ServiceNow Cloud Provisioning

Benefits

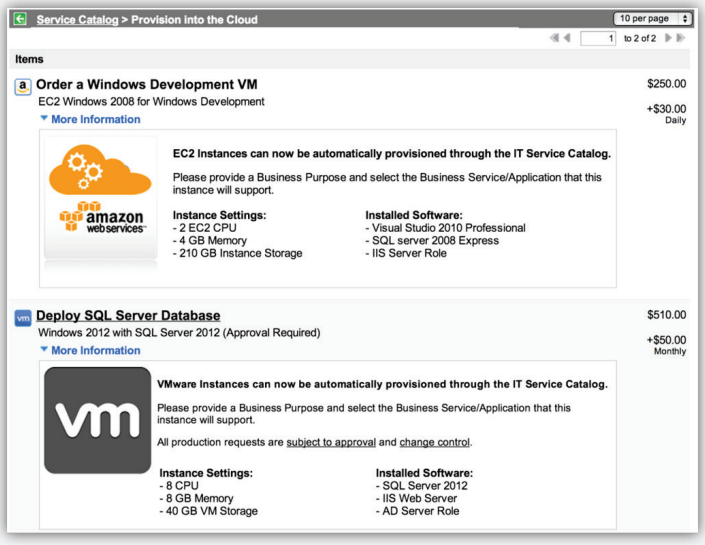
- **Increase Efficiency**
  Save time and money by delivering self-service provisioning in a familiar service catalog, automating the fulfillment of virtual infrastructure requests, and minimizing the time spent managing that virtual infrastructure.
- **Optimize Utilization**
  Optimize virtual infrastructure utilization through the entire cloud provisioning lifecycle, reduce VM sprawl, and extend cloud provisioning with your custom requirements.
- **Bring Visibility to Cloud Operations**
  See at a glance what requires attention, and gain deep insight into your public and private cloud operations.

The IT Challenge

Cloud computing is an important, high-profile initiative for many enterprises today. However, current approaches to implement cloud computing often result in slow responsiveness to cloud provisioning needs and wasted resources. On one hand, IT cannot provision clouds quickly, slowing down business innovation. Internal customers know that the cloud is on-demand, elastic, and agile, so they expect their cloud provisioning requests to be fulfilled in a timely fashion, not over the course of days or weeks. On the other hand, after IT provisions the requested clouds, they are often unmanaged, resulting in wasteful virtual machine (VM) sprawl. Cloud deployment can leave virtual resources under-utilized and end users unaccountable for their requested virtual assets. IT also has to take into consideration the high-profile nature of cloud computing within the enterprise and the need to demonstrate value quickly.

The ServiceNow Solution

The ServiceNow® Cloud Provisioning application empowers IT with automation and self-service to provision public or private clouds in minutes and to optimize their usage through the entire cloud lifecycle. Working alongside existing cloud management technologies, ServiceNow Cloud Provisioning discovers Amazon EC2 and VMware vSphere virtual assets and offers them to end users through an intuitive service catalog, creating a single consolidated place to order everything from office services to software, hardware, and virtual assets. Virtual assets are delivered and managed from creation to retirement with extensible leasing and built-in integration with change management processes. Through self-service from a familiar service catalog user interface and policy-based automation, ServiceNow Cloud Provisioning extends the interconnected processes and single system of record in the ServiceNow enterprise IT cloud to public and private cloud computing. As a result, IT can quickly provision public and private clouds in a manageable fashion, increase enterprise innovation and agility, increase end user satisfaction and productivity, and increase its own value to the enterprise.



Virtual resources available for self-service ordering in the ServiceNow Service Catalog

Automated Provisioning Across the Cloud Lifecycle

ServiceNow Cloud Provisioning automates the entire cloud provisioning lifecycle from self-service catalog to cloud orchestration to cloud resource optimization. IT administrators can make Amazon EC2 and VMware resources available in the ServiceNow Service Catalog and provision public and private clouds in minutes. Additionally, they can define lease policies and change policies and automate the routing of virtual infrastructure requests with full change control integration to the IT system of record – even including retirement provisions or scheduled reviews to determine necessity. Automated provisioning across the cloud lifecycle saves time, reduces the complexity to deploy and maintain cloud solutions, and prevents waste from VM sprawl.

Self-Service Provisioning Through a Familiar Catalog

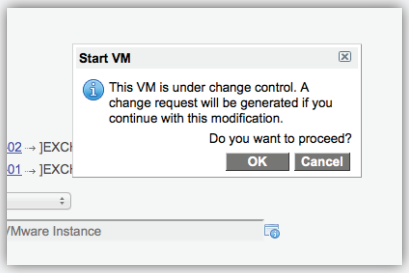
Self-service enables end users to order new resources, request updates to existing resources, and interact with their virtual assets through the ServiceNow Service Catalog. When they order virtual assets, they can define lease terms, provisioning rules, and pricing options. They can also associate the virtual asset with services and applications in the ServiceNow CMDB. IT administrators easily create catalog items in the ServiceNow Service Catalog from discovered virtual assets in public and private clouds. They then tailor the catalog items to match the basic configuration they want to be made available for automated fulfillment. Self-service provisioning makes cloud provisioning fast and flexible, and at the same time ensures successful product adoption by aligning with the way end users order services from a familiar service catalog.

Provisioning Rules to Ensure Control

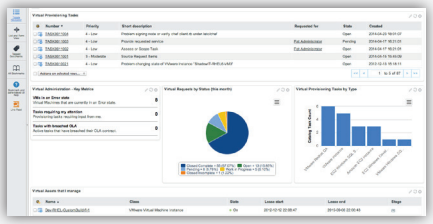
Provisioning rules dynamically route requests for virtual assets to the right cloud and implement appropriate resource and change management policies. ServiceNow Cloud Provisioning puts an end to VM sprawl by enforcing configurable leases for provisioned virtual assets. Virtual assets can have their leases extended or be reclaimed after users are notified. Environments where virtual assets are provisioned can be identified as requiring change management so that attempts to modify or interact with virtual assets in these environments will automatically initiate the appropriate change management process. Approved changes are then implemented using automation. Provisioning rules ensure that IT retains control over the cloud provisioning lifecycle for optimal results that benefit the enterprise.

Consolidated Visibility through the Cloud Operations Portal

A built-in cloud operations portal provides a consolidated view of service offerings, the state of public and private clouds, performance against service levels, and the future state of virtual assets. IT administrators can bring visibility to their cloud infrastructures and see how they are servicing end user requests. They can interact with virtual assets without needing to go to a separate cloud management product and even power up/down, suspend, or terminate virtual assets from within the portal. The cloud operations portal brings visibility to cloud operations and focuses attention on servicing end user requests for virtual assets.



Change management for VMs provisioned into production environments



The cloud operations portal keeps the focus on servicing requests for virtual resources

Graphical Workflow-driven Orchestration

ServiceNow Cloud Provisioning is built on the orchestration extension to the ServiceNow Service Automation Platform's graphical workflow capability. It enables IT professionals to replace manual, routine, error-prone tasks by building work-flow-driven automation using an intuitive point-and-click interface. In addition, they can build their own custom orchestration applications using the ServiceNow platform's app creator tool. Graphical workflow-driven orchestration gives IT the flexibility to extend ServiceNow Cloud Provisioning to custom requirements specific to an enterprise.

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