

Operations Guide for the System Center Cloud Services Process Pack

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Applies To

System Center Cloud Services Process Pack

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Contents

[Operations Guide for the System Center Cloud Services Process Pack 4](#_Toc324157801)

[Request, Update, and Cancel Tenants 5](#_Toc324157802)

[How to Register a Tenant 5](#_Toc324157803)

[How to Update a Tenant Registration 6](#_Toc324157804)

[How to Cancel a Tenant Registration 7](#_Toc324157805)

[Request, Update, and Cancel Cloud Resources Subscriptions 7](#_Toc324157806)

[How to Subscribe to Cloud Resources 8](#_Toc324157807)

[How to Update a Cloud Resources Subscription 9](#_Toc324157808)

[How to Cancel a Cloud Resources Subscription 10](#_Toc324157809)

[Request and Update Virtual Machines 10](#_Toc324157810)

[How to Request a Virtual Machine 11](#_Toc324157811)

[How to Update a Virtual Machine 12](#_Toc324157812)

[How to Request Service 12](#_Toc324157813)

Operations Guide for the System Center Cloud Services Process Pack

Welcome to the Operations Guide for Microsoft System Center Cloud Services Process Pack. This guide provides procedures for tasks that users perform to create service requests using the Microsoft System Center Service Manager Self-Service Portal.

When a service request is submitted, a unique service request number will be generated to identify the service request created.

The types of service requests include:

 Tenant Registration Requests

 Tenant Update Registration Requests

 Cloud Resources Subscription Requests

 Cloud Resources Update Subscription Requests

 Virtual Machine Requests

 Virtual Machine Update Requests

 Tenant Registration Cancellation Requests

 Cloud Resources Subscription Cancellation Requests

 Service Requests

Published Cloud Services Request Offerings are displayed on the Service Manager Self-Service Portal home page. To view the service requests that are available to you, go to the Self-Service Portal, and then click List view.

Cloud Services Terminology

The following terms are used when describing concepts and actions related to the Cloud Services Process Pack.

|  |  |
| --- | --- |
| Tenant | An organization that consumes cloud computing resources from a service provider but is ultimately responsible for the data stored in or transferred by the cloud resources. |
| Cloud Resources | Cloud resources are logical groupings of System Center 2012 – Virtual Machine Manager (VMM) resources including virtual machine templates and quotas, such as storage and memory. Each cloud resource includes a single VMM user role, users that belong to the VMM role and a VMM cloud. The assigned VMM user role can be used to access a cloud configured for a particular cloud resource. These groupings allow cloud resource subscription users to request virtual machines in assigned cloud resources in System Center 2012 – Virtual Machine Manager (VMM). |
| Cloud Resources Subscription | Cloud Resources Subscriptions provide the ability for Service Providers to make cloud resources available to Service Manager Self-Service Portal users. |
| Request Offering | A request offering is a catalog item that describes the item, assistance, or available action. Request offerings become available to Self-Service Portal users when the offerings are published.For additional information about request offerings and an overview of the service catalog, see <http://go.microsoft.com/fwlink/p/?LinkId=232694>. |

Request, Update, and Cancel Tenants

Use these procedures to register a tenant, update a tenant registration and cancel a tenant registration using the Service Manager Self-Service Portal.

The following topics are covered:

 [How to Register a Tenant](#z162def204990455fbdb2ca48fa2843a7)

 [How to Update a Tenant Registration](#z7b493ef8e563488eb74ae75b8ca8ecd4)

 [How to Cancel a Tenant Registration](#zc9c0b433867c4462a514d2db6fbb225c)

How to Register a Tenant

Use the following procedure to register a tenant.

To register a tenant

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| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type a name for the request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Enter the tenant name box, type the name of the tenant.5. In the Enter the tenant code box, type the name of the tenant code.6. Select a cost center from the list of cost centers to associate with your tenant, and then click Next.7. In the Enter the contact e-mail address for the tenant box, type an email address for the tenant.8. In the Enter the list of users or groups in the format Domain\user name separated by semi-colon(;). These will be added as administrators for the tenant box, type the domain and user names of people who should be assigned the tenant administrator role on the tenant registration, and then click Next.Important To be able to update or cancel a tenant registration, a person must be an administrator on the tenant registration.9. Review your entries and click Submit. |

How to Update a Tenant Registration

Use the following procedure to update a tenant registration.

To update a tenant registration

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| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type a different name for the request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Select the tenant to be updated box, type the tenant name to perform a search, and then select the tenant from the list.Note If the tenant registration is not displayed, then you are not an administrator on the tenant registration.5. In the Optionally enter the updated tenant name box, type the new name of the tenant.6. In the Optionally enter the updated tenant code box, type the new tenant code, and then click Next.7. In the Enter the updated tenant contact e-mail address box, type a new email address for the tenant.8. In the Current Cost Center box, click Refresh to view the current cost center associated with your tenant.9. In the Select the updated cost center box, type the new cost center associated with your tenant to perform a search, and then select the new cost center from the list.10. In the Select the tenant administrators to be removed box, type the administrator name to perform a search, and select the administrator name from the list.11. In the Enter the list of users or groups in the format Domain\user name separated by semi-colon (;). These will be added as new administrators for the tenant box, type the domain and user names of people who should be added to the tenant administrator role on the tenant registration, and then click Next.12. Review your entries and click Submit. |

How to Cancel a Tenant Registration

Use the following procedure to cancel a tenant registration.

To cancel a tenant registration

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| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type a name to identify the tenant cancellation service request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Select the tenant registration to be cancelled list, select the tenant to be canceled.Note If the tenant is not displayed, then you are not listed as an administrator on the tenant.5. Click Refresh next to the Cloud resources subscriptions – associated subscriptions will be automatically cancelled box. View the subscriptions that will be canceled with the tenant registration, and then click Next.6. Review your entries and click Submit. |

Request, Update, and Cancel Cloud Resources Subscriptions

Use these procedures to subscribe to cloud resources, update a cloud resources subscription and cancel a cloud resources subscription using the Service Manager Self-Service Portal.

The following topics are covered:

 [How to Subscribe to Cloud Resources](#z1f5dd6c283ae43e186a8215f5cd5530b)

 [How to Update a Cloud Resources Subscription](#z7d08babbc781430689a02f1e12f34533)

 [How to Cancel a Cloud Resources Subscription](#zb09074de3dd34c789ab68837a91f9473)

How to Subscribe to Cloud Resources

Use the following procedure to subscribe to cloud resources.

To subscribe to cloud resources

|  |
| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type the name of the request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Select the tenant list, select the tenant to be associated with the cloud resources subscription.Note If the tenant is not displayed, then you are an administrator on the tenant.5. In the Enter the cloud resources subscription name box, type the name of the cloud resources subscription.6. In the Enter the maximum storage for the cloud resources subscription (GB) box, type the storage capacity, and then click Next.7. In the Enter the maximum memory for the cloud resources subscription (GB) box, type the memory capacity.8. In the Enter the maximum number of virtual machines for the cloud resources subscription box, type the number of virtual machines.9. In the Enter the maximum number of CPUs for the cloud resources subscription box, type the number of CPUs.10. In the Select the Virtual Machine templates list, select the virtual machine templates. You can select multiple templates.Note The cost per day is displayed with each virtual machine template. This cost is the amount that will be charged for the virtual machine per day.11. In the Select the Logical Networks. Logical Networks are used to organize network assignments for virtual machines requested within this cloud resources subscription list, select the logical networks and then click Next. You can select multiple networks.12. In the Select the Storage Classifications. Storage Classifications have been assigned to discovered storage pools, typically by quality of service (QoS) list, select the storage classification. You can select multiple storage classifications.13. Select the service templates from the list. You can select multiple service templates.14. Select the load balancer requirements from the list. You can select multiple load balancers.15. In the Placement Tags list, select the placement tag. You can select multiple tags.16. In the Should virtual machines in this cloud resources subscription be requested through Service Manager drop-down list box, select Yes or No, and then click Next.17. In the Cloud resources subscription users box, type the name of the cloud resources subscription users, and then click Next. If tenant administrators need to create a request for a virtual machine, they will need access to the cloud resources subscription and will need to be added as well. Enter the list of users or groups in the format Domain\user name separated by a semicolon (;).18. Review your entries and click Submit. |

How to Update a Cloud Resources Subscription

Use the following procedure to update your cloud resources subscription. Fields that are not changed in this procedure will retain previously entered information.

To update a cloud resources subscription

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| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type the name of the request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Select the tenant box, type the tenant name to perform a search, and then select the tenant from the list.Note If the tenant is not displayed, then you are not an administrator on the tenant registration.5. In the Select the cloud resources subscription to be updated box, type the name of the cloud resources subscription to perform a search, and then select the cloud resources subscription from the list.6. In the Optionally enter the updated cloud resources subscription name box, type the new cloud resources subscription name, and then click Next.7. In the Enter updated storage capacity (GB) box, type the new storage capacity.8. In the Enter the updated memory capacity (GB) box, type the new memory capacity.9. In the Enter the updated number of virtual machines box, type the new number of virtual machines.10. In the Enter the updated number of CPUs box, type the new number of CPUs.11. In the Select the templates to be removed box, type the virtual machine template name, select the virtual machine template to be removed from the list, and then click Next. You can select multiple templates.12. In the Select the templates to add box, type the new virtual machine template name, and then select the new virtual machine template from the list. You can select multiple templates.Note The cost per day is displayed with each virtual machine template. This cost is the amount that will be charged for the virtual machine per day.13. In the Select the service templates to be removed box, type the service template name, select the service template to be removed from the list, and then click Next. You can select multiple templates.14. In the Select the service templates to add box, type the new service template name, and then select the new service template from the list. You can select multiple templates.15. In the Select the cloud resources subscription users to be removed box, type the cloud resources subscription user name, and then select the user name to be removed from the list. You can select multiple user names.16. In the Cloud Resources subscription users. Enter the list of users or groups in the format Domain\user name separated by a semicolon(;) box, type the cloud resources subscription user names, and then click Next. You can enter multiple users or groups separated by a semicolon (;).17. Review your entries and click Submit. |

How to Cancel a Cloud Resources Subscription

Use the following procedure to cancel a cloud resources subscription.

To cancel a cloud resources subscription

|  |
| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type the name of the request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Select the tenant box, type the tenant name to perform a search, and then select the tenant from the list.Note If the tenant is not displayed, then you are not an administrator on the tenant.5. In the Select the cloud resources subscription to be cancelled box, click Refresh, select the cloud resources subscription to be canceled from the list, and then click Next.6. Review your entries and click Submit. |

Request and Update Virtual Machines

Use these procedures to request a new virtual machine and update a virtual machine using the Service Manager Self-Service Portal.

Important

Virtual machine updates should not be made in System Center 2012 – Virtual Machine Manager (VMM). If changes are made in VMM, the changes may not be reflected in System Center 2012 – Service Manager.

The following topics are covered:

 [How to Request a Virtual Machine](#z8c8bc82312f84ea59fbe8a32a8f49567)

 [How to Update a Virtual Machine](#z64e4f635397d4f87bec8231f50460c2f)

How to Request a Virtual Machine

Use the following procedure to request one or more new virtual machines.

To request a new virtual machine

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| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type a name to identify the request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. Select a cloud resources subscription in one of the following ways: If you see the cloud resources subscription name in the list of subscriptions provided, you can select it by clicking the checkbox next to the name. If you do not see the cloud resources subscription name that you want, you can perform a search by typing the cloud resources subscription name into the search box and clicking Refresh.5. In the Enter a name for the virtual machines box, type the name of the virtual machine.6. In the Enter a description for the virtual machines box, type a description of the virtual machine, and then click Next.7. In the How many virtual machines should be created box, type the number of virtual machines.8. In the Enter the virtual machines’ suffix box, type the virtual machines’ name suffix. The suffix will be incremented and appended to the virtual machine name for every virtual machine created.9. In the Select a virtual machine template box, click Refresh and then select a template from the list of templates provided. Note The cost per day is displayed with each virtual machine template. This cost is the amount that will be charged for the virtual machine per day.10. In the Select a logical network box, click Refresh and then select a logical network from the list provided. Multiple logical networks can be selected.11. In the Select a decommissioning date for the virtual machines box, either type the decommission date for the virtual machines, or click the calendar and select a decommission date and then click Next.12. In the Enter the user or group in the format Domain\user name box, type the name of the user or the security group and click Next. It is possible to use an individual owner for this, but as a best practice, use a security group as the owner of the virtual machine.13. Review your entries and click Submit. |

How to Update a Virtual Machine

Use the following procedure to update a virtual machine.

Important

A virtual machine can only be updated by the virtual machine’s owner.

To update a virtual machine

|  |
| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type the request name.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Select virtual machine list, select the virtual machine name.5. In the Optionally change owner of virtual machine box, type the new owner of the virtual machine. It is possible to use an individual owner for this, but as a best practice, use a security group as the owner of the virtual machine.6. In the Optionally change virtual machine decommission date box, type the new decommission date for the virtual machine, or click the calendar to select a date, and then click Next.Note To immediately decommission a virtual machine, change the decommission date to the current date.7. In the Optionally change virtual machine description box, type the new description for the virtual machine, and then click Next. 8. Review your entries and click Submit. |

How to Request Service

Use the following procedure to request service request using the Service Manager Self-Service Portal.

To request service

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| --- |
| 1. On the Service Manager Self-Service Portal home page, click List view, select the appropriate request, and then click Go to request form.2. In the Enter the service request title box, type a name to identify the request.3. In the Select the service request urgency drop-down list box, select the urgency of the request.4. In the Select your cloud resources subscription box, type the cloud resources subscription name, click Refresh, and then select the subscription name from the list of subscriptions.5. Click Refresh under Select a service template.6. Select the service template from the list of templates provided.Tip If needed, enter additional requirements in the Provide any additional requirements field.7. Click Next.8. Review the information and click Submit. |