How do I set up tag-based Service Mapping for Google Cloud Platform?

Follow four steps to set up tag-based Service Mapping for Google Cloud Platform (GCP). This is key to effectively monitoring your GCP environment because it helps you quickly resolve service interruptions.

1. **IDENTIFY YOUR CI TAG CATEGORIES**

   - Configuration items (CIs) in GCP will have tags or labels that include a key and value. These are created as you deploy CIs to the GCP environment.
   - Note the keys you'll want to use to associate CIs with in your service map.
   - In Service Mapping, go to CI Tag Categories.
   - Create a new CI tag category and use the keys you want to apply.

   In this example, relevant tag examples include `app` and `tier`.

   Note how these become tag categories for a service map.

The ServiceNow Tag Governance application can be used to identify gaps in GCP tagging and remediate tags in the CMDB which will enable to create higher quality service maps. Watch this video for more information on Tag Governance.
How do I set up tag-based Service Mapping for Google Cloud Platform? (Cont.)

2 ADD TAG-BASED SERVICE FAMILIES

- In Service Mapping, go to Tag-based Service Families.
- Create a new service family and associate it with the CI tag category you created in Step 1.
- Click View Service Candidates to see all discovered CIs associated with the tags you selected. You can then select the CIs you want to include in your service map.

Select only those candidates you want to include in your service map.
How do I set up tag-based Service Mapping for Google Cloud Platform? (Cont.)

REVIEW YOUR SERVICE MAP

- Go to Tag-Based Services. You’ll see a table of available service maps. Your new map will be non-operational by default.

- Select your service map to see more information. To review your service map, list the CIs in the service and determine if your map has been populated appropriately. If not, you may need to Recalculate Service to ensure your map is populated.

- Click View Map to review a visualization of your service map.

Click View Map to see a visual depiction.

To review, list your CIs, and Recalculate Service as needed.
How do I set up tag-based Service Mapping for Google Cloud Platform? (Cont.)

4 MAKE YOUR SERVICE MAP OPERATIONAL

- Update the status of your service map to Operational.
- Your map should be visible under its name in the Operator Workspace.

What can my NOC operators do with the service maps I create?
If you have enabled monitoring of your GCP environment, your operators will be able to see alerts associated with CIs and identify actions they need to take to avoid or mitigate service interruption.

Example: Service map, Operator Workspace view