Session 2 of 3
August 2, 2017
ITSMA 2017.07 Release Readiness Webinars

- Set of webinars to *facilitate* customer readiness for the upcoming release
  - Additional information and learnings will still be necessary – this is just to get you started! 😊
  - Audience: customers (partners enabled as part of the HPE internal technical readiness)

- 2017.07 ITSMA Suite Release readiness
  - July 19<sup>th</sup> Release Introduction
  - **August 2<sup>nd</sup>** Live Demonstrations, Preparing for the Release
  - August 16<sup>th</sup> Technical Drilldown Discussions

- Leverages the *ITSMA Suite Practitioner Forum* program
  - Every two weeks, Wednesdays, 8 AM Pacific Standard/ 4 PM GMT
  - For now: schedule and login information in SAW forum [here](#)
  - Coming soon: new ITSMA community, new invitation process)
2017.07 Release Readiness Agendas

July 19th
Release Introduction
– Roadmap & strategy recap for context
– 2017.07 Release Overview
  – New ITSMA Service Portal in containers) for SM customers)
  – CMS enhancements

August 2nd
Live Demonstrations, Preparing for the Release
– Service Portal demonstrations & feature list
– Container Delivery Framework considerations
– Preparing for the release
  – Compatibility & environment summary
  – Environments, sizing, including mixed mode

August 16th
Technical Drilldown Discussions
– Detailed technical drilldown as needed
– Containers
  – Containers 101 [may move to future session]
  – Upgrade, rollback, Management Console, Identity Management
– Related offerings from HPE Professional Services and Technical Services (Erik, Brindusa)

Today’s session

Topics subject to change

Sessions will be recorded, slides and recording link available from the announcement in Practitioner Forum here
Live Demonstrations: Portal and Mobile
Demo: Social self-service
Begins with a welcoming and engaging user experience

Reduce tickets, increase self-sufficiency

Single portal accessible via a broad range of devices to handle requests of all types

Powerful search offers suggestions and then relevant knowledge to end users for faster answers based on what is currently trending

Improve customer satisfaction

Find knowledge gaps and deficiencies to improve staff efficiency
Demo: Native mobile app

Manage my requests
- View my currently open requests
- Search for offerings, articles and view details
- Browse the catalog, quick pick from the most popular

Let me help myself
- Search the knowledge base, view mobile-optimized knowledge articles & provide feedback about their quality

Help me approve requests
- Proactively notify me when I have approvals pending

Respond Instantly
- When an agent has responded to my ticket
This is a rolling (up to three year) Roadmap and is subject to change without notice.

Portal and Mobile Technical Roadmap

Oct 2017
- SM/CSA Aggregation
- CSA Subscriptions
- Requested For in Service Offerings
- Modify request
- Request resubmit/reopen
- Four Level Categorization
- Entitlement based theming
- Custom HTML customization
- Subscriptions
- Smart ticketing
- Delegation management
- Dynamic checkout
- Custom status mapping
- Mobile:
  - iOS POC
  - Hot News
  - User option display in approvals

Feb 2018
- Jumpstart Configurability
- Self localization
- Accessibility
- Customizable User Profile self-management
- Non-cart items
- SM Subscriptions
- External data source pickers
- Mobile:
  - iOS
  - Virtual Agent
  - Surveys

May 2018
- SAW Aggregation
- AI / Virtual agent

Hewlett Packard Enterprise
Preparing for the Release: Sizing and Support
• Full container mode
• Mixed mode
• AWS deployment
  • Go to marketplace to download the AWS deployment script 2017.07
Resources you need know

1. Customer download portal
2. Marketplace
   - Data on boarding tool
   - Unloads to support mixed mode
   - Mobility APK (will also be available through Googleplay)
   - AWS scripts to build AMI and automate AWS infra. Provision

3. Docker hub
   – Based on your region and existing entitlements, contact your licensing team to enable your Docker ID:
     – For Americas region, contact - dockersupport.ams@hpe.com
     – For APJ region, contact - dockersupport.apj@hpe.com
     – For EMEA region, contact - dockersupport.emea@hpe.com

4. Doc portal

https://docs.software.hpe.com/wiki/display/ITSMA201707
Sizing and Compatibility Information

Sizing and configuration details are being updated into the documentation portal. Let’s take a look at some previews.

Supported environments
- Cloud environment (Amazon Web Services)

Operating systems
- 64-bit CentOS 7.2, 7.3

! The master node, worker nodes, and the NFS server hosts must use the same operating system.

Required network identification (FQDN)
- IPv4

Databases
Both CDF and ITSMA support the use of external databases instead of an internal PostgreSQL database.

CDF
CDF supports the following external databases:
- PostgreSQL 9.5.7 or later
- Oracle 12c

ITSMA
You have the option to use external databases for the suite components listed below:
- Service Portal: PostgreSQL 9.5.7 or later
- Service Management, Smart Analytics: Oracle 12c, PostgreSQL 9.5.7 or later
- CMDB: Oracle 12c

! Only PostgreSQL for Linux is supported. If using PostgreSQL 9.6, you need to run the `yum install contrib` command on the database server to install the contrib package.

If you want to use the internal PostgreSQL database in a production environment, see Performance.

New sizing updates expected by mid-August

Suite size definitions
The following table describes the available suite sizes.

<table>
<thead>
<tr>
<th>Suite size</th>
<th>Demo</th>
<th>Extra Small</th>
<th>Small</th>
<th>Medium</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of master nodes</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Number of worker nodes</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>14</td>
</tr>
<tr>
<td>Concurrent users of Service Portal</td>
<td>5</td>
<td>50</td>
<td>200</td>
<td>500</td>
<td>2000</td>
</tr>
<tr>
<td>Concurrent users for IT agent</td>
<td>5</td>
<td>50</td>
<td>200</td>
<td>500</td>
<td>1000</td>
</tr>
</tbody>
</table>

If you enable High Availability, there will be three master nodes. For more information, see High Availability.
ITSMMA Full and Mixed Modes Deployments
**ITSMA 2017.07 release**

Second containerized release

<table>
<thead>
<tr>
<th>Time to integrate</th>
<th>Time to install</th>
<th>Time to Scale</th>
<th>Deployment Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-3 weeks to Few hours</td>
<td>2-15 days to Few mins</td>
<td>Weeks to Pre-Built</td>
<td>Fixed to Flexible</td>
</tr>
</tbody>
</table>

- **Installation of ITSMA Express (SM, SMA, ITSMASP & UCMDB) with container delivery foundation (CDF)**
- **Pre configured Integrations SM – SMA, SM – ITSMASP, SM - UCMDB**
- **Choice of database: PostgreSQL or Oracle DB & Single suite licensing**
- **Mixed mode deployment provides additional flexibility**
Application Convergence
Converging ITSM capabilities from SM and SAW

- Single portal and mobile app
- Choice of technology stack at deployment time enabled by ITOM CDF:
  - Portal only, for existing SM 9.4x & 9.5x customers
  - Path for existing SAW customers or qualified new customers
  - Path for existing SM customers evolving to containers

All product views are illustrations and might not represent actual product screens
**Mixed Mode**
Supported scenario in July Release

**SM and UCMDB outside**
- SM Web
- SM RTE
- SM DB
- UCMDB
- UCMDB DB

- ITSMASP
- IDOL
- OpenFire
- IDM

*For customers who want to experience new service portal*
- SM 9.41+ (no chat nor survey)
- SM 9.5x (full ITSMASP)

**UCMDB outside to SM (in CDF)**
- UCMDB
- UCMDB DB

- SM Web
- SM RTE
- UCMDB
- ITSMASP
- IDOL
- OpenFire
- IDM

*For UCMDB customers who want to experience NG suite in phases*
- UCMDB 10.2x
- UCMDB 10.3x

Hewlett Packard Enterprise
Mixed Deployment
Anchor components (SM Core) and the rest

- Simple installation and configuration provided by containerized suite
- Enables support for:
  - External SM 9.4x
  - External SM 9.5x
  - ITSMA Internal SM
- Redundant services (Search, Chat) sources from Suite
ITSMA in CDF
Suite Configuration Page

Mixed Mode configuration dashboard to integrate external SM and enable suite components like Portal, Chat and Smart Analytics

User friendly wizard based configuration to enable customers to track their steps

Smart Analytics monitoring and configuration dashboard for executing admin tasks
Up-to-date notifications provide accurate status information.

Options to test the configurations.
ITSMA in CDF

Suite Configuration Page

**Enable Smart Analytics**

- Step 1: Enable Smart Analytics in Service Manager

  * Login to Service Manager as administrator, and then open the System Administration > Ongoing Maintenance > Smart Analytics > Configuration page

  * Click Enable Smart Analytics button

  * Click Yes to migrate to IDOL. Your account logs out automatically and you need to login again.

  Last executed in 2017-05-26 12:59:00

- Step 2: Configure Smart Analytics in Service Manager

- Step 3: Use Smart Analytics function

**Smart Analytics Migration wizard helps migrate all the configuration and data to the suite inside Containers**
AWS Deployment
For a smooth AWS day 1 experience

What we achieved in this release?

– AWS AMI creation (ITSMA)
– AWS infra provision automation (CDF & ITSMA)
  • Customers can provision suite needed AWS infra based on suite sizing recommendation
– CDF installation automation (CDF)
  • After infra provisioning, follow automatic CDF installation flow and download/upload ITSMA images
– All DBs are external (CDF and ITSMA)
– HA K8S clustering w/ some limitations (CDF)
– Performance benchmarks (ITSMA)
– Support multiple volumes (CDF)

Provided by HPE
CDF provides provision samples, ITSMA provides the automation scripts to create AMI, provision infra.

Set by customer
ITSMA provides document for manual setup
SAML and SSO
1. Request to access SM (#1, 2)
2. Access check module redirect user to IDM since no token (#5)
3. IDM redirect to ADFS login page (#6)
4. Login on ADFS, ADFS sets IDP SSO Token (SAML) in browser cookie and redirect to IDM (#7, 8, 9, 10)
5. IDM check SAML response, then set LWSSO token in browser cookie and redirect to SM (#11)
6. When access other Suite resource, it will be able to SSO with LWSSO token (#12)
7. If access other 3rd party app(e.g. SharePoint), IDP SSO Token (SAML) will be used.

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**Nginx access check logic**

- Must have LDAP configured
- ADFS only
- Configure from Configuration Service
SAML2 SSO in ITSMA - Mixed Mode Single Domain

1. Request to access external SM
2. Access check module redirect user to IDM since no token
3. IDM redirect to ADFS login page
4. Login on ADFS, ADFS sets IDP SSO token (SAML) in browser cookie and redirect to IDM.
5. IDM check SAML response, then set LWSSO token in browser cookie and redirect to external SM.
6. When access other Suite resource, it will be able to SSO with LWSSO token
7. If access other 3rd party app (e.g. SharePoint), IDP SSO token (SAML) will be used
Questions
Next meeting
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Next session
Thank you
Container Delivery Framework: Updates and Deployment Considerations
• Provides additional choice for customers and partners by deploying ITSMA suite in the public cloud.

• Automated scripts and tools are provided to ease the deployment and maintenance of the suite in the Cloud.

• Enables faster time to value for usage of the suite.
Basic HA
Based on Kubernetes HA

- Master Nodes provide Load Balancing of services
- Worker nodes provide the Compute power to execute services.
- Additional Worker nodes provide Service redundancy and increase scalability
- Deployment, balancing, and monitoring is automated via Kubernetes
Management Portal – quick run-through

Admin

Nodes

Add node label: type & use drag & drop

Drill down to get more node details
ITSMA Service Portal High level Architecture

ITSMA-SP

(Evolved from SAW)

ITSMA Native Mobile

API Gateway

Aggregation and Self-Service Application Services

(Evolved from Propel)

Support
JumpStart SDK
Tickets

Shopping
Approval
Knowledge

Survey
Search
Pricing/Charge

Subscription
Catalog

(Evolved from SAW)

Theming
Approval

Ideation/Q&A
Search

My Assets
Catalog

Robo-chat

(New services)

Notification

SmartA

Bypass SX when needed

SM
AM
CSA
Other ...
SAW

IDOL

(Evolved from SAW)