

HP Cloud Service Automation Concepts Guide



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This guide describes how HP Cloud Service Automation (HP CSA) helps you achieve flexible, on-time, and on-budget service delivery to your customers in a hybrid cloud environment. The guide reviews HP CSA key terminology, significant functionality, and important processes.

Addressing cloud service management challenges with HP CSA

HP Cloud Service Automation (HP CSA) is a unique platform that orchestrates the deployment of compute and infrastructure resources and of complex multi-tier application architectures. HP CSA integrates and leverages the strengths of several HP datacenter management and automation products, adding resource management, service offering design, and a customer portal to create a comprehensive service automation solution.

The HP CSA subscription, service design and resource utilization capabilities address three key challenges:

- The HP CSA Marketplace Portal provides a customer interface for requesting new cloud services and for monitoring and managing existing services, with subscription pricing to meet your business requirements.
- The HP CSA graphical service design and content portability tools simplify developing, leveraging, and sharing an array of service offerings that can be tailored to your customers' needs.
- The HP CSA lifecycle framework and resource utilization features ease the complexity of mapping your cloud fulfillment infrastructure into reusable, automated resource offerings for on-time and on-budget delivery.

HP CSA addresses these challenges from a task- and role-based perspective, supporting these user roles:

- CSA Consumer – The Consumer uses the Marketplace Portal to manage cloud services, including subscribing to service offerings, managing service subscriptions, and performing actions on service instances.
- Consumer Service Administrator – The Consumer Service Administrator configures and manages consumer and provider organizations.
- CSA Administrator – The Administrator has access to all functionality in the Cloud Service Management Console.
- Resource Supply Manager – The Resource Supply Manager creates and manages cloud resources, such as providers and resource offerings.
- Service Business Manager – The Service Business Manager creates and manages the service offerings and service catalogs.
- Service Designer – The Service Designer designs, implements, and maintains service designs (also referred to as blueprints), component palettes, component types, component templates, and resource offerings.
- Service Operations Manager – The Service Operations Manager views and manages subscriptions and service instances.

Shopping for Cloud Services in the Marketplace Portal

HP CSA delivers cloud services through an innovative, enterprise-ready Marketplace Portal. The Dashboard, the home page of the Marketplace Portal, provides a variety of ways you can shop for service offerings and manage your requests and subscriptions.

In the Dashboard banner, click **Start Shopping** to kick-start your shopping experience—to browse and order services by certain categories, by keyword search, and by quick links to service offering filters.

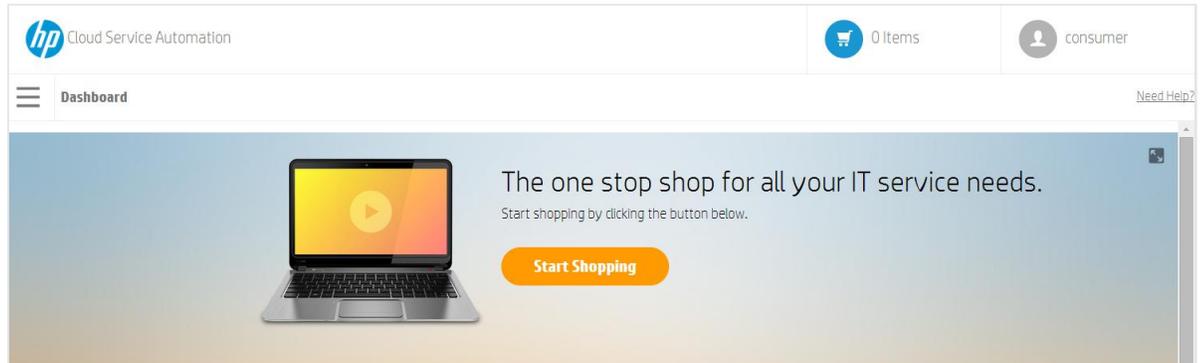


Figure 1 Start Shopping Banner

In the Dashboard, scroll up and down the rows of widgets to select and order service offerings by category, manage your subscriptions, and launch the express checkout wizard to request an express service. The Virtual Machine Express Checkout Wizard is the fastest way to request cloud services.

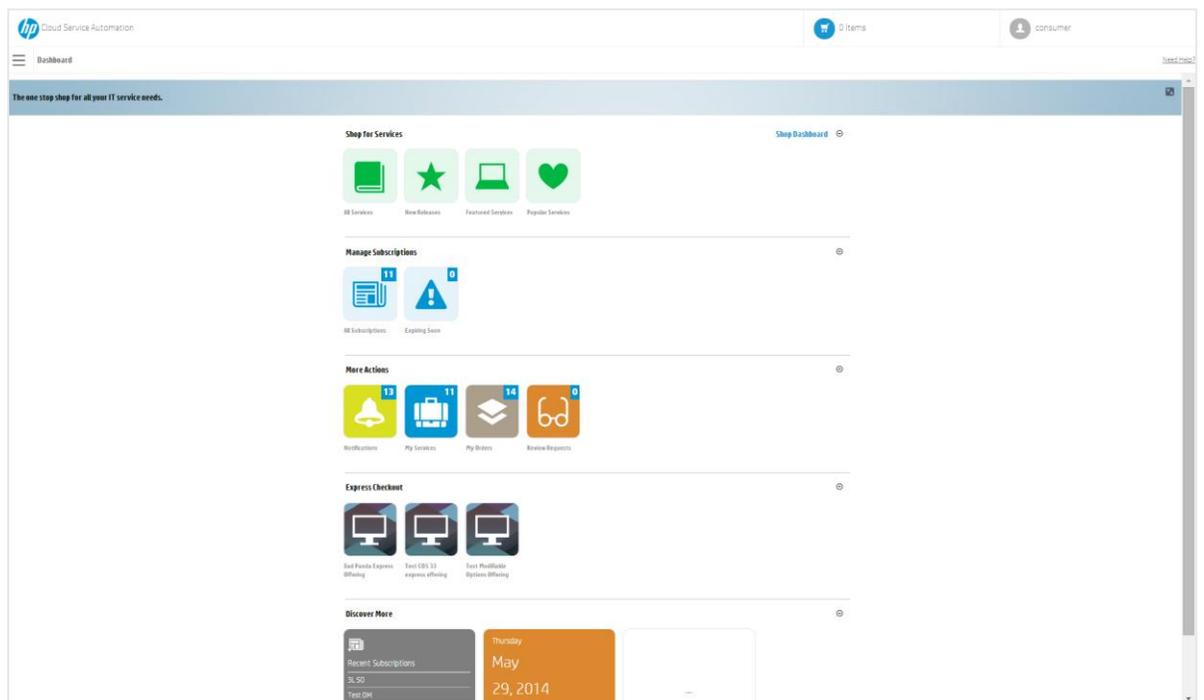


Figure 3 Dashboard Widgets

Managing and configuring cloud services

Navigating in the Cloud Service Management Console

Use the Cloud Service Management Console dashboard to navigate to the areas where you complete tasks, such as configuring organizations and users, creating designs, and managing catalogs. You can always click **Cloud Service Automation** in the title bar of the Cloud Service Management Console to return to the dashboard.

Depending on your role, you will see, and be able to access, specific areas of the Cloud Service Management Console. See the HP CSA Cloud Service Management Console Help for more information about the dashboard and about managing and configuring cloud services.

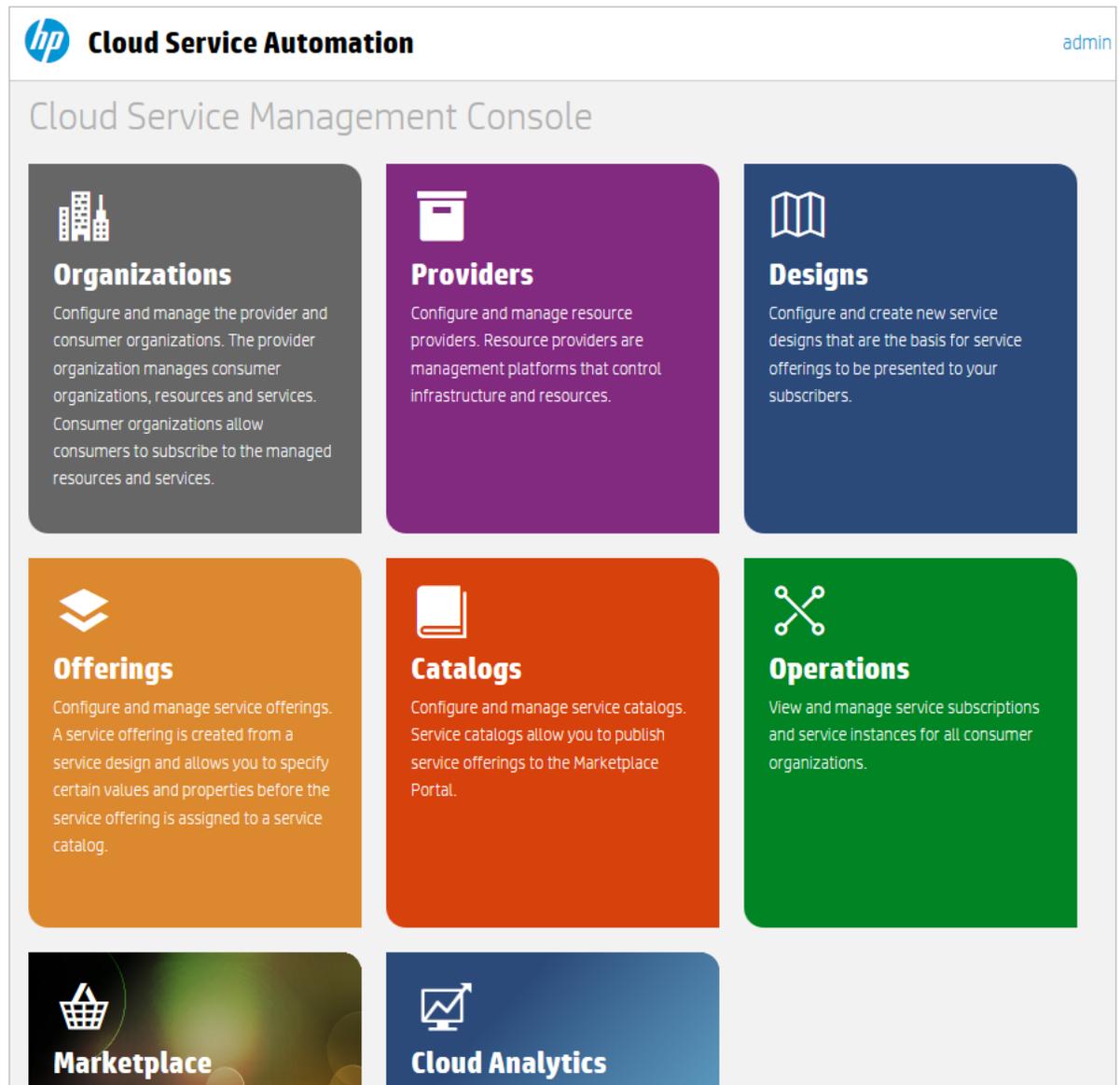


Figure 7 Cloud Service Management Console Dashboard

Configuring HP CSA organizations and users

An organization in HP CSA determines a member's entry point into the cloud system and associates its members with services and resources. An organization typically represents a business entity, such as a company, business unit, department, or group. HP CSA queries the organization's identity management system to determine the organization's members and groups and uses this information to authenticate and authorize HP CSA users and their actions.

HP CSA defines one provider organization per HP CSA instance. You can assign provider organization roles to control access to administrative functions. Using the Cloud Service Management Console, members of the provider organization can create one or more consumer organizations, manage configured organizations, and manage resources and services (such as designing, offering, and publishing resources and services for consumption). The organizations, resources, and services that can be managed are determined by the role(s) assigned to the members of the provider organization. For example, the CSA Administrator manages all organizations, resources, and services, while the Consumer Service Administrator manages only the organizations.

The consumer organizations, using the Marketplace Portal, subscribe to or consume the resources and services set up by the provider organization. There may be multiple consumer organizations configured; however, each consumer or subscriber sees only the information for the consumer organization of which he or she is a member. HP CSA uses consumer

organizations and catalogs, along with identity management system data, to map service offerings to the appropriate subscribers.

Configuring resource providers

Providers are management platforms that offer centralized control over the infrastructure and resources used in a cloud computing environment. For example, a provider such as HP Matrix Operating Environment can deploy virtual machines, while a provider such as HP SiteScope monitors applications.

A provider corresponds to the specific instance of an application that HP CSA can integrate with to help instantiate service designs. For example, to enable service designs that target HP Matrix Operating Environment, you must first create a provider (with a provider type of HP Matrix Operating Environment) in the Cloud Service Management Console. During this definition, you specify details such as user credentials and the URL for your HP Matrix Operating Environment service access point.

Creating service designs

To provide on-demand automated service delivery, you create, configure, and modify service designs, which are the recipes for automating the cloud, and which are comprised of reusable service components. Service components and their relationships in a service design define the framework for creating the service.

Service designs also provide a structure for options or profiles that consumers can select when ordering a service. You can re-use designs for multiple service offerings, with each service offering customized to meet the needs of different consumer organizations and groups. You can also leverage service designs shipped with HP CSA as well as exporting and importing designs between HP CSA systems.

You can create the following types of designs:

- **Topology Design** - Topology designs specify design layout and component relationships to define the service lifecycle. The topology designs are bound to resource providers when the design is created or imported.

Use topology designs for straightforward Infrastructure as a Service (IaaS) deployments. Create a topology design in a free-form component layout where connection relationships implicitly define the service fulfillment lifecycle. Each topology design component binds to a single provider for fulfillment automation. Topology designs delegate lifecycle sequencing to providers.

- **Sequenced Design** - Sequenced designs specify directed execution of the service component lifecycle and provide mechanisms for controlling resource selection as each component is deployed. When creating sequenced designs, you specify resource bindings on service components to constrain provider selection. These bindings link the component to one or more resource offerings that provision the component.

Use sequenced designs for complex services and services that rely on run book automation, such as integrations with legacy data center systems. Create a sequenced design as a directed component hierarchy to define lifecycle execution. Sequenced designs use components to group multiple automation providers within a single entity, and they permit explicit specification of lifecycle actions.

Creating service offerings

Service offerings encapsulate all the information consumers need to select the most appropriate services. Each service offering references a service design, which defines the service options and components of the service. You can tailor service offerings for each consumer group with specifics such as customized terms and conditions, option visibility, and pricing. When you are ready to expose the design to subscribers, you publish the service offering in a catalog in the Marketplace Portal.

Create a service offering from a sequenced or topology service design when you are ready to expose the design to subscribers in a catalog in the Marketplace Portal. You can create the following types of service offerings:

- **Standard** - A standard offering can be created from a sequenced or topology design. Pricing is configured on a service offering and supports initial, recurring, and option-specific pricing. You can also attach documents to a standard service offering (e.g., service level agreements, terms, and conditions) and screenshots, which are images and captions that provide the user with a visual representation of the offering in the Marketplace Portal.
- **Express Checkout** - Express checkout enables functionality that streamlines the ordering of simple compute services in the Marketplace Portal. The first step in this process is to create an express topology design with a predefined structure. Then you create an express offering mapped to a provider based on an express design.

Customizing service offerings

You can customize service offerings for different target groups. You can base customized service offerings on the same service design using different attributes for each group. You publish a customized service offering in a catalog that is visible to its target group.

You can configure the following service offering attributes:

- Offering name, description, image and tags
- Option visibility for offerings based on sequenced designs
- Associated profile for offerings based on topology designs
- Subscription pricing
- Attached documents such as service level agreements or terms and conditions
- Associated screenshots or other images

You link each service offering to its target group by publishing the service offering in a catalog for that group. HP CSA uses catalogs to constrain the service offerings displayed for each user. The Marketplace Portal only displays offerings published in catalogs associated with one of the user's groups.

HP CSA manages catalog access through group memberships as configured in the organization's identity management system. HP CSA does not directly manage the creation or maintenance of individual users or organizational groups. You specify an identity management system for each HP CSA organization you create. You then configure the groups that can access the organization's user interface. You also configure catalog access for specific groups within an HP CSA organization. Each organization's group memberships must exist or be created in its identity management system. Often, existing groups naturally correspond to HP CSA access control needs. Sometimes you'll need to create new groups for specific needs.

Creating catalogs

Catalogs map service offerings to specific groups within a consumer organization. Publishing a service offering in a catalog makes the offering visible in the Marketplace Portal to the groups associated with the catalog. You can configure each catalog as visible to specific groups within the catalog's associated organization, and you can also specify the default approval process and the available approval policies for each catalog. In addition, you can publish a service offering in multiple catalogs to make it visible to more than one set of consumers.

You can start by configuring the automatically created, default catalog (Global Shared Catalog,) or you can manually create a new catalog and associate it with an organization. Multiple catalogs can be associated with the same organization, and any changes made to the Global Shared Catalog will be visible in every organization's Marketplace Portal.

Managing service instances

Use the **Operations** area of the Cloud Service Management Console to view and manage subscriptions and service instances for all consumer organizations. A subscription originates with a subscription request, which is a request for delivery of cloud services that is initiated by the subscriber (end user) using a service catalog in the Marketplace Portal. After a subscription request is approved, a service instance is created.

HP CSA constructs service instance artifacts during service deployment and updates service instances during service management. Service instances encapsulate all the details of the deployed service and its components, for example, provisioned IP details for a network segment component. HP CSA bases service instances on the service design configured for the service offering and on consumer demand.

Exporting and importing HP CSA content

To expedite service delivery, you can import and export service designs and resource offerings between running instances of HP CSA. You do this from the Cloud Service Management Console or with the command line Content Archive Tool.

HP CSA export operations package service designs and resource offerings into portable content archives. Service design content archives also contain the resource offerings the designs reference. Before importing content, you must first synchronize HP CSA with HP Operations Orchestration (HP OO) to include all HP OO process definitions referenced by HP CSA.

When importing design content, HP CSA determines if the required resource offerings are already installed on the system. HP CSA references existing resource offerings where appropriate. HP CSA imports new resource offerings automatically and links them with the imported service designs.

HP and HP partners also make available pre-built content for common resource providers, designed to be flexible and generally applicable. These qualities allow reuse in multiple service designs. After importing pre-built resource offerings, you identify the resource providers that can fulfill them.

HP CSA is shipped with pre-developed service designs and resource offerings that can be customized for your use. You can import and export this integrated “content” developed for specific HP CSA applications, and adapt it to your business needs. The out-of-the-box integrations shipped with this version of HP CSA are stored in a library folder on the HP CSA media.

You can also download integrations at the HP Live Network website: <https://www.www2.hp.com/>. Access to this site is restricted. HP customers must have an active HP support agreement ID (SAID) for HP Cloud Service Automation and an HP Passport sign-in to access the data on this site. For more sample services designs and sample resource offerings, see your HP Professional Services Representative.

Deploying HP CSA with HP Professional Services

The HP Professional Services Organization (PSO) provides HP CSA deployment services. PSO staff members closely coordinate deployment planning and activities with on-site personnel. Initial on-site deployment services include basic network and storage set up and server installation for the HP CSA foundation and its component products. HP Professional Services can help you integrate HP CSA into your existing business processes, developing customized solutions that meet the needs of your organization.

HP CSA can be extended and customized to integrate into your business processes. Most high level HP CSA objects and entities can be customized to some degree. You can use the Cloud Service Management Console to extend the following HP CSA objects.

- Leveraging sample service designs and resource offerings: Using sample content archives as a starting point, you can create your own service designs and resource offerings
- Creating provider types: You can create new types of providers. For instance, you may want to add a provider type for database provisioning—say HP Database and Middleware Automation (HP DMA). To do this, you create a provider type, populating this new type with resource providers, such as specific HP DMA servers. Then you create resource offerings with a category—database—that can be filtered to be visible to certain service components.
- Creating component types and templates for sequenced designs: Component types provide the starting point when adding a new component to a sequenced design. Component types are organized into component palettes. The component type defines the properties and initial property values of the service component and constrains the relationships that the service component can assume within the service design and with resource offerings.
- Creating customized lifecycle actions for sequenced designs: You can create lifecycle actions for both sequenced design service components and resource offerings. For example, perhaps you want to email notification to a subscriber when a provisioned server comes online. You add the appropriate lifecycle action to the service design to trigger the notification process, first making sure synchronization with HP OO is in place, so that the service design generates the correct calls to HP OO flows. Then you edit the service component to create and associate the new lifecycle action.
- Creating service catalogs: Although you can have only one Global Shared Catalog, you can create multiple service catalogs per organization, each with a different selection of service offerings. For each catalog associated with an organization, you can associate the required approval process, access control policy, and catalog image.
- Using the HP CSA Application Program Interface (API): A set of API calls underlie HP CSA functionality. These representational state transfer (REST) APIs are designed to provide a clean separation of Marketplace Portal functions from Cloud Service Management Console functions. Therefore, organizations can build their own catalogs and subscription mechanisms on top of HP CSA, replacing the Marketplace Portal with their own alternate portal.

For more information about HP Professional Services or to plan for your HP CSA deployment, contact your HP representative.

For HP CSA installation and configuration procedures, refer to the *HP Cloud Service Automation Installation Guide* and the *HP Cloud Service Automation Configuration Guide*.

For more information

To access other toolkits to design and extend services running on HP CloudSystem, go to hp.com/go/csdevelopers.

For more information on HP CloudSystem, visit hp.com/go/cloudsystem.

HP software product manuals and documentation for the following products can be found at <http://h20230.www2.hp.com/selfsolve/manuals>. You will need an HP Passport to sign in and gain access.

- HP Cloud Service Automation
- HP ArcSight
- HP Operations Orchestration
- HP Server Automation
- HP SiteScope
- HP Universal CMDB

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