PROVANCE

CLOUD SERVICE MANAGEMENT FOR AZURE

FAQ

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Cloud Service Management FAQs

General and Licensing

What is Provance ITSM Cloud Service Management?

In essence, Cloud Service Management creates a bridge between Provance ITSM and Azure, bringing IT the following capabilities:

Auto-populated CMDB: Cloud resources from Azure automatically appear in your CMDB

Consolidated View of Azure Subscription Schema: Azure subscriptions and Resources Groups are synced and visible inside Provance ITSM.

Real-time Online Diagnostics and Configuration Management: Provance ITSM queries the configuration and actual status of Configuration Items in the Cloud on demand.

Automatic Synchronization of Services: Services, defined in Azure Service Map, are managed within the CMDB. A visual representation of the service can be shown directly from the Service Desk.

What do I need to run Provance ITSM Cloud Service Management for Azure?

You will need to have Dynamics 365, v9 with Provance ITSM, v9.1.0.0. (1803) installed in your environment. You will also need an Azure Subscription that will run within the Provance ITSM Cloud Service Management capability.

What Azure Services are currently supported?

Azure Subscriptions, Azure Resource Groups, Azure ARM Virtual Machines, Azure Classic Virtual Machines, Azure Log Analytics and Azure Service Map. You will also need an Azure Subscription to run the Provance ITSM Cloud Service Management connector, based on Azure Automation. You will also need an Azure Subscription to run the Provance ITSM Cloud Service Management Connector, based on Azure Automation.

What does the Provance ITSM Cloud Service Management for Azure capability cost?

Although there is no additional cost, there is an additional license needed. You will still need to also specify the amount of resources that you are going to sync by feature. Plus, you will need to have an Azure Automation Account to be able to run the Cloud Service Management capability.

Do you need a separate license?

Yes, a Provance ITSM license as well as a Cloud Service Management for Azure license (which is at no extra cost) are needed to run the Cloud Service Management for Azure solution.

What if the license is no longer valid?

If you let your license expire, the Cloud Service Management capability will disable all cloud entities in Provance ITSM and then stop the synchronization from Azure.

Supported Platform

Can I use this for other Cloud Service Providers (other than Azure) or on-premises?

No. We currently support Azure only.

What about my on-premise datacentre?

Yes. When you use Azure Service Map for diagnostics, you can monitor your on-premise datacentre.

What about other Cloud Services?

The Provance ITSM Cloud Service Management capability is built to support a multi-cloud, multi-subscription environment. Future releases may contain specific extensions depending on customer feedback. For specific integrations, use the Provance Cloud Management Toolbox to easily sync information if the source resides in the vast PowerShell ecosystem.

Manage Azure Subscriptions

When I sync an Azure Subscription, how does Provance ITSM access it?

The Provance ITSM Cloud Service Management capability uses an Appid/AppKey pair (think of it as a Service Account) you create in the subscription.

What access rights does the AppID need inside my subscription?

The AppID needs read-rights to access the resources in Azure. If you want your Service Desk to also start/stop/restart Virtual Machines, contributor rights are required on those machines.

What if I want to hide particular parts of my subscription?

You can use Resource Tags to tell the Provance ITSM Cloud Service Management Connector not to sync resource groups or resource tags.

Can I sync multiple subscriptions into one ITSM Instance?

Yes.

Can I sync one subscription to multiple ITSM instances (Test-ITSM and Prod-ITSM)?

Yes.

Can I sync also multiple tenants with multiple subscriptions?

Yes.

What if I want to stop syncing a subscription?

Yes, you can configure a subscription to stop synching, leaving it within the set-up of Provance ITSM, but not syncing it, or removing it completely.

CMDB Management

I have my CMDB built already, what happens if I start running Provance ITSM Cloud Service Management for Azure?

The Provance ITSM Cloud Service Management Connector always creates new CIs. You have the freedom to rename them to your choice and also link them to existing CIs.

Can I use the CIs, synched in for other purposes?

Yes.

Azure Service Map

What do I need to run the Service Map solution and what does it cost?

You need to subscribe to an Azure Log Analytics Workspace and enable the Service Map solution. See the Azure pricing calculator for details.

Azure Virtual machines

What if Virtual Machines' disappear, while other Virtual Machines appear in a subscription?

The Provance ITSM Cloud Service Management capability will always synchronize between the Azure Cloud and Provance ITSM, therefore whatever appears in the Azure Cloud will appear in Provance ITSM.

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