

EMEA DevXchange 2017

Leverage Dynamic Service Modeling to Expedite IT Alignment with the Business and Service Operations Management

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Agenda

SERVICE DISCOVERY POLICIES

DYNAMIC SERVICES

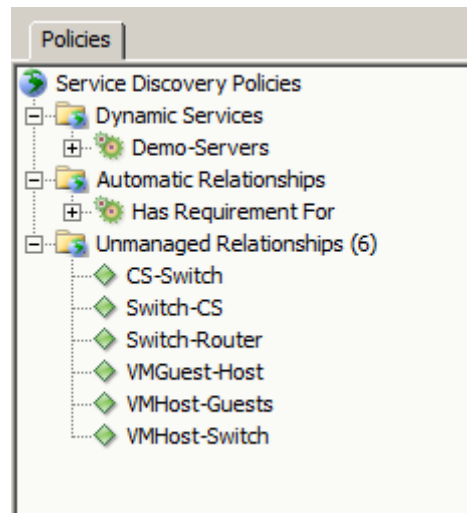
AUTOMATIC RELATIONSHIPS

UNMANAGED RELATIONSHIPS

Q & A

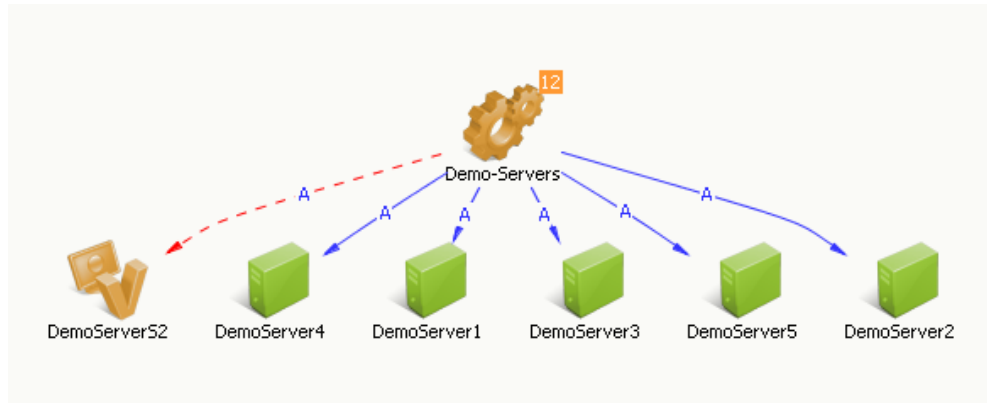
Service Discovery Policies

- Create service dynamically
- Add/remove children dynamically
- Activate “unscoped” relationships
- Create complete service via policies



Dynamic Services

- Create service via policy
- Add/remove CIs dynamically depending on properties



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Dynamic Service Policy Criteria
Dynamic Service Policy 'Demo-Servers'
WITH
    relationship 'Has Member'
FOR
    Computer System with properties
    (
        'Label' starts with (ignore case) "Demo"
    )

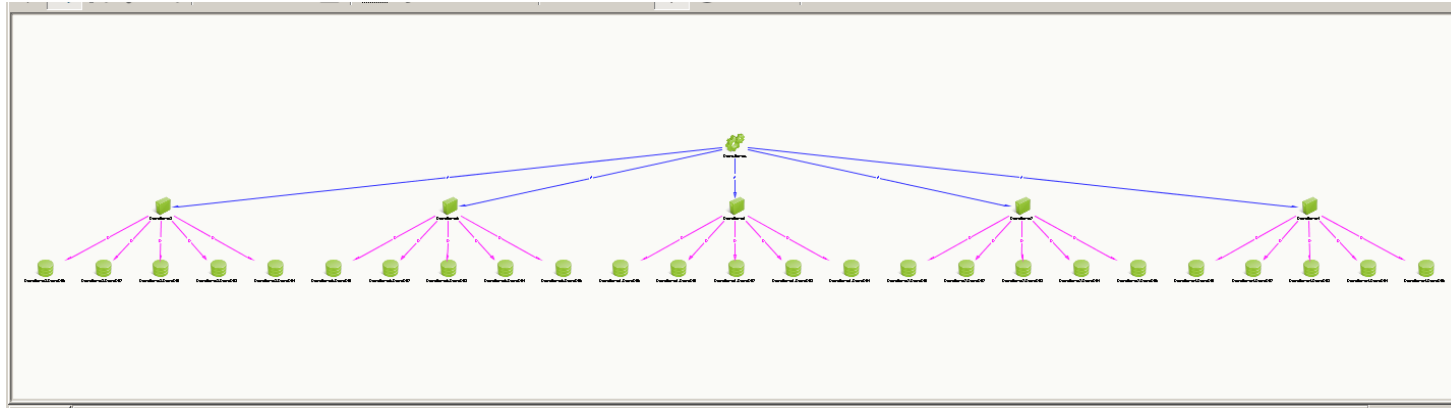
USER GROUPS WITH ACCESS:

1) Administrators
2) Operators (read-only)
3) Operators (read-write)
4) Super Users
```

Automatic Relationships

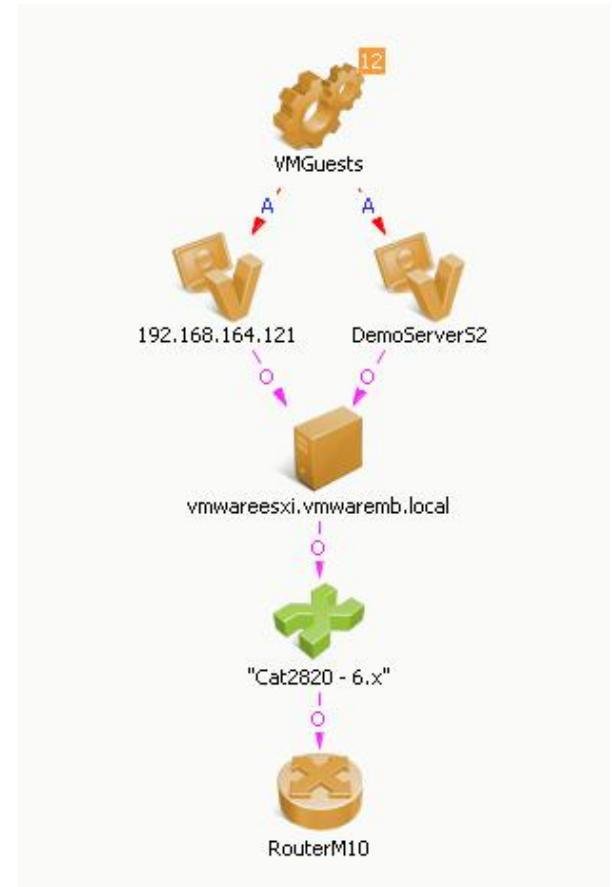
- Add child-CIs via policies
- Compare attributes
- Limit to specific services

```
Automatic Relationship Policy 'Has Requirement For'  
BETWEEN  
  Computer System with properties  
  (  
    'Sys Name' is set  
  )  
AND  
  Database with properties  
  (  
    'Device Sys Name' is set  
  )  
WHEN  
  (  
    'Computer System.Sys Name' equals (ignore case) 'Database.Device Sys Name'  
  )  
SCOPED TO  
  (  
    Specific services  
    (  
      Demo-Servers  
    )  
  )  
)
```



Unmanaged Relationships

- CA Spectrum is providing relationships
 - Network connectivity
 - VMware host-guest
- Configuration required
 - Relationship mapping
- Rules in CA Service Operations Insight to activate relationships



What Questions Do You Have?

THANK YOU!