

HP Cloud Service Automation

What's New in HP Cloud Service Automation 4.10



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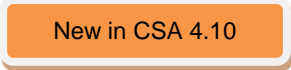
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Cloud Service Automation 4.10 Overview

HP Cloud Service Automation enables organizations to rapidly deliver on-demand IT services. These services can include virtualized systems and networks, databases, and applications. Because HP CSA automates the deployment processes, the delivery of services is repeatable and cost-effective. Services can be modified and extended to meet the needs of the users and the business processes of the organization.

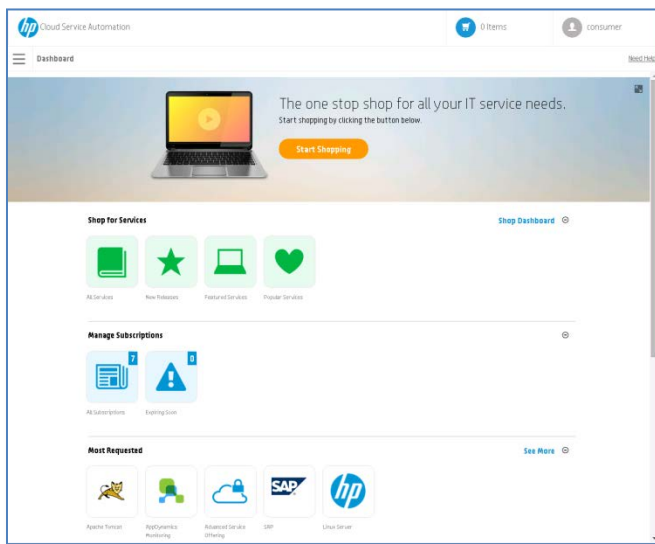
HP CSA 4.10 provides significant enhancements for subscribers, IT providers, service designers, and business managers. This document gives an overview of HP Cloud Service Automation (HP CSA). New or enhanced HP CSA 4.10 features are noted with this icon:



Subscriber Experience

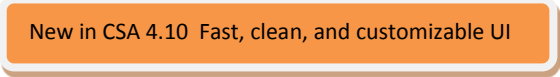
HP CSA subscribers are people who wish to order services for themselves or for others. A service may be a single virtual machine, a shared network service, or a complex multi-tier software service. There are many pre-designed services provided with HP CSA, and new services can be designed and added as needed.

The Marketplace Portal (MPP) is used by subscribers to browse, order, and control their services. The



MPP has an updated interface: it's clean, fast, and can be customized to meet an organization's needs and style.

Ordering of services is easy...a subscriber can browse catalogs of services, organized by categories such as networking, virtual systems, databases, or application servers.



Individual service offerings include detailed descriptions, service options, screen shots, and pricing information.

Windows Server 2012 RTM
Application Servers

Windows Server 2012 delivers hundreds of new features and enhancements spanning virtualization, networking, storage, cloud computing, automation, and more. Transform your IT operations to reduce costs and deliver a whole new level of business value.

Published on May 9, 2014 12:27:06 PM

Show More Details is **On**

Small
The smallest value offered.

Option 1
The smallest value offered.

Initial Price: **\$ 0.00**
Recurring Price: **\$ 0.11 hourly**

from: \$ 0.00
+ \$ 0.00 hourly

Options & Schedule

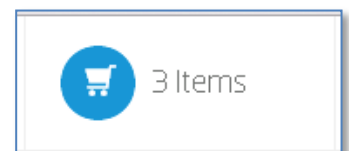
Subscribers select service options and specify a service name that will be meaningful to them. They also specify the dates when the service will start and end.

Approval Documentation

If an organization requires approval for service orders, a subscriber can attach documents that will be read by the reviewing approver.

Shopping Cart

CSA 4.10 allows subscribers to add several services to a shopping cart, modify existing orders, and place an order that includes several selected services

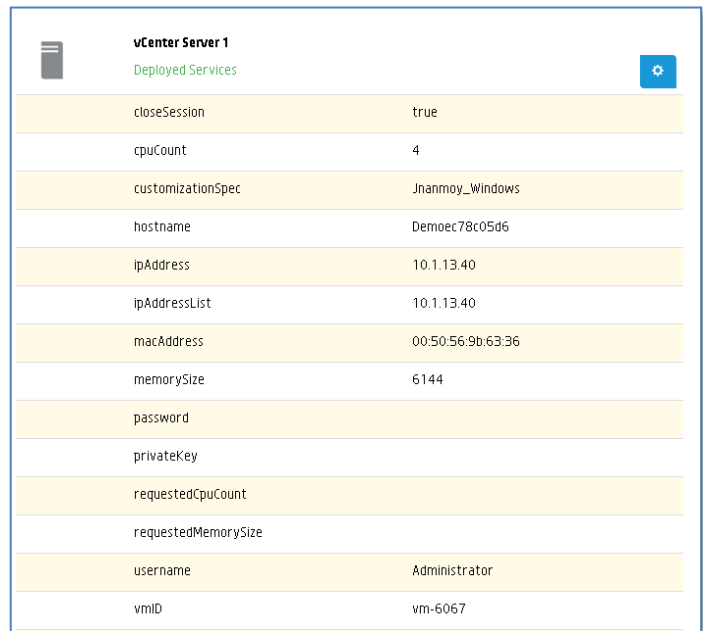


New in CSA 4.10: Shopping cart

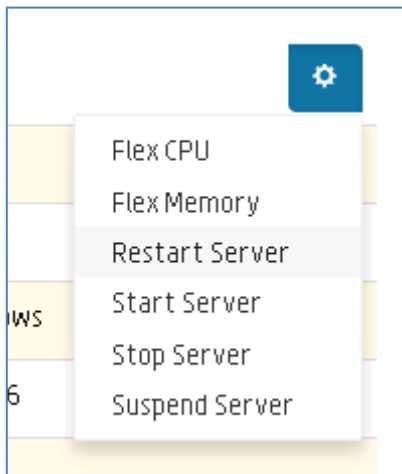
Subscription Delivery & Details

Once an order has been approved and deployed, a subscriber is notified that it is ready for use. The details of the infrastructure, platform, or application service are presented in the Service Details screen.

This information might include the IP address, the full network name, and the credentials of the deployed service.



vCenter Server 1 Deployed Services	
closeSession	true
cpuCount	4
customizationSpec	Jnanmoy_Windows
hostname	Demoec78c05d6
ipAddress	10.1.13.40
ipAddressList	10.1.13.40
macAddress	00:50:56:9b:63:36
memorySize	6144
password	
privateKey	
requestedCpuCount	
requestedMemorySize	
username	Administrator
vmID	vm-6067



Service Control

Subscribers can modify their running services. For example, they may wish to add servers, memory, and storage to support more users. Subscribers may also decide to manually cancel a service as soon as they are finished with it.

IT Provider Experience

IT providers need to deliver and support a range of services in a timely and cost-effective manner. These services may be hosted within a local corporate infrastructure, on a public cloud host, or in some combination of private and public environments.



Service deployment can be a time- and labor-intensive process, requiring a range of technical backgrounds. HP CSA provides the capability to combine skills, automate processes, and document the deployment steps.

Management of Resources

























IT providers need to manage vast amounts of compute, storage, networking, software, and other resources. HP CSA enables IT providers to define and automatically select the appropriate providers that are needed for different tasks. As new services are brought online, HP CSA tracks the resources that are consumed from each provider pool.

HP CSA uses a vendor-neutral approach for defining and managing resources, so an IT provider is not locked into a single vendor solution.

Users and Organizations

IT providers need to manage the users and roles throughout their organizations. HP CSA connects to corporate directory services to ensure that user privileges and organizational relationships are maintained during the service ordering, management, and approval processes.

The IT providers can customize the look and feel of the Marketplace Portal for each organization.

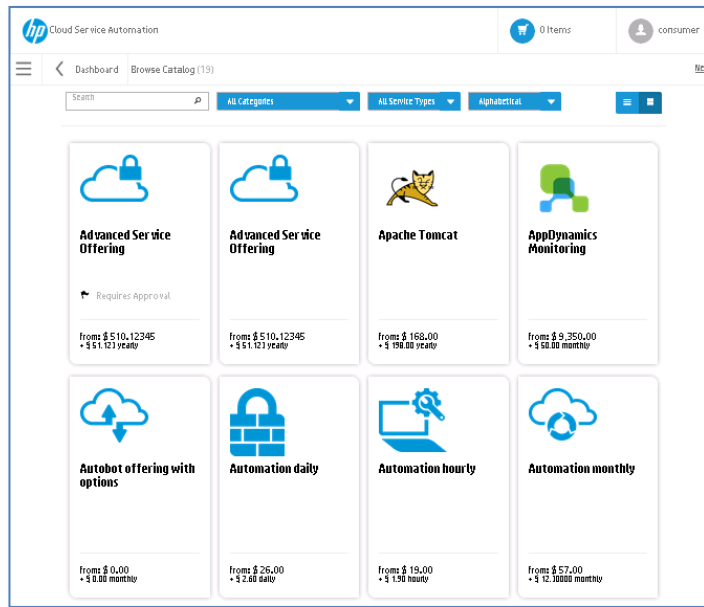
All Provider Types		
	Amazon EC2	
	Chef	
	HP 3PAR	
	HP Cloud OS	
	HP Database and Mi...	
	HP Matrix Operating...	
	HP Network Automa...	
	HP Server Automati...	
	HP SiteScope	
	HP UCMDB	
	Openstack	
	VMware vCenter	

Service Catalog and Cost Management

HP CSA enables IT providers to define the catalogs of services that are available to organizations. These catalogs can be quickly searched by string-matching, tags, and categories.

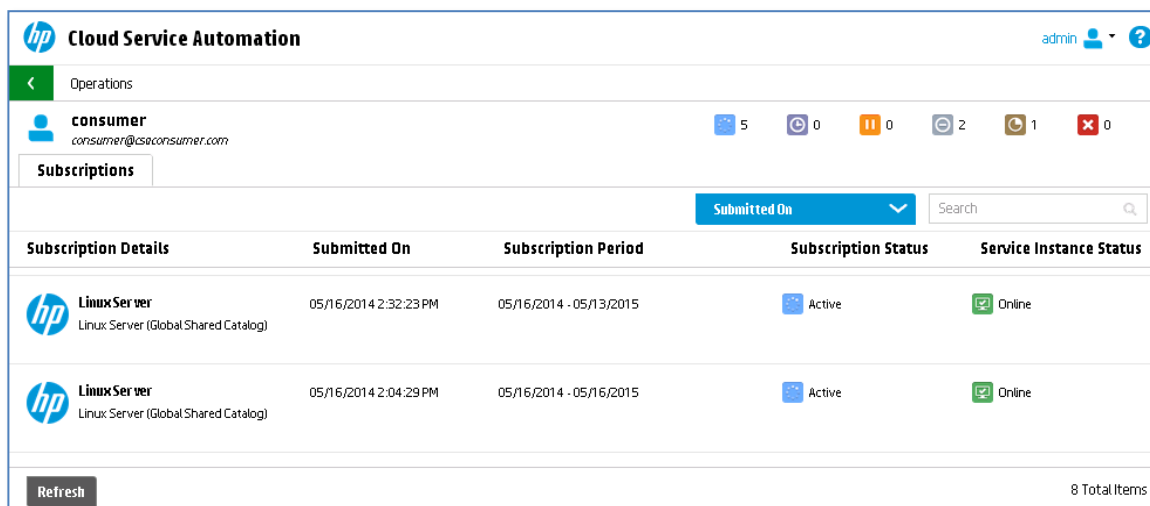
IT providers can define the base, recurring, and option costs associated with each service. This information can be used by HP Cloud Analytics or other billing solutions to track and bill for the services delivered.

An organization may choose to use HP CSA's built-in approval mechanism to ensure that certain subscriptions are not provisioned without active approval.



Operations Management

IT providers need to be able to monitor, control, and fix problems in a complex service environment. The HP CSA Operations screen lets the IT department view the service status, component status, events, and resources associated with each service. The provider is able to cancel services or to transfer them to another subscriber.



Service Designer Experience

IT service automation requires the ability to specify the processes, components, and resources that are used to deploy services. HP CSA supports a combination of techniques for designing automated service deployment. These techniques are summarized in the following table, followed by a larger overview.

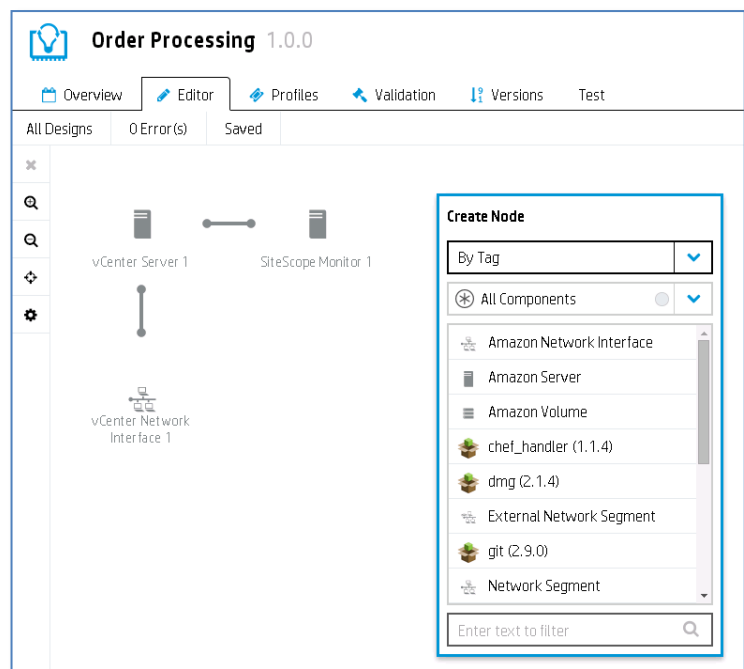
Descriptive	Prescriptive
<ul style="list-style-type: none"> • This approach favors rapid development, using pre-built intelligent functional modules. • Service designers focus on the ultimate deployed state of a service. • HP CSA automatically chooses and implements the most efficient service design. • End-user input is free-form text or profiles created at design time. 	<ul style="list-style-type: none"> • Designers have absolute control over the process sequences, components, and data definitions. • Requires experience designing flows with HP Operations Orchestration Studio. • Leverages lots of existing content and integrations available for HP Operations Orchestration. • End-user options can be defined at run time.

Descriptive Approach: HP CSA Topology Designer

HP CSA's topology ("topo") designer allows you to quickly design complex IT services without having to spend time on implementation details. The designer lets developers graphically add components such as servers, storage, networks, and software management functionality.

Most components and properties are pre-defined for the topo designer. A developer simply inserts components, connects related components, and then specifies properties and relationships.

These components will then be realized after they are published and a user subscribes to the service.



New for CSA 4.10: Topology designer support for vCenter, Amazon Web Services, Server Automation, and Chef

New for CSA 4.10: Include OO flows in Topology designs

Adding Operations Orchestration functionality

At times, there may be a need to add new run-book functionality to an HP CSA topo design. The HP CSA designer allows you to encapsulate HP Operations Orchestration flows, and include them as custom design components.

Adding Software and Config Management Functionality

The HP CSA topology designer also supports software and configuration management capabilities. HP CSA interacts with the open-source version of Chef: functionality described in Chef cookbooks can be embedded in new HP CSA topology components.

In a similar fashion, HP CSA can embed policies from HP Server Automation as new components.

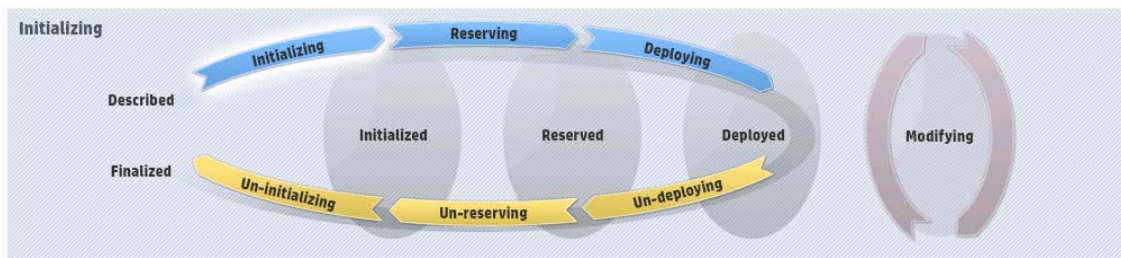
Version Support

HP CSA now includes version support for topology components.

New for CSA 4.10: Chef and Server Automation functionality can be embedded in topo designs as new components

Prescriptive Approach: HP CSA Sequenced Designer

HP CSA has a large installed base of solutions and sample content based on the HP CSA sequenced designer. These designs use the HP CSA lifecycle engine to call “lifecycle actions” at specified points in the deployment of a service. These lifecycle actions are customized HP Operations Orchestration flows that interact with applications and infrastructure.



New for CSA 4.10:
Business metrics from HP Cloud Analytics

Business Management Experience

IT providers need extensive business information to optimize service operation and manage costs. This information must allow deep analysis of current and past situations, and provide trending information to help plan for the future. Important metrics include:

- Service demand: Knowing which services are being used by customers, the level of usage, and price of services.
- Operational: Which services are available, and which others may have failed.
- Resources: Cloud services are built on resources, and it is important to collect the volume and costs of both private and public cloud services. The costs of these services directly impact the financial bottom line.
- Billing: HP CSA uses a reservation-based billing system. When a user subscribes to a service, the price of the service and options are tracked. Accounting can be implemented through informal internal processes, or through formal billing reports.

HP Cloud Analytics (powered by HP IT Executive Scorecard) supports a wide range of business metrics related to cloud services. It collects information from HP CSA and cloud providers, then correlates and analyzes the information to produce technical and business-focused views. Cloud Analytics forecasting features show trends in service usage, costs and other financial and performance metrics.

