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# IT Operations Management

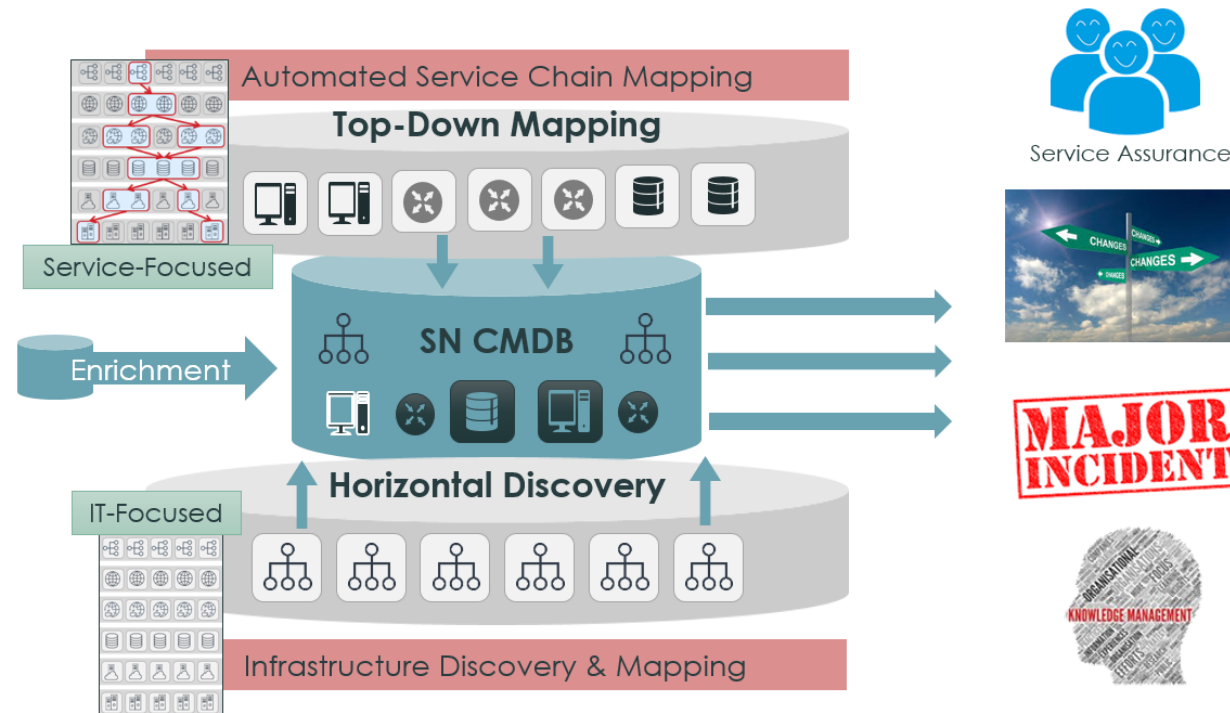
Hands-on Lab Experience with Discovery and Service Mapping

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# What is this session about?

- Gain hands-on experience configuring and using core ITOM products : **Discovery** and **Service Mapping**
- These are at the heart of automating governance of the CIs in your CMDB. Not just keeping the CI's accurate and current, but also providing business context.
- ITSM, Security, ITOM, SAM and other core processes will benefit from this.



# Scenario

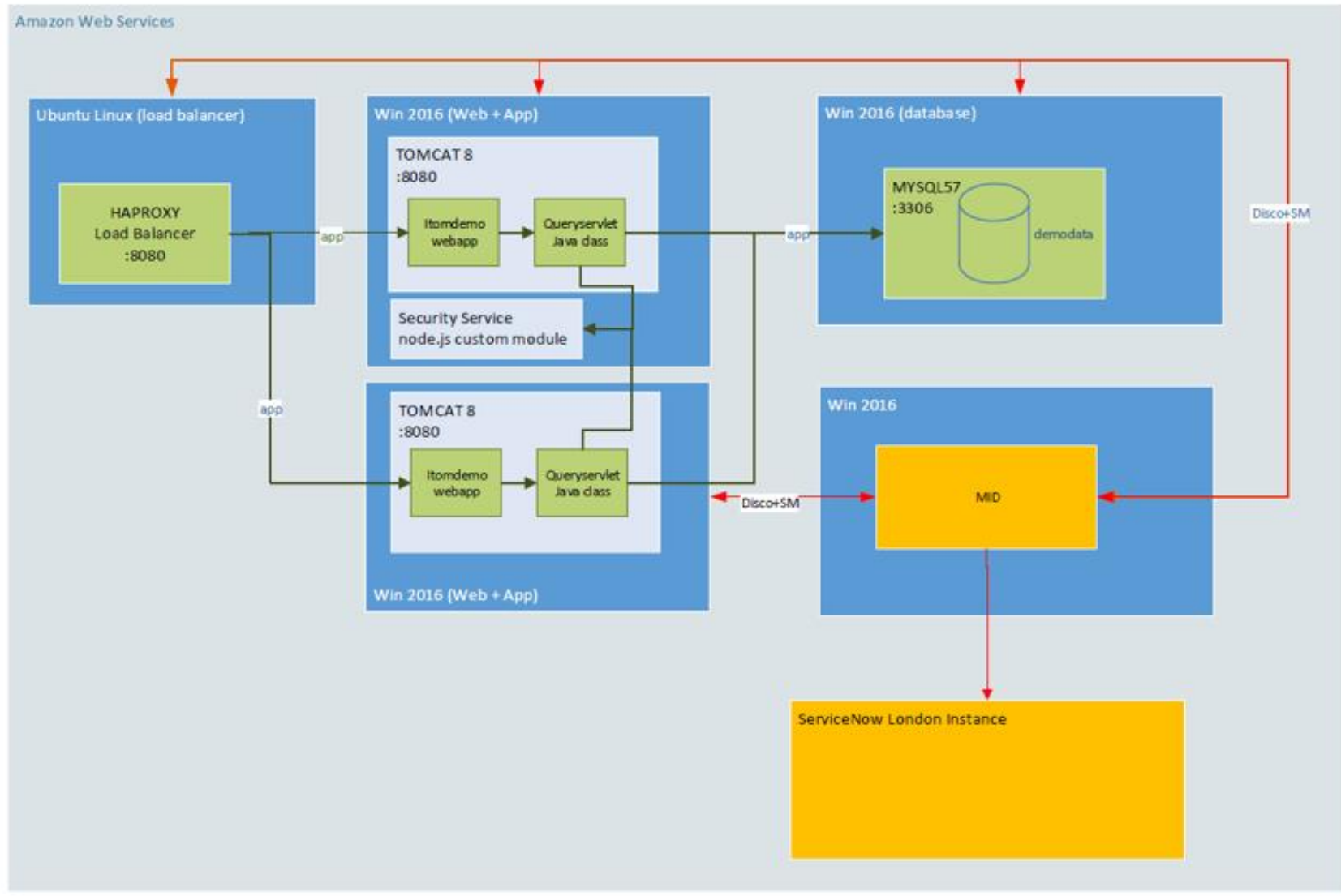


**ABC Corp**

**We start the alphabet for you!**

- You work for ABC Corp. ABC provides online hosting services for the SMB market.
- Your key message is fast, simple and providing guaranteed service.
- One of these is providing a service health dashboard to customers and enabling your internal service delivery team with rapid triage and resolution tools. This is via the ServiceNow ITSM and ITOM suite.
- A new customer has just been onboarded and you're hosting an Online BookStore portal for them.
- Your task as a their Service Delivery Manager is to add their application to the ITOM suite. You need to set up Discovery for their cloud-based hosting environment and Service Mapping for the Application service chain.
- You've got 2 hours to do this before the app goes live.

# Online BookStore Application Service



# How will the session run?

- It is a technical session – some knowledge of Ops config & control practices assumed. No need to have ServiceNow experience.
- Please call a Lab Guru if you have any questions.
- You will each have:
  - 1 x ServiceNow instance @London with appropriate ITOM plugins enabled
  - 1 x Win MID
- The Lab Guide is available from Box. There are no printed copies.
- Depending on your level of experience and how completely you read the guide, the lab should take 1.5-2 hours.
- Please read carefully and don't just dive in or you may get stuck and have to restart.
- Please PAUSE when instructed to – we'll go through each Lab together. We'll use an online survey to monitor progress.
- Have fun. Think about how this could work for your business. Ask questions.

# These are some of the Discovery results we're after

Name	Manufacturer	Model ID	Operating System	OS Version	Description	Class
ip-172-31-4-11	Amazon EC2	Amazon EC2 c5.large	Windows 2016 Datacenter	10.0.14393	ITOMdemolab App Server B	Windows Server
ip-172-31-3-113	Amazon EC2	Amazon EC2 c5.large	Windows 2016 Datacenter	10.0.14393	ITOMdemolab Database Svr	Windows Server
ip-172-31-13-223	Amazon EC2	Amazon EC2 c5.large	Linux Ubuntu	16.04.5	Linux ip-172-31-13-223 4.4.0-1069-aws #7...	Linux Server
ip-172-31-12-212	Amazon EC2	Amazon EC2 c5.large	Windows 2016 Datacenter	10.0.14393	ITOMdemolab App Server A	Windows Server

Linux Server  
ip-172-31-13-223

Dashboard Form Update

Name: ip-172-31-13-223

Asset tag:

Manufacturer: Amazon EC2

Asset: Amazon EC2 c5.large

Class: Linux Server

Company:

Serial number: ec2e6d82-8532-7cfd-e1f6-e84f21bd2be6

Model ID: Amazon EC2 c5.large

Assigned to:

Comments:

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Configuration

Host name: ip-172-31-13-223

OS Domain:

Operating System: Linux Ubuntu

OS Version: 16.04.5

OS Service Pack:

DNS Domain: ap-southeast-2.compute.internal

IP Address: 172.31.13.223

RAM (MB): 3,712

CPU manufacturer: GenuineIntel

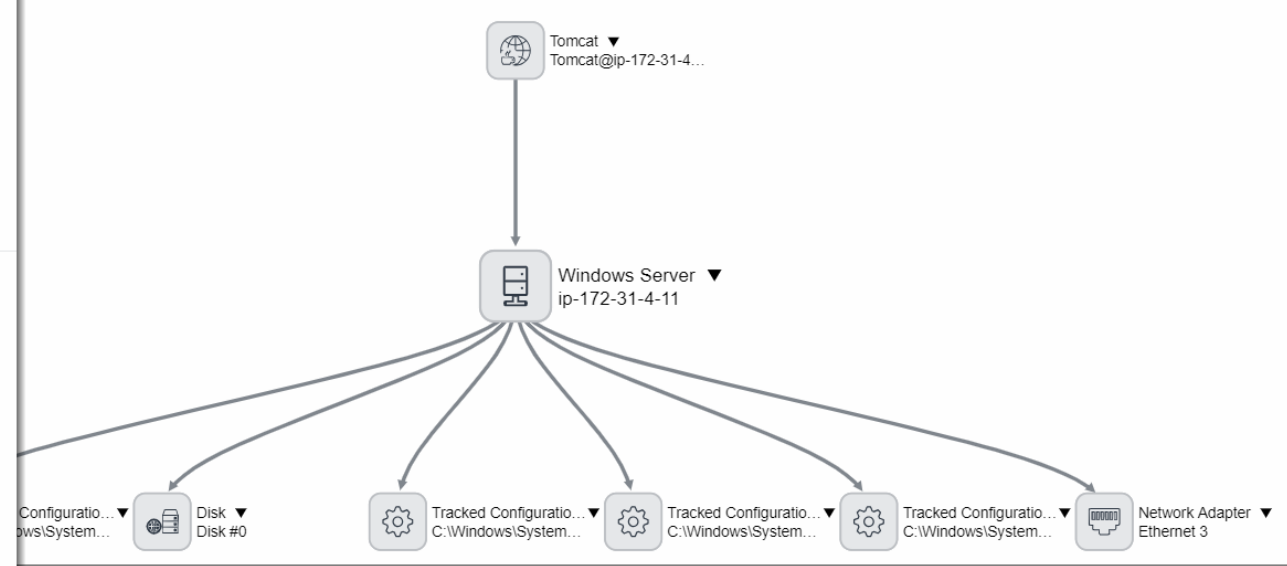
CPU type: GenuineIntel

CPU speed (MHz): 2,999

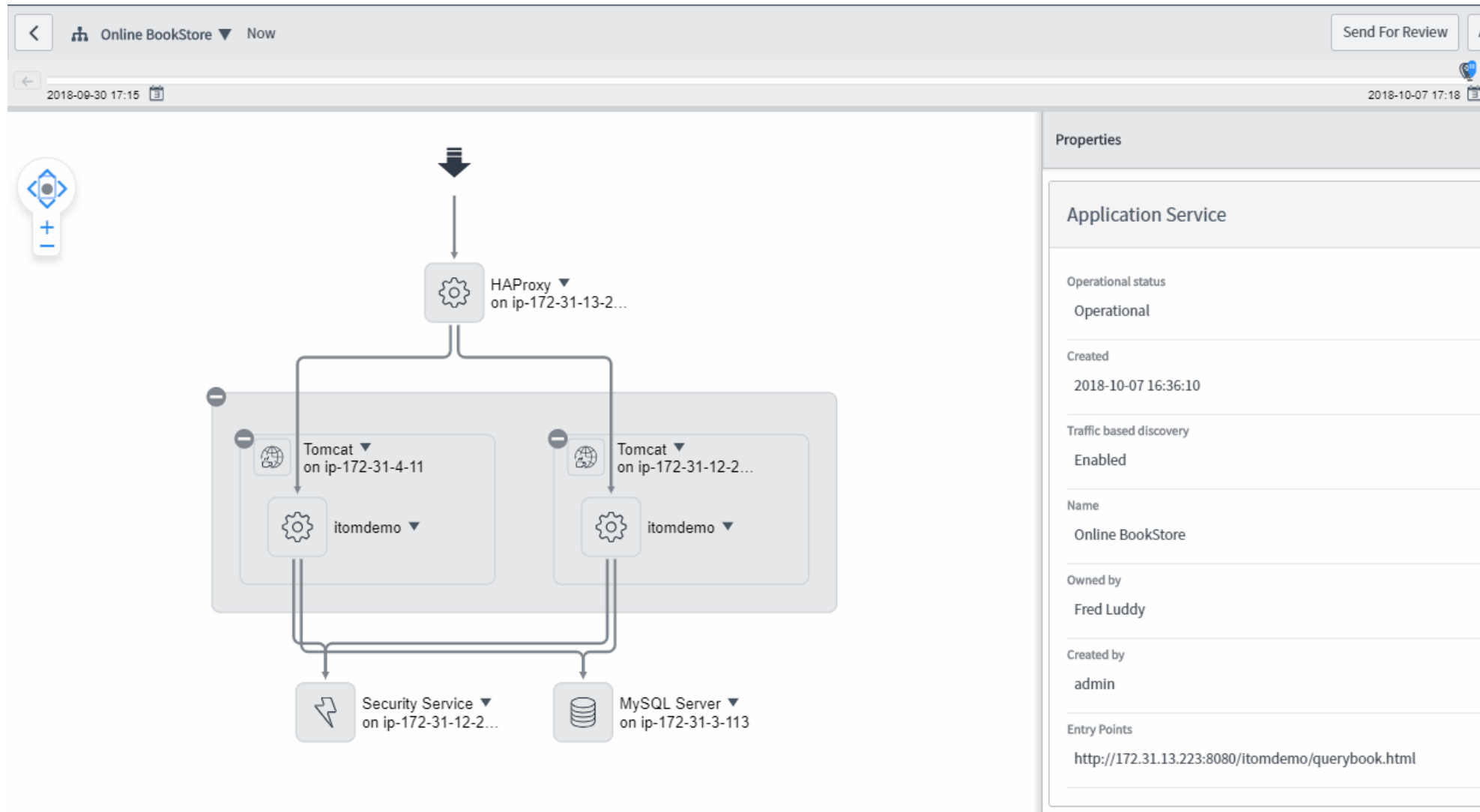
CPU count: 1

CPU core count: 1

Is Virtual:



# This is the final Service Map we're aiming for



# Final thoughts

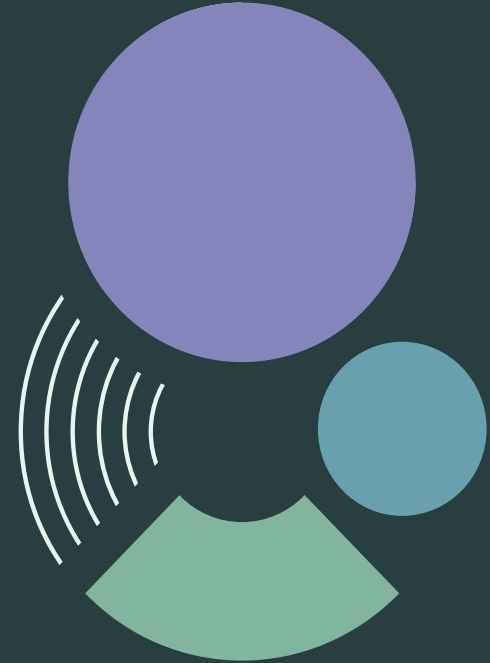
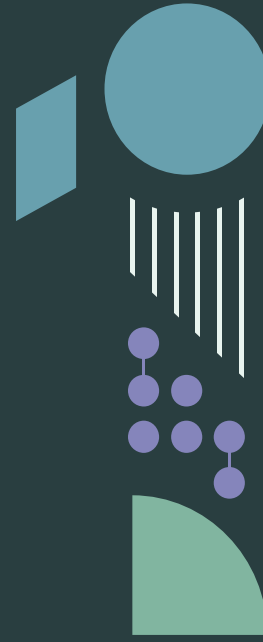
- If you like to fully understand why you're doing something please read the introductory explanatory pages
- We'll use an online survey to monitor how people are going
- If you forgot your device or have significant issues, I'll perform the labs so you can watch.
- Please be patient. With the concurrent load against the shared back-end systems, response will be a bit slow.
- When you're completely done, please ask a Lab Guru to review your results. They'll also provide you a Certificate of Completion.



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**Thanks.**

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October 9–10 • Sydney

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