

Service Manager & Orchestrator 2019


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Hva er nytt i Modern Service Management i en Hybrid Verden

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Tema

Hva er nytt i Service Manager 2019?

Hva er nytt i Orchestrator 2019?

Service Management i en Hybrid Verden

Oppgradering til System Center 2019

Service Manager



Service Manager 2019

- Improved UI responsiveness
- AD connector improvement
- SQL 2017
- Support for TLS 1.2



Service Catalog

Build and deliver turnkey applications to your enterprise IT customers



Azure Policy

Enable security and management at scale for Azure resources



Azure Blueprint



Ticketing

Partner-enabled solutions



Service Manager 2019 – Hva er nytt?

- Forbedringer i Active Directory Connector
 - Active Directory (AD) connector kan nå synkronisere med en angitt domain controller.
 - Angi domain controller i LDAP query til Active Directory connector.
- Forbedret UI responsivitet
 - Adressert minnelekkasje problem
- Service Logons
 - Støtte for service login kontoer ved install (tidligere nødt til å bruke interactive logons)
- Support for SQL 2017
 - Ny installasjon
 - Oppgradering SQL 2016 -> 2017

Orchestrator



Orchestrator 2019

- 64 bit support
- PowerShell v4 +
- SQL 2017
- Support for TLS 1.2



Process Automation

Orchestrate processes using graphical, PowerShell, and Python runbooks



Configuration Management

Collect inventory

Track changes

Configure desired state



Update Management

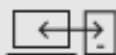
Assess compliance

Schedule update installation



Azure Functions

Event driven, compute on-demand, events occurring in Azure, third-party, or on-premise systems



Heterogenous

Windows & Linux

Azure and on-premises



Orchestrator 2019 – Hva er nytt?

- 64 bit support
- PowerShell 4.0+
 - Tidligere PowerShell 2.0 og workarounds nødvendig
- SQL 2017
 - Ny installasjon
 - Oppgradering eller flytting fra SQL 2016 til 2017
- TLS 1.2 støtte
 - Kom i System Center Update Rollup 4

Service Management i en Hybrid Verden



- ITSM Integrasjon i Log Analytics og Azure Monitor

IT Service Management Connector

Microsoft



IT Service Management Connector

Microsoft

Create

♡ Save for later

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, Provance and Cherwell.

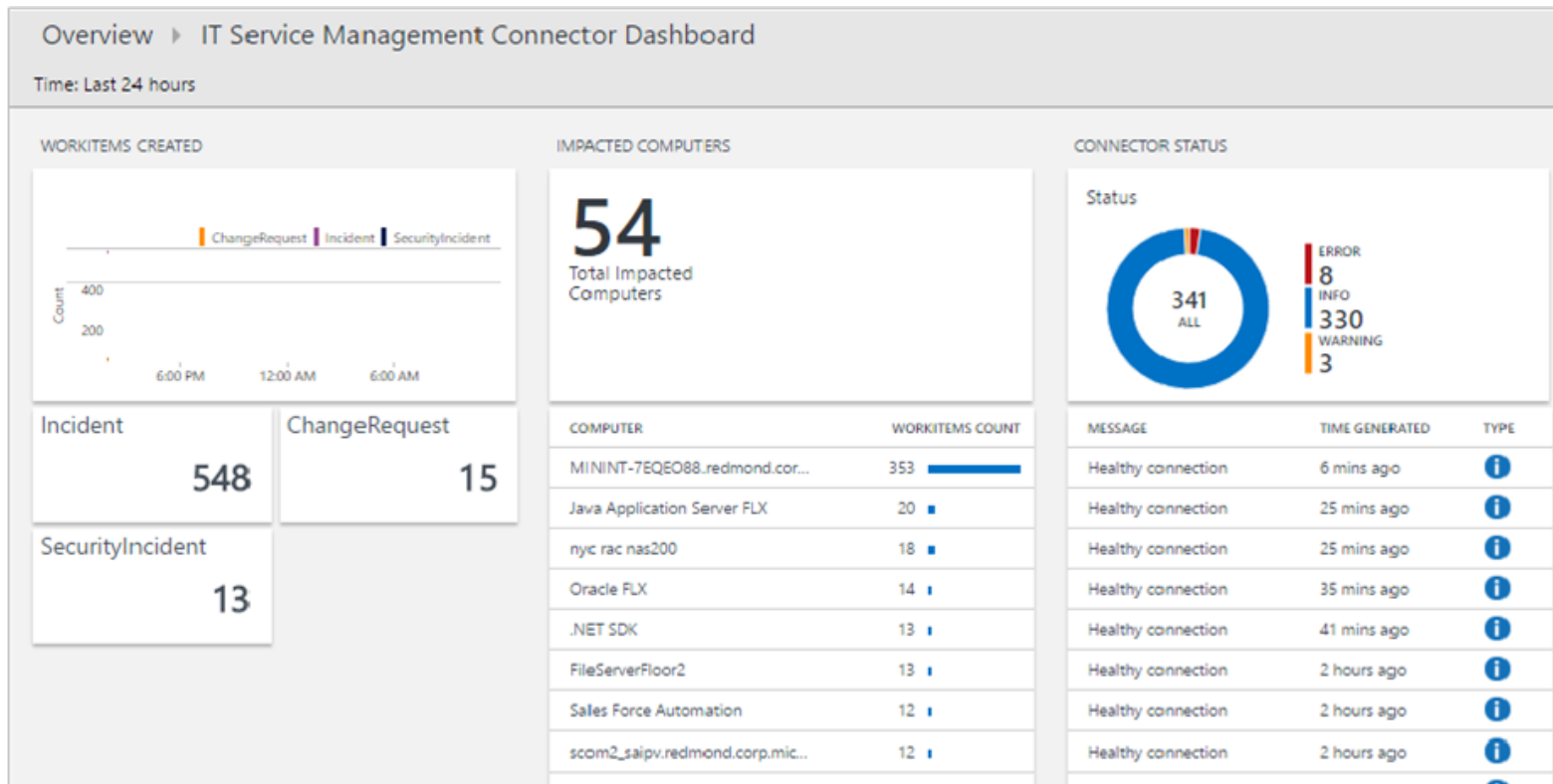
With this solution you can:

- 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.

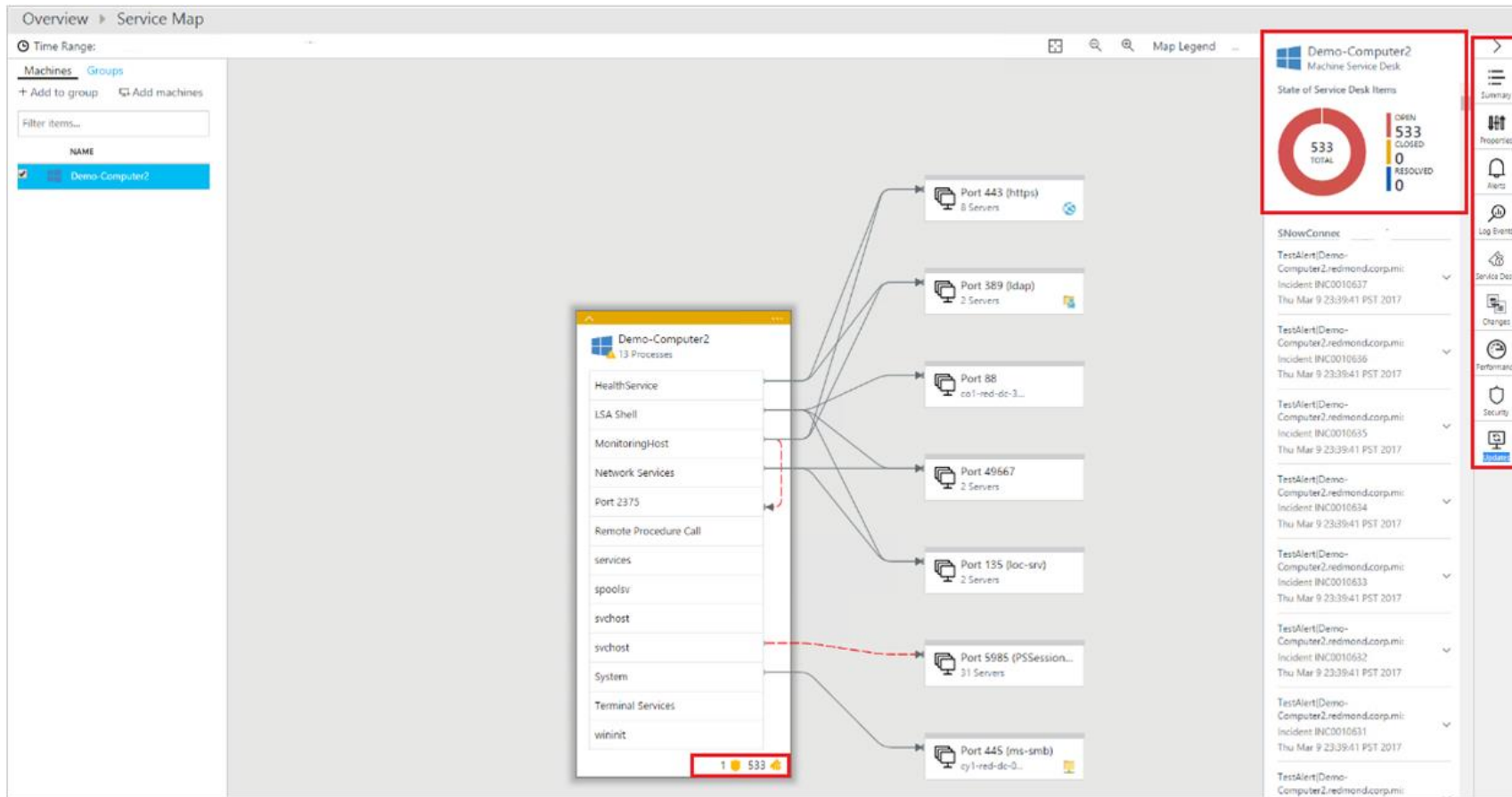


IT Service Management Dashboard





Integrasjon med Service Maps





Demo

Service Management i Hybrid Datarom

Upgrade to System Center 2019 and 190X

Long-Term Servicing
Channel (LTSC) releases



Semi-Annual Channel
(SAC) releases





System Center oppgradering fremover

- Kun LTSC
 - Update Rollups
 - 5 år mainstream + 5 års extended support
- SAC
 - Kun for Configuration Manager fremover



Oppgradering til Orchestrator 2019

- Direkte oppgradering
 - Orchestrator 2016 -> Orchestrator 2019
 - Orchestrator 1801 -> Orchestrator 2019
 - Orchestrator 1807 -> Orchestrator 2019
- Indirekte oppgradering
 - Orchestrator 2012 R2 -> Orchestrator 2016 -> Orchestrator 2019
 - Orchestrator 2012 R2 -> Orchestrator 1801 -> Orchestrator 2019
- Pre-Upgrade
 - Update Rollup 6 for Orchestrator 2016
 - Backup
- Upgrade prosess
 - Tilsvarende som tidligere: Uninstall og bruk eksisterende database ved ny install.



Oppgradering til Service Manager 2019

- Direkte oppgradering (In-Place)
 - Service Manager 2016 -> Service Manager 2019
 - Service Manager 1801 -> Service Manager 2019
 - Service Manager 1807 -> Service Manager 2019
- Ikke støtte for side-by-side eller rolling upgrades!
- Hva hvis du vil ha ny hardware?
 - <https://docs.microsoft.com/en-us/system-center/scsm/set-up-lab-with-production-data?view=sc-sm-2019>
- Indirekte oppgradering
 - Service Manager 2012 R2 -> SCSM 2016 -> Service Manager 2019
 - Service Manager 2012 R2 -> SCSM 1801 -> Service Manager 2019



Oppsummering og referanser

- Service Manager 2019: <https://docs.microsoft.com/en-us/system-center/scsm/service-manager?view=sc-sm-2019>
- Orchestrator 2019: <https://docs.microsoft.com/en-us/system-center/orchestrator/learn-about-orchestrator?view=sc-orch-2019>
- ITSM Connector: <https://docs.microsoft.com/en-us/azure/azure-monitor/platform/itsmc-overview>