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WORK at LIGHTSPEED

Cloud Operating Model: Do It Your Way

Yong Liang
Dev Manager
ServiceNow

Jason Miles
Sr. Solutions Architect
ServiceNow

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servicenow

Agenda

- Introduction
- Cloud Operating Model Overview
- Lab: Cloud Account Setup
- Q&A

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Speaker Introduction

Name: Yong Liang

Title: Dev Manager

Function: Development

Company: ServiceNow

Experience: More than 10 years of enterprise software application development

Expertise: ServiceNow platform, IT Operation Management

Achievements: Developed ServiceNow Cloud Management, Event Management, and Password Reset applications

Current Projects: Cloud Management Application

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Speaker Introduction

Name: Jason Miles

Title: Sr. Solution Architect (ITOM Practice)

Function: Solutions Dev and Pre-Sales

Company: ServiceNow

Experience: 10+ Years experience with Infrastructure Operations, Automation, and Monitoring

Expertise: ServiceNow Platform, IT Operation Management (ITOM)

Achievements: In-flight development of several Cloud Management solutions

Current Projects: CI-CD Pipeline for Release Automation

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Objectives and What You Will Learn

Objectives

- Set up your cloud management infrastructure to handle critical workloads in a multi-cloud environment

What you will learn

- How to set up Service Accounts
- How to set up and configure Cloud Accounts
- How to create OS and Compute Profiles
- How to create Policies
- How to configure Permission
- Order a blueprint from a catalog item

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Building the Right Abstractions for Enterprise-Grade Cloud Workloads

POLICY

CLOUD CATALOG

BLUEPRINTS

RESOURCE BLOCKS

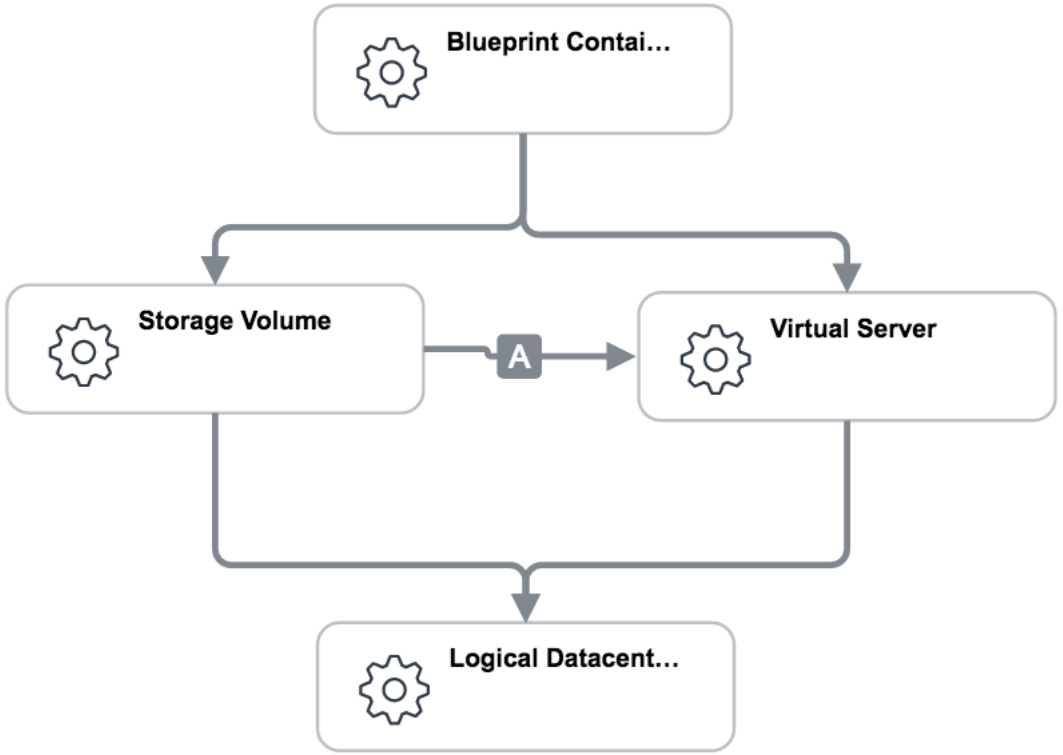
CLOUD API



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A Cloud Agnostic Blueprint

```
ServiceNowCloudBlueprint:
  name: Multi cloud VM with volume
  category: Compute
  deploymentModel:
    resources:
    - resource: Virtual Server
      resourceblock: ServiceNow::Virtual Server
      host: Logical Datacenter
    - resource: Storage Volume
      resourceblock: ServiceNow::Storage Volume
      host: Logical Datacenter
      binding:
      - resource: Virtual Server
        endpoint: Block EP
    - resource: Logical Datacenter
      resourceblock: ServiceNow::Resource::HostConstraints::Logical Datacenter
      constraints: ''
```



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Service Account

- Service Accounts are a way to setup account credentials for a given cloud provider
  - Account ID
  - Credential
  - Datacenter/provider type
  - Optional URL
- Used for both discovery and cloud operations
- Scheduled discovery can be set up at service account level
- Required role: sn_cmp_cloud_admin

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Logical Datacenter

- This is a ServiceNow CMP representation of any on-prem datacenter (such as vSphere VDC), or a region/location in public cloud (such as AWS, Azure, or Google)
- Datacenters are discovered as part of service account setup
- Cloud resources have “hosted:on” relationship with datacenters

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Cloud Account

- Cloud Accounts is a collection of Logical Datacenters or LDCs
- Logical Datacenters can be from same providers or different ones
- A Cloud Account can contain multiple sets that look like: {*Cloud provider, Cloud credential and LDC*}
- Capacity can be set for each datacenter as part of cloud account configuration
- Discovery schedule can be set up at cloud account level
- Required role: sn_cmp_cloud_admin
- For a cloud user to be able to order services from a cloud account, ***execute*** permission is needed

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Resource Profile

- 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 of the clouds, these common resource types or offerings need to be abstracted so that from an end-user perspective, the experience does not change; at the same time, a correct resource type is used for a given cloud provider.
- Required role: sn_cmp_cloud_admin

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Policy

- Policy drives the behavior of a given request or action based on pre-determined 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.*
- Types of policy:
  - Blueprint provision
  - Blueprint provision approval
  - Catalog item launch/before/end
  - Stack/resource operation
  - Stack/resource operation approval
- Required role: sn_cmp_cloud_governor

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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.
- Required role: sn_cmp_cloud_governor

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Labs



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Top Takeaways

1

Onboard multi-cloud infrastructure very quickly

2

Set up controls for enterprise operating model using policies and permissions

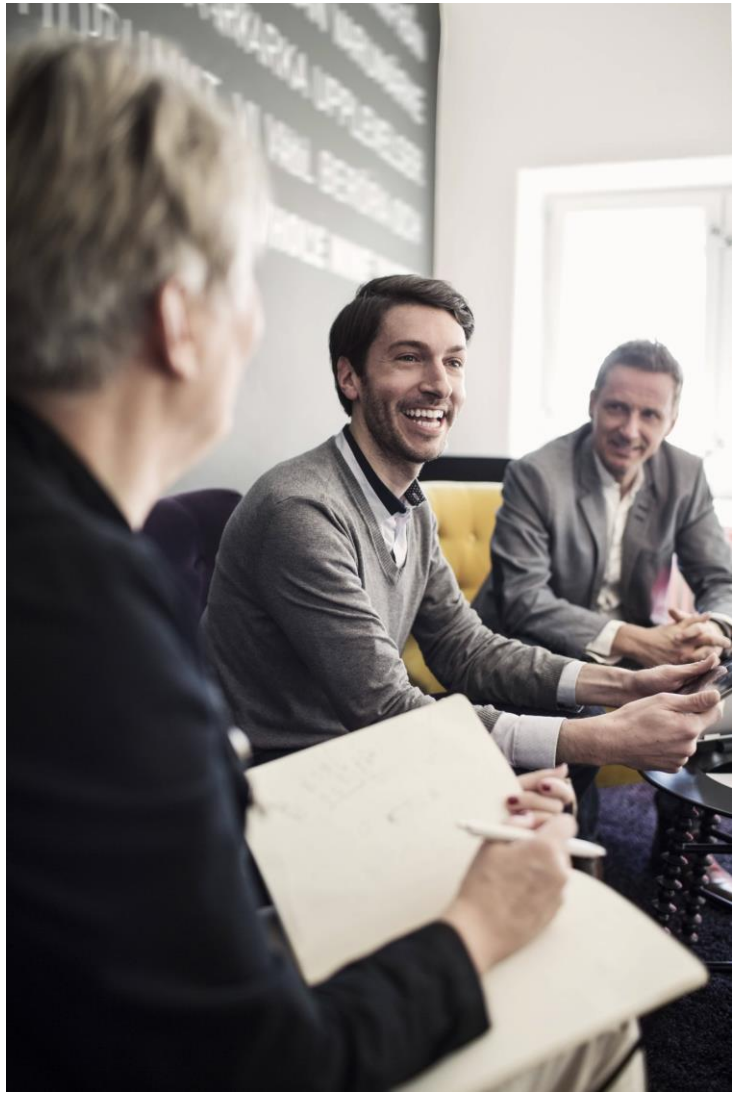
3

Deliver a consistent, repeatable cloud service with enterprise governance

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Next Steps

- Visit us in the Pavilion for a live demo today!
- Register for Cloud Management Labs
  - LAB131988 - Zero to Cloud in an hour with ServiceNow CloudManagement
  - LAB131991 - Cloud Operating Model: Do it your way
  - LAB131989 - Designing Cloud agnostic workloads
  - LAB131990 - Extend your CMP : Build a new connector to a cloud provider
- Attend Cloud Management Breakout Sessions
  - BRE4116 - What's New in the ServiceNow Cloud Management Platform
  - BRE4111 - Self-Service Access to Enterprise-Grade Cloud Workloads
  - BRE132916 - Cloud Success with ServiceNow and Microsoft Azure
  - BRE4102 - Designing Cloud Portable Workloads
  - BRE4104 - Enterprise Cloud Governance: Achieving Agility With Guardrails
- As an attendee of this session you will be receiving an invitation to our upcoming **June 8, 2017** and **June 15, 2017** Webinars



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Thank You

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Q & A

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