



Experts Live Europe

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Prague | Czech Republic

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An abstract graphic on the left side of the slide. It features a blue silhouette of a person climbing a rope. The rope is represented by several thick, curved lines in shades of blue and green. The person is positioned on the left, with their arms and legs extended as if climbing. The background is a light gray.

ITSM Tools and Azure: The Perfect Integration



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Agenda

Log Analytics Integration

Log Analytics – Service Manager Integration

Log Analytics – SCSM Integration Demo

Key Takeaways

Q & A





Log Analytics Integration

4 ITSM Tools are supported :

■ ServiceNow

■ Cherwell

■ SCSM

■ Provance

2 are comings:

■ BMC Remedy

■ Jira Service Desk

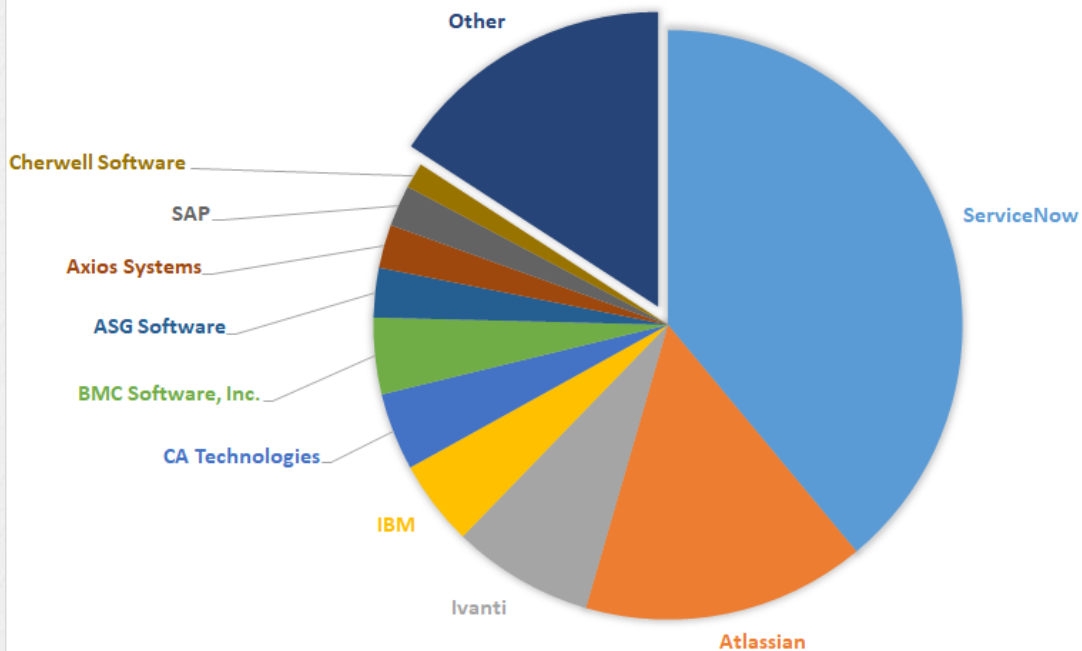
servicenow

PROVANCE



Some Numbers

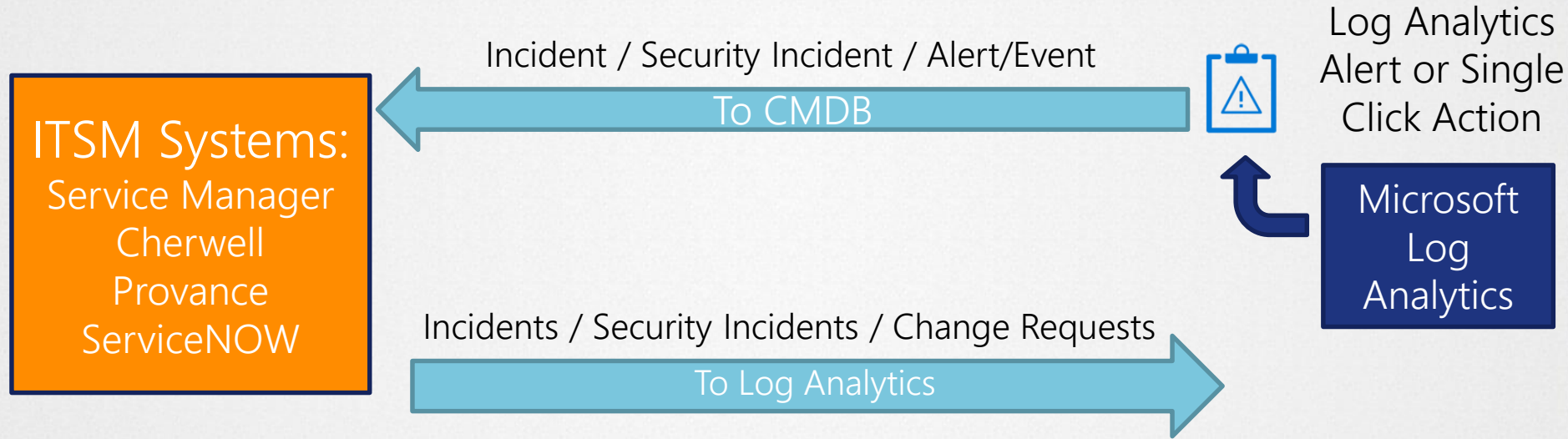
EXHIBIT 1: 2016 IT SERVICE MANAGEMENT APPLICATIONS MARKET SHARES
SPLIT BY TOP 10 IT SERVICE MANAGEMENT VENDORS AND OTHERS, %







Log Analytics and ITSM Integration





Benefits

Detect issues faster

- Automatically create an *Incident*, *Security Incident* or an *Alert* in your favourite ITSM solution

Easier Troubleshooting

- Correlate information from different sources, including the ITSM CMDB, together in a single repository with Log Analytics

Powerful Reporting

- Track KPIs across your ITOM and ITSM systems using a combination of Log Analytics and PowerBI





Performance Numbers

Metric Category	Sub Category	ServiceNOW	Cherwell	Service Manager
Tickets Creation	Create	Incident: 1.25s Security Incident: 2.23s Alert & Events: 860ms	Incident: 1.21s Event: 545ms	Incident: 2.9s
	Update	Incident: 840ms Security Incident: 1s Alert & Events: 1s	Incident: 620ms	Incident: 1.66s
Config Fetch (Templates & Enumeration information)		2.2 sec	19.58s	28s
Logs Size (Mb) (per 10000 workitems syncd in LA)	ServiceDesk_CL	20MB	11MB	16 MB
	ServiceDeskLog_CL	~0.09MB	~0.015MB	~0.07 Mb



Log Analytics – Service Manager Integration, what do you need?

An Azure Subscription

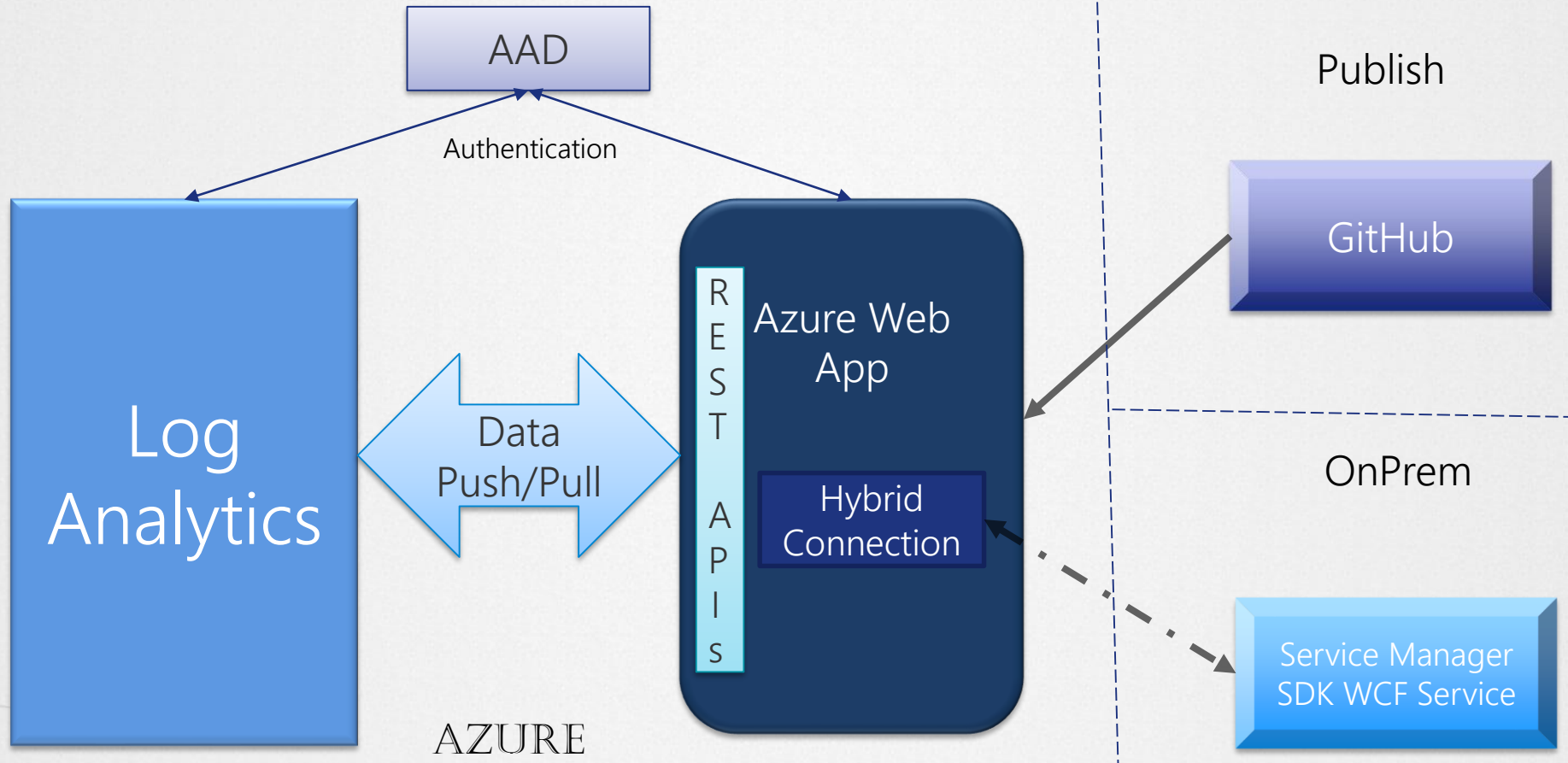
- A Log Analytics workspace (free)

A supported ITSM tool

And that's it 😊



Connect Log Analytics with Service Manager





Connection SCSM with Log Analytics: Automated Steps

1. Deploy the SM Webapp from github on Azure
2. Set the webapp properties on Azure
3. Register the app with Azure AD
 - Make note of Client id, Client Secret & Webapp URL.

Automated Steps using Script

```
#####
# User Configuration Section Begins
#####

# Subscription name in Azure account. Check in Azure Portal.
$azureSubscriptionName = "Microsoft Azure Sponsorship"

# Resource group name for resource deployment. Could be an existing resource group or a new one to be created.
$resourceGroupName = "ELEU2018"

# Location for existing resource group or new resource group deployment
##### List of available regions #####
# centralus,eastasia,southeastasia,eastus,eastus2,westus,westus2,northcentralus,southcentralus,westcentralus,
# northeurope,westeurope,japaneast,japanwest,brazilsouth,australiasoutheast,australiaeast,westindia,southindia,
# centralindia,canadacentral,canadaeast,uksouth,ukwest.
#####
$location = "westeurope"

# Service Manager Authentication Settings
$serverName = "FLOAPP-SCSM"
$domain = "florentappointaire.cloud"
$username = "fappointaire"
$password = '†'

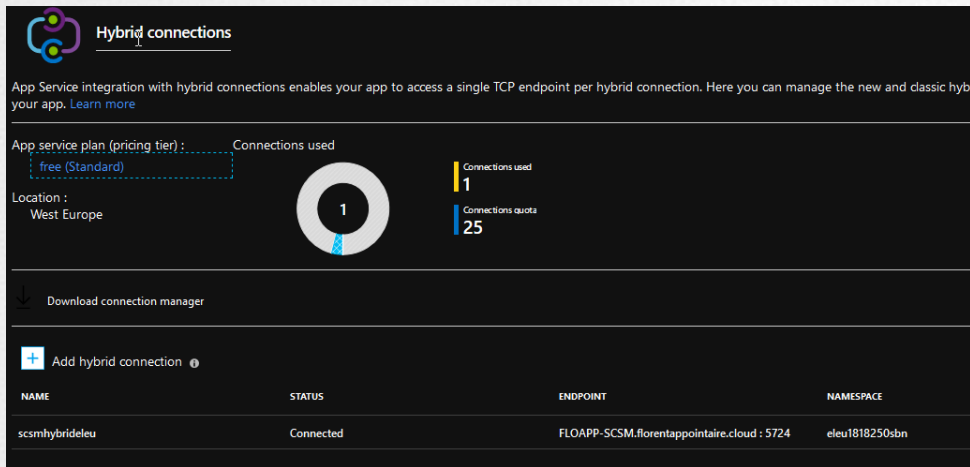
# Azure site Name Prefix. Default is "smoc". It can be configured to any desired value.
$siteNamePrefix = "eleu18"
```



Connection SCSM with Log Analytics: Manual Steps

4. Create a hybrid worker role with OnPrem SCSM

5. Connect Log Analytics with SCSM using the Client id, Client Secret & Webapp URL.



The screenshot shows the 'Hybrid connections' page in the Azure portal. It includes a description of hybrid connections, a summary card for the 'free (Standard)' service plan in 'West Europe' showing 1 connection used out of a 25 quota, and a table with one active connection named 'scsmhybrideleu'.

Hybrid connections

App service integration with hybrid connections enables your app to access a single TCP endpoint per hybrid connection. Here you can manage the new and classic hybrid connections for your app. [Learn more](#)

App service plan (pricing tier): **free (Standard)**

Location: **West Europe**

Connections used: **1**

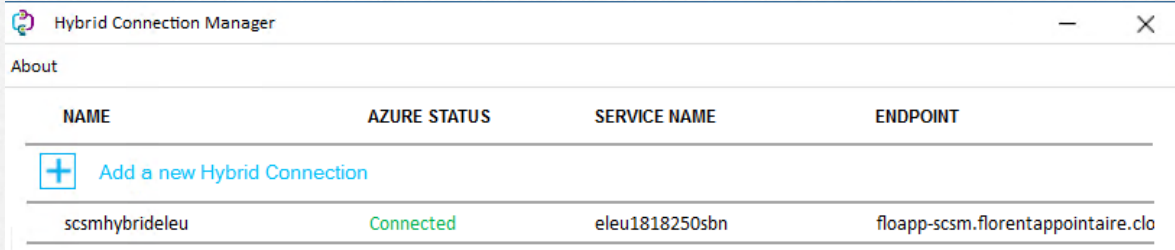
Connections quota: **25**

[Download connection manager](#)

[Add hybrid connection](#)

NAME	STATUS	ENDPOINT	NAMESPACE
scsmhybrideleu	Connected	FLOAPP-SCSM.florentappointaire.cloud : 5724	eleu1818250sbn

Manual Steps



The screenshot shows the 'Hybrid Connection Manager' application window. It has an 'About' section and a table displaying the connection status. A button to 'Add a new Hybrid Connection' is visible.

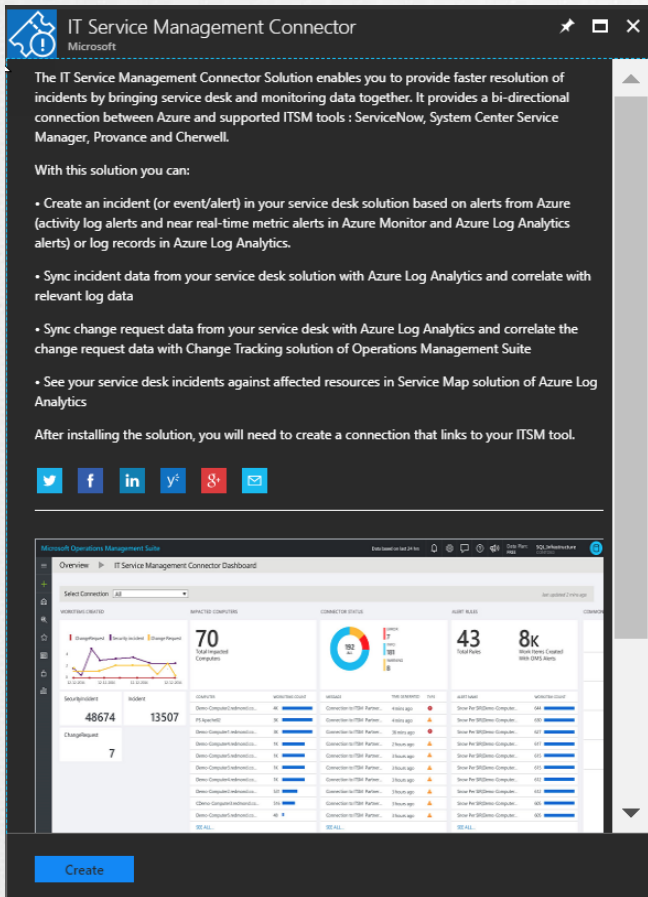
Hybrid Connection Manager

About

NAME	AZURE STATUS	SERVICE NAME	ENDPOINT
+ Add a new Hybrid Connection			
scsmhybrideleu	Connected	eleu1818250sbn	floapp-scsm.florentappointaire.cloud



Connection SCSM with Log Analytics: Add ITSM Connector



IT Service Management Connector
Microsoft

The IT Service Management Connector Solution enables you to provide faster resolution of incidents by bringing service desk and monitoring data together. It provides a bi-directional connection between Azure and supported ITSM tools : ServiceNow, System Center Service Manager, Provanca and Cherwell.

With this solution you can:

- Create an incident (or event/alert) in your service desk solution based on alerts from Azure (activity log alerts and near real-time metric alerts in Azure Monitor and Azure Log Analytics alerts) or log records in Azure Log Analytics.
- Sync incident data from your service desk solution with Azure Log Analytics and correlate with relevant log data
- Sync change request data from your service desk with Azure Log Analytics and correlate the change request data with Change Tracking solution of Operations Management Suite
- See your service desk incidents against affected resources in Service Map solution of Azure Log Analytics

After installing the solution, you will need to create a connection that links to your ITSM tool.

Microsoft Operations Management Suite
Overview > IT Service Management Connector Dashboard

Select Connection: All

70 Total Incidents
43 Alerts
8k Work Items

48674 Incidents
13507 Alerts
7 Change Requests

Connections:

Connection Name	Status	Created	Last Sync	Alerts	Incidents	Change Requests
System Center Service Manager	Connected	10/10/2018	10/10/2018	43	13507	7
ServiceNow	Connected	10/10/2018	10/10/2018	43	13507	7
Jira	Connected	10/10/2018	10/10/2018	43	13507	7
Provanca	Connected	10/10/2018	10/10/2018	43	13507	7
Cherwell	Connected	10/10/2018	10/10/2018	43	13507	7

Create



Add ITSM Connection

eleu2018

* Connection Name ⓘ
ELEUSCSM ✓

* Partner Type ⓘ
System Center Service Manager ✓

* Server Url ⓘ
https://eleu1818250.azurewebsites.net ✓

* Client Id ⓘ
48a40a34-e01d-4a27-988a-68ce95789e15 ✓

* Client Secret ⓘ
..... ✓

Data Sync Scope (in Days) ⓘ
60

Work Items To Sync ⓘ
2 selected ✓

☒ Create New Configuration Item in ITSM Product

Connection SCSM with Log Analytics: Add ITSM Connector

Microsoft Operations Management Suite

Open in Azure

Data Plan: Free

eleu2018

Overview ▸ Settings

You can now view and edit settings in Azure Portal. [Learn more](#)

Solutions >

Connected Sources >

Data >

Computer Groups >

Accounts >

Alerts >

Windows Servers >

Linux Servers >

Azure Storage >

System Center >

Windows Telemetry >

ITSM Connector >

IT Service Management Connector

Connect to your ITSM tools by configuring ITSM Connections. You can now create a new connection, edit or delete existing connections in [Azure Portal](#)

Your ITSM Connections are listed here.

NAME	LAST SYNC TIME	
ELEUSCSM	5 mins ago	↺↻



Action Group

An Action Groups is a reusable notification grouping for Azure alerts. You can create an action group to send an alert via an email, SMS, voice, an ITSM action, as well as calling a webhook and re-use it across multiple alerts.

The ITSM Action will allow you to create a work item (incidents, alerts, and events) in the connected ITSM tool when an alert is fired.

The ITSM action builds on top of the IT Service Management Connector Solution in Azure Log Analytics so it is required before using ITSM alerts in Action Groups.

Currently you can have up to 10 ITSM actions in a single Action Group.





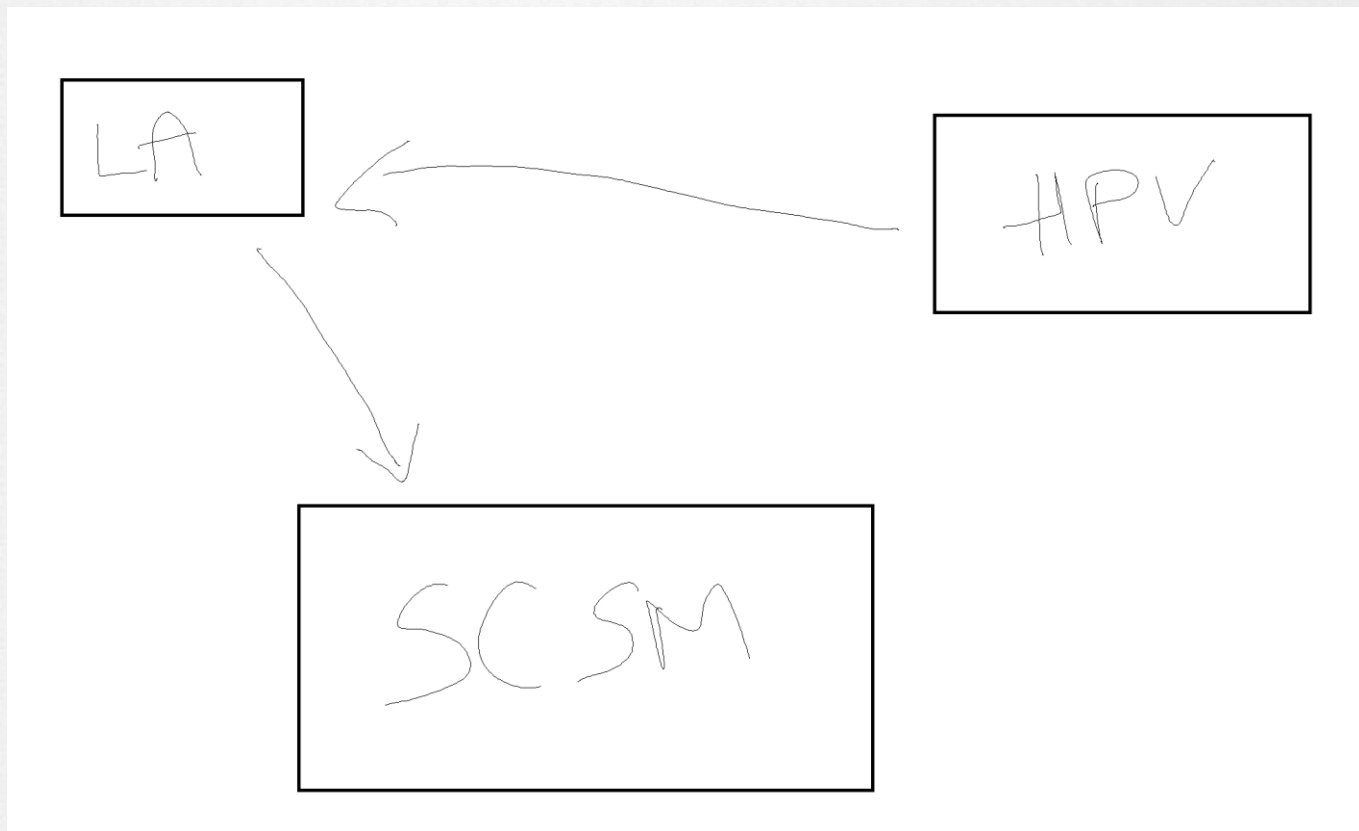
Pricing Model

FEATURE	FREE UNITS INCLUDED	PRICE
ITSM connector create or update event ⁹	1,000 events per month	€4.217/1,000 events
Emails	1,000 emails per month	€1.687/100,000 emails
Push notification (to Azure Mobile App)	1,000 notifications per month	€1.687/100,000 notifications
Web hooks	100,000 web hooks per month	€0.506/1,000,000 web hooks
Voice call	10 voice calls per month	€0.011/voice call
SMS		
COUNTRY CODE	FREE UNITS INCLUDED	PRICE
United States (+1)	100 SMS per month	€0.00544/SMS
Australia (+61)	–	€0.04807/SMS
Brazil (+55)	–	€0.01965/SMS
China (+86)	–	€0.02907/SMS
France (+33)	–	€0.04554/SMS
Germany (+49)	–	€0.08418/SMS





DEMO





Key Takeaways

Easy and fast to implement

Respond faster to issues

Automated and centralized

Low cost





Q & A





Thank You!

Gold

itnetX

 cireson



Hewlett Packard
Enterprise



 **StarWind**



Silver

 HYCU

 INOVIT

 SquaredUp

MPexperts 

derback
S I G N L 4

 adaptiva

Callisto
from Apajove

Conference Partner

 Microsoft