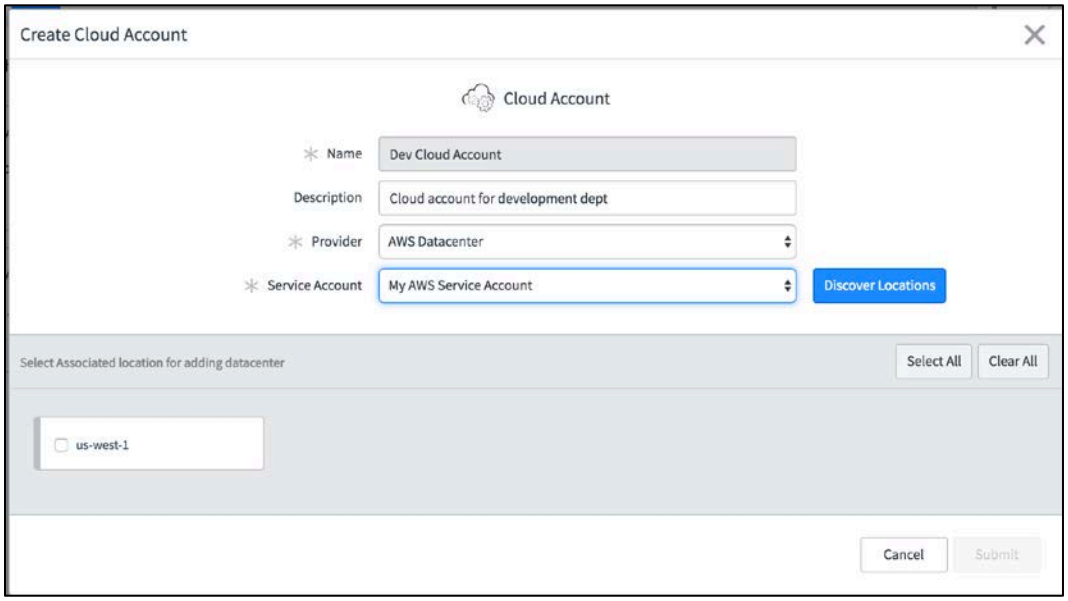
Lab 1.2 Cloud Account Setup

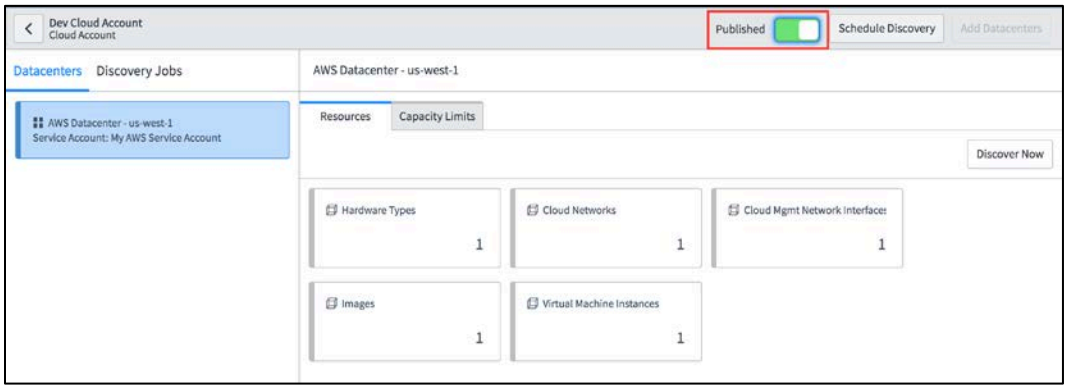
Create a New Cloud Account

1. Navigate to **Cloud Management > Cloud Accounts**.
2. Click **New**.
3. Fill in **Name** and **Description** and click **Next**.
4. Set **Provider** to **AWS Datacenter**.
5. Choose **My AWS Service Account** or your own service account created earlier.
6. Add **us-west-1** datacenter and click **Submit.**
7. Under **Capacity** tab, verify all limits are set properly.

8. Publish the newly created account by switching **Draft** to **Published**.







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Lab 2.1
Profile Setup

Resource profiles provide an abstracted view on the cloud resource types. For example, each cloud offers a plethora of hardware types or operating systems or storage types. To provide a single model that works for all the clouds, these common resource types or offerings need to be abstracted so that from an end-user perspective, the experience does not change and at the same time, a correct resource type is used for a given cloud provider.

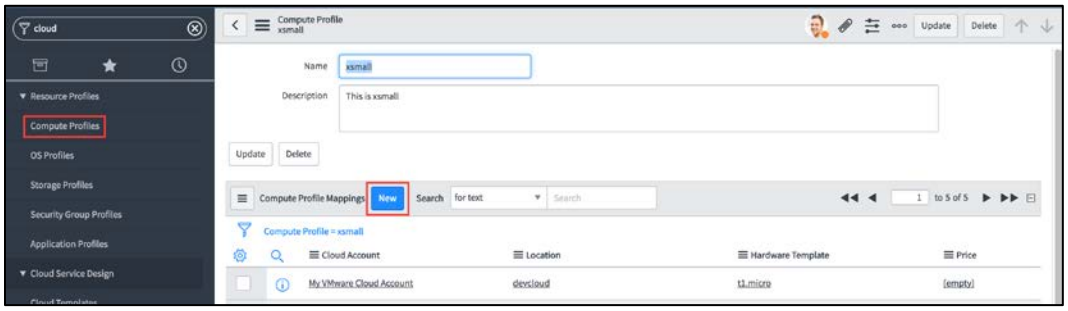
The lab explains how to set up the following profiles:

- Compute Profile
- OS Profile

Create a New Compute Profile

1. Navigate to **Cloud Management > Compute Profiles**.
2. Click **xsmall**.
3. Click **New** next to **Compute Profile Mappings** in related list.
4. Select the cloud account created earlier.
5. Select **us-west-1** for **Location**.
6. Select **t1.micro** for **Hardware Template**.

7. Click **Submit**.

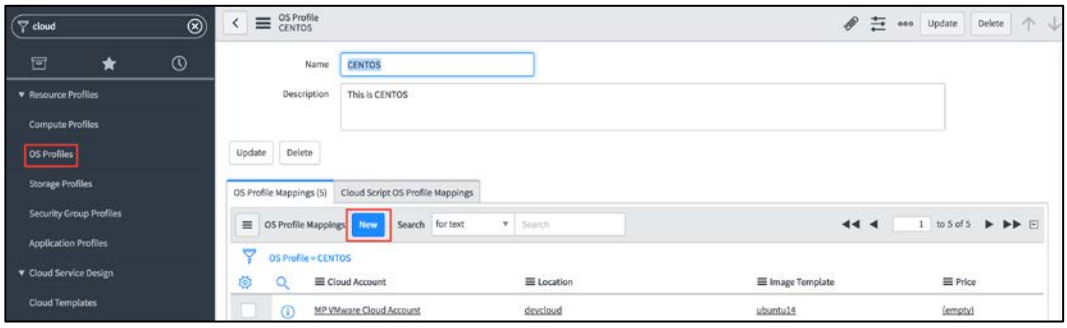




Create a New OS Profile

1. Navigate to **Cloud Management > OS Profiles**.
2. Click **CENTOS**.
3. Click **New** next to **OS Profile Mappings** in related list.
4. Select cloud account created earlier.
5. Select **us-west-1** for **Location**.
6. Select **ami-ceeda6ae** for **Image Template**.

7. Click **Submit**.





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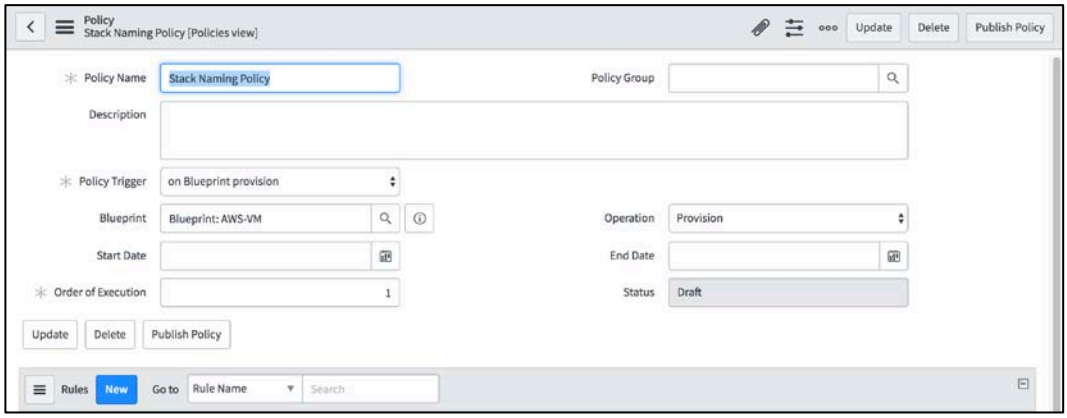
Lab 2.2 Policy Configuration

Policy drives the behavior of a given request or action based on predetermined rules applied in the context of that request. A policy comprises the following elements: **Policy Type**, **Policy Target**, **Trigger point**, and **Rule**, which consists of Conditions and Actions.

This lab explains how to set up a new Blueprint policy.

Create a New Blueprint Policy

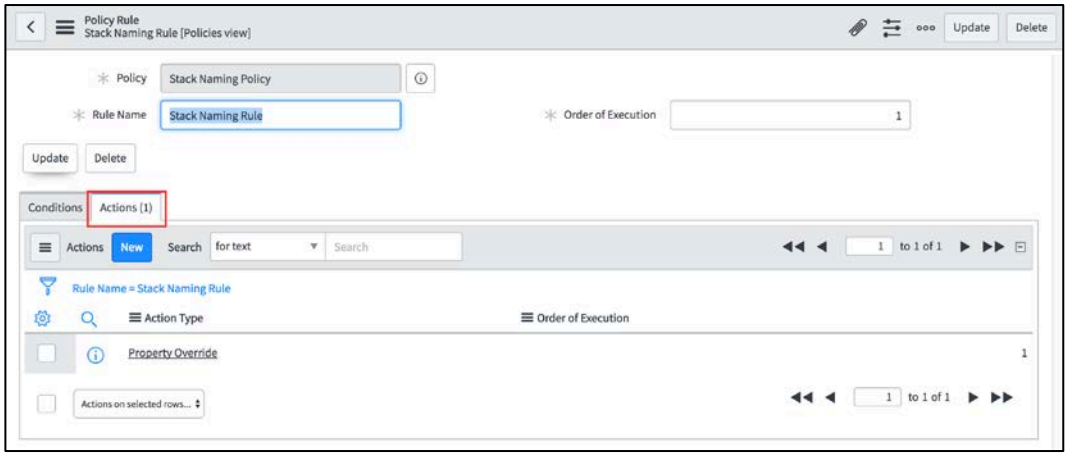
1. Navigate to **Cloud Management > Policy**.
2. Click **New**.
3. Give the policy a name.
4. Choose **on Blueprint provision** as **Policy Trigger**.
5. Choose **Provision** for **Operation** if not already selected.
6. Click **Save**.

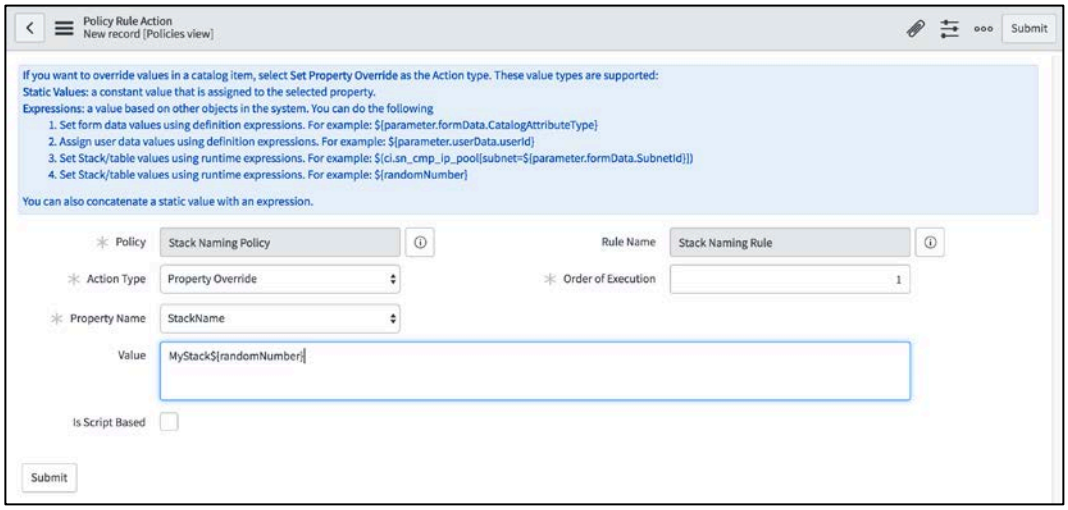


Create a New Policy Rule and Action

1. In the same policy record, click **New** next to **Rules** in the related list.
2. Give the rule a name different from Policy's.

3. Click **Save**.
4. Click the **Actions** tab in related list and click **New**.
5. Choose **Property Override** for **Action Type**.
6. Select **StackName** for **Property Name**.
7. Enter MyStack${randomNumber} as **Value**.





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Lab 2.3
Permission

Access controls are secured using standard ServiceNow ACLs for various entities like Cloud Account, Blueprint, Blueprint Catalog Item, etc. Cloud Management provides a simple module for users to configure them w/o directly manipulating ACLs.

- Cloud Account
- Blueprint Catalog Item

Create a New Permission for Cloud Account

1. Impersonate Cloud Governor

1. Navigate to **Cloud Management > Permission**

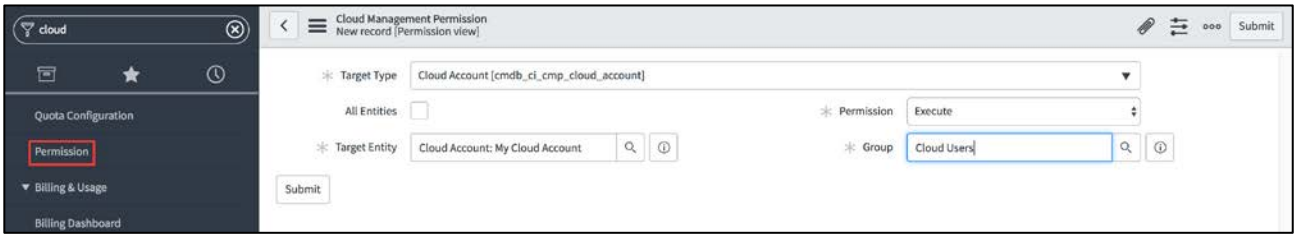
2. Click **New**

3. For **Target Type** dropdown, select **Cloud Account**

4. For **Target Entity**, select the cloud account created earlier.

5. Set **Permission** to **Execute**.

6. Set **Group** to **Cloud Users**.



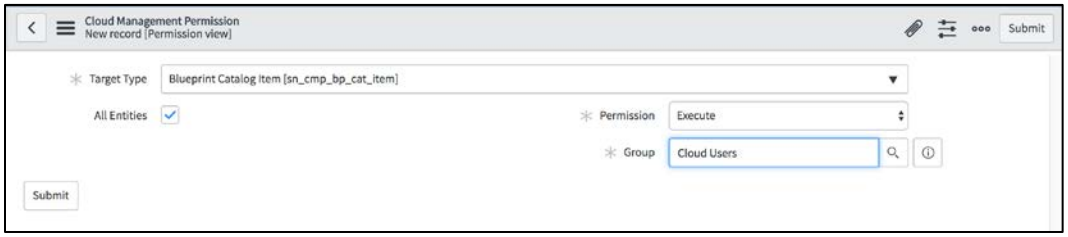
Create a New Permission for Blueprint Catalog Item

1. Navigate to **Cloud Management > Permission**.

2. Click **New**.

3. For **Target Type**, select **Blueprint Catalog Item** from the drop-down list.

4. Check All Entities instead of granting specific item
5. Set **Permission** to **Execute**.
6. Set **Group** to **Cloud Users**.



Lab Goal

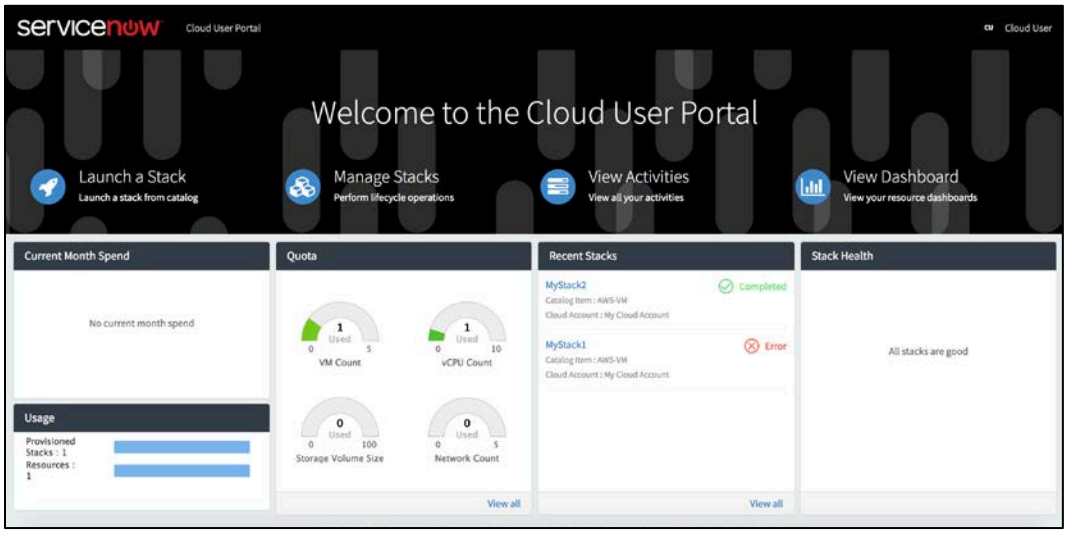
You can now order a new blueprint stack!

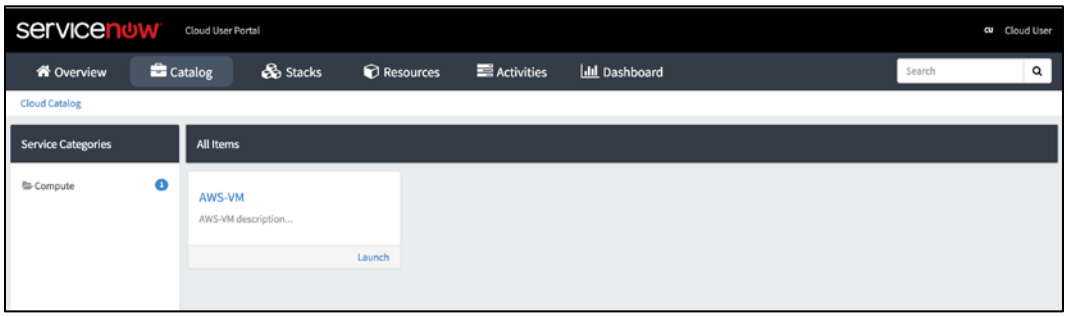
Lab 3.1
Blueprint Provisioning

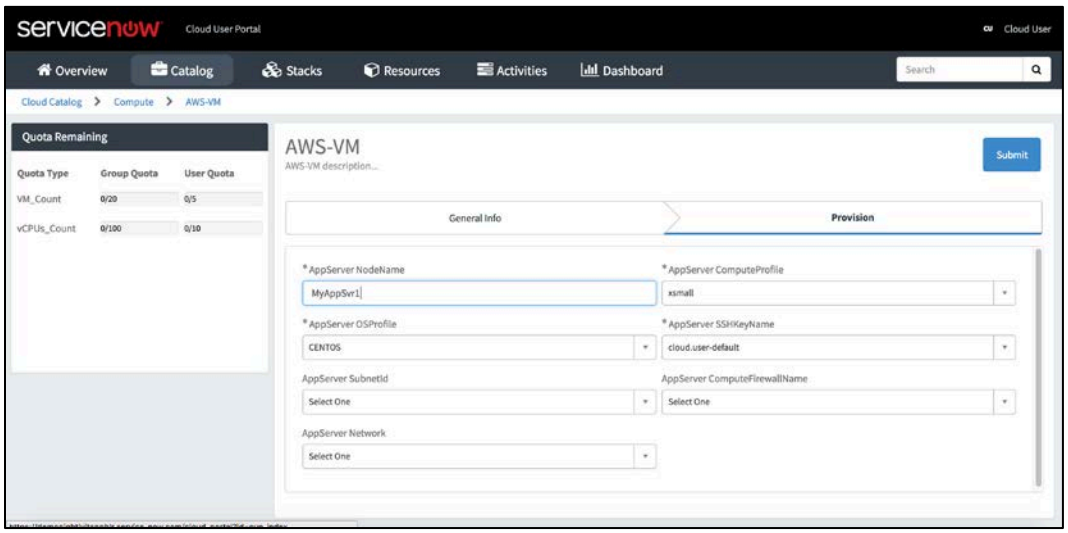
Provision a Blueprint Stack

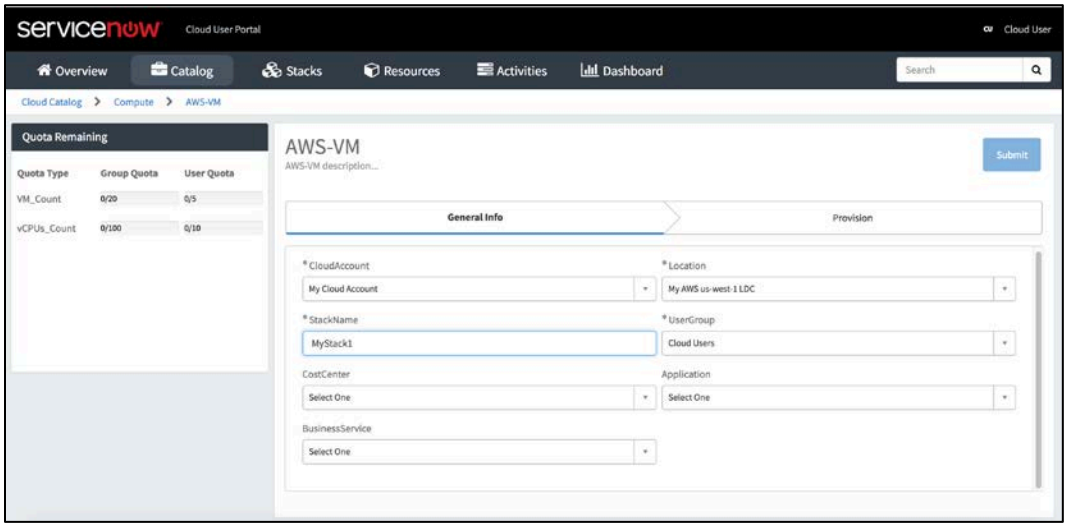
1. Navigate to **Cloud Management > User Portal**.
2. Click on **Launch a Stack**.
3. Select **AWS-VM**.
4. Select your cloud account.
5. Select us-west-1 location.
6. Select Cloud Users group.
7. Fill in the rest of required fields and move to next tab.
8. Give the AppServer a name.
9. Submit order.
10. Wait for your stack to be provisioned.

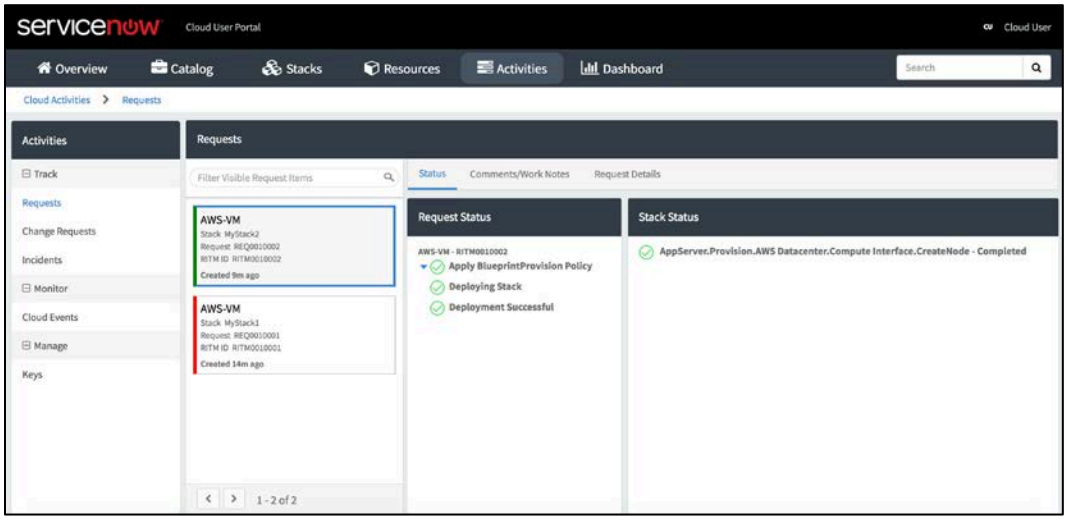
11. Navigate to **Stacks** to view details of newly provisioned stack.

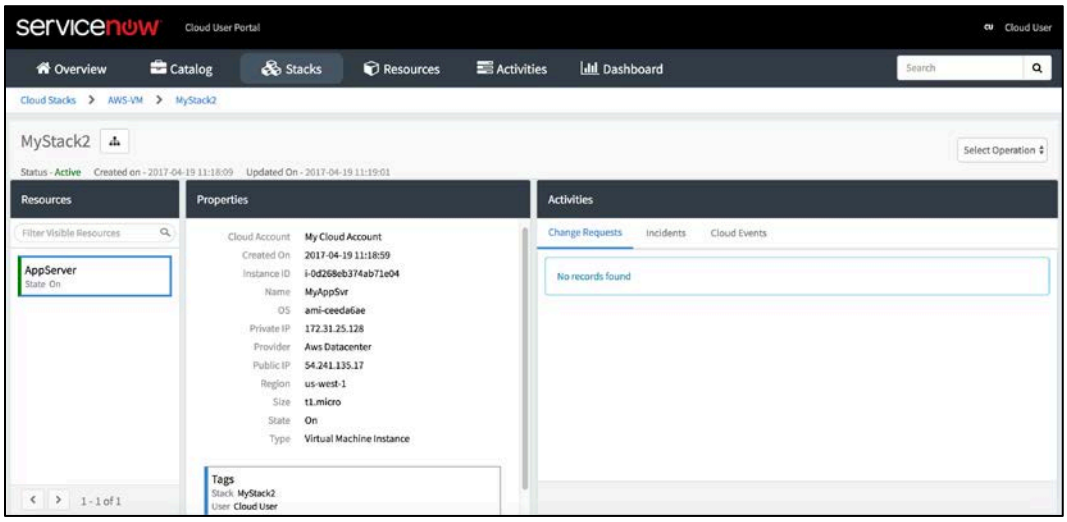







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Cloud User Portal
Cloud User
Overview
Catalog
Stacks
Resources
Activities
Dashboard
Search
Cloud Catalog
Compute
AWS-VM
Quota Remaining
Quota Type
Group Quota
User Quota
VM_Count
0/20
0/5
vCPUs_Count
0/100
0/10
AWS-VM
AWS-VM description...
Submit
General Info
Provision
*CloudAccount
My Cloud Account
*Location
My AWS us-west-1 LDC
*StackName
MyStack1
*UserGroup
Cloud Users
CostCenter
Select One
Application
Select One
BusinessService
Select One


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Cloud User Portal
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Activities
Dashboard
Search
Cloud Activities
Requests
Activities
Track
Requests
Change Requests
Incidents
Monitor
Cloud Events
Manage
Keys
Requests
Filter Visible Request Items
AWS-VM
Stack MyStack2
Request REQ0010002
RITM ID RITM0010002
Created 9m ago
AWS-VM
Stack MyStack1
Request REQ0010001
RITM ID RITM0010001
Created 14m ago
1 - 2 of 2
Status
Comments/Work Notes
Request Details
Request Status
AWS-VM - RITM0010002
Apply BlueprintProvision Policy
Deploying Stack
Deployment Successful
Stack Status
AppServer.Provision.AWS Datacenter.Compute Interface.CreateNode - Completed


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Cloud User Portal
Cloud User
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Search
Cloud Stacks > AWS-VM > MyStack2
MyStack2
Select Operation
Status - Active
Created on - 2017-04-19 11:18:09
Updated On - 2017-04-19 11:19:01
Resources
Properties
Activities
Filter Visible Resources
AppServer
State On
Cloud Account My Cloud Account
Created On 2017-04-19 11:18:59
Instance ID i-0d268eb374ab71e04
Name MyAppSvr
OS ami-ceeda6ae
Private IP 172.31.25.128
Provider Aws Datacenter
Public IP 54.241.135.17
Region us-west-1
Size t1.micro
State On
Type Virtual Machine Instance
Change Requests
Incidents
Cloud Events
No records found
Tags
Stack: MyStack2
User: Cloud User
1 - 1 of 1

You're done!