Session 3 of 3

August 16, 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 19th Release Introduction
  – August 2nd Live Demonstrations, Preparing for the Release
  – August 16th 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**
  - SAML & SSO
  - AWS deployment
  - Mixed mode deployment
  - Related offerings from HPE Professional Services and Customer Success Teams
  - Questions

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*Sessions are recorded, slides and recording link available from the announcement in Practitioner Forum [here](#)*
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.

PS:
- Must have LDAP configured
- ADFS only
- Configure from Configuration Service
1. Request to access external SM(#1)
2. Access check module redirect user to IDM since no token(#3)
3. IDM redirect to ADFS login page(#4)
4. Login on ADFS, ADFS sets IDP SSO token in browser cookie and redirect to IDM.(#5,6,7)
5. IDM check SAML response, then set LWSSO token in browser cookie and redirect to external SM(#8)
6. When access Suite resource, be able to SSO with LWSSO token in browser cookie(#9)
7. If access other 3rd party app(e.g. SharePoint), IDP SSO cookie works for single sign on
ITSMA Suite SAML 2.0 SSO

- July introduces support for Service Provider Initiated web browser SSO

- Configuration Requirements
  - SAML configuration requires synchronization with LDAP for authentication.
  - In July, we only certified ADFS 2.3. (With more such as Shiboleth, NetIQ, and Oracle Access Manager in consideration for the future)
  - LDAP connection is also used for user profile synchronization

- In “mixed modes” (e.g. where SM and/or CMS are outside Containers), you must also configure LWSSO
  - Configure LWSSO(Used for cross HPE product SSO)
  - Configure LDAP(Used for sync user profile)
  - Configure SAML 2.0 IDP(Used for authenticate & SSO with 3rd party product)

– In July we start with Single Domain support, with cross domain SSO planned for support in a future release.
LDAP configuration
SAML 2.0 IDP configuration

- Select Enable SAML 2.0
- SAML 2.0 Settings show up in the bottom of page.

  SAML 2.0 Setting

  IDP Metadata URL

- Login page for sysadmin once SAML enabled
  - https://{hostname}/itsmaconfiglogin
SAML 2.0 configuration for Mixed Mode

- IDP communication public key should uploaded to Suite NFS before configuring SAML
- External SM must connect to the Suite IDM service
- The Suite and IDP must connect to the same LDAP server, otherwise may cause 401 unauthorized error
- Note that SM 9.50+ is required for SAML support
AWS Deployment
• 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
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, automating CDF installation flow and download/upload ITSMA images
- All DBs using external DB (CDF and ITSMA)
- HA K8S cluster w/ limitation (CDF)
- Performance benchmark (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.
The diagram illustrates the AWS deployment flow, starting with the customer requesting an instance. The process includes the following steps:

1. **Build AMI**
2. **Request Instance**
3. **Deploy AWS Infrastructure**
4. **Install CDF**
5. **Populate local registry (pull Suite images)**
6. **Install Suite**

**AWS**
- **AMI**
- **AWS Backend**
- **Master Nodes Setup**
- **Worker Nodes Setup**
- **Pull images into local registry**
- **CDF Mng Portal**

**Customer**
- **Terraform**
- **Packer**

**Docker Hub**
AWS deployment demo

Creating AMI Templates
Mixed Mode Deployment
Mixed mode deployment to support existing customers move to suite

Supported scenario in July Release

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

UCMDB outside, SM (in CDF)
- UCMDB
- UCMDB DB
- SM Web
- SM RTE
- UCMDB
- ITSMASP
- IDOL
- OpenFire
- IDM

- SM 9.41+ (no chat nor survey)
- SM 9.5x (full ITSMASP)

For existing SM customers who want to experience new service portal

For UCMDB enterprise deployment customers who want to experience suite in phases

- UCMDB 10.2x
- UCMDB 10.3x

Classic components

Containerized components
Mixed mode demo

Welcome to ITSMA Configuration

Suite Installation Configuration

- Check Service Management
- Check CMDB
- Check Chat
- Check Service Portal
- Check Smart Analytics

Uncheck Service Management and CMDB
Customer Success
ITOM Suites On-Boarding Program
Optimized High Touch Customer Experience

High touch experience

Access to Subject Matter Experts

Reusable Best Practice

Practitioner Community

- Guided process from contract to go-live
- Personalized, customer-specific and collaborative workspace

- In-depth technical knowledge, best practices and recommendations by ITOM Product Experts
- Regular checkpoint calls and status on joint progress

- Best practices tools and templates
- Key content created from real customer experiences
- Published back to community for benefit of everyone

- Experienced Partners + Software Services share implementation learnings back to community
ITOM Suites On-Boarding Program

How It Looks Like
PSO offerings for ITSMA

ITSMAaaS
ITSMA Foundation Service
Service Broker Model Office
## ITSM Automation as a Service offering

### ITSMA SOLUTION-AS-A-SERVICE

*Monthly fee pricing*

<table>
<thead>
<tr>
<th>Service</th>
<th>Design and Setup Services</th>
<th>Maintenance &amp; Migration Services</th>
<th>Training and Adoption Services</th>
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</thead>
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<tr>
<td></td>
<td>• Solution setup</td>
<td>• Full solution maintenance</td>
<td>• Online ART training</td>
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<tr>
<td></td>
<td>• ITIL process design</td>
<td>• Platform migration</td>
<td>• IT4IT, ITIL &amp; Platform training</td>
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<td></td>
<td>• Service modelling</td>
<td>• Small evolution</td>
<td>• MoC services</td>
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<td></td>
<td>• Service catalog design</td>
<td>• Automation flow production</td>
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### ITSMA Suite

- **Service Portal**
- **Big Data Analytics**
- **Task Automation**
- **Configuration Management System - CMDB and Discovery**

### Software

**Service Desk**

**Change Management**

**Request Fulfillment**

**Release Management**

**Asset Management**

**ART**

### Infrastructure

- **Option 1** On-Premise
- **Option 2** Virtual Private Cloud

*WIP: Sizing calculation for containerized – ITSMA 2017.07 & AWS deployment*
ITSMA Foundation Service (ETA Sept 2017)
An implementation service designed to be flexible, modular, scalable and quick

Objectives
– Quick time to value
– Maximize the out of the box functionality
– Rapid adoption and agile delivery
– Create solid foundation, focus on core processes, gradual improvement options
– Fixed price low cost starter service, easy to offer, easy to buy

Target Customers
– New logos
– Small to medium sized customers who are willing to stay as close as possible to out of the box functionality
– Customers who bought into ITSMaaS
ITSMA Foundation Service Scope

The ITSM Foundation Service incorporates options for project-plan-based engagements as well as AGILE projects and hybrid engagements to accommodate different customer situations, methodologies and maturities. It incorporates the following key components.

- Referential Data Load
  - Loading of core reference data

- Service Management Processes
  - Service Desk and Incident Management, Problem Management, Request Management, Configuration Management (linked to UCMDB), Knowledge Management, Service Catalog, Self Service Portal. SLM will be included in processes where needed.
  - Minor process modifications can be accommodated by the service, larger modifications can be offered as add on option
  - Will be based on rapid deployment approach

- Integrations
  - Service Manager to/from UCMDB
  - Outbound email
  - LDAP and other integration can be offered as add on options

- Management of change
  - As minimal as possible

- Education
  - The service includes a training need assessment
  - Education offering will be based on standard training modules and can be offered as add on options after training need assessment
Service Broker Model Office R5

Strategy to Portfolio

Strategy to Deploy (external sourcing)

Analyze Budget Consumption

Requirement to Deploy

Request to Fulfill

Detect to Correct

Workplace Outsourcing

Service Broker framework

Service Broker

Lines of business

Service demand

Service consumption

Service Provider

Ecosystem as single entity towards business

Service Providers

Govern

S2P

R2D

R2F

D2C

SBMO R5 Technology Stack

ITSM

SM

PPM

UCMDB

CSA

OpsBridge

SM (classic)

Azure

SBMO R5 logical architecture for Public Cloud R2F & D2C use cases

New Public Cloud R2F and D2C use cases

Request Cloud IaaS

Modify Cloud IaaS

Service Consumption and Supplier Performance Reporting

Hewlett Packard Enterprise
Questions
Feedback on Release Readiness Webinars
Coming Soon –
Dedicated ITSMA SW Community, with regular practitioner calls.

Watch current community (SM or SAW) for announcement
Thank you