

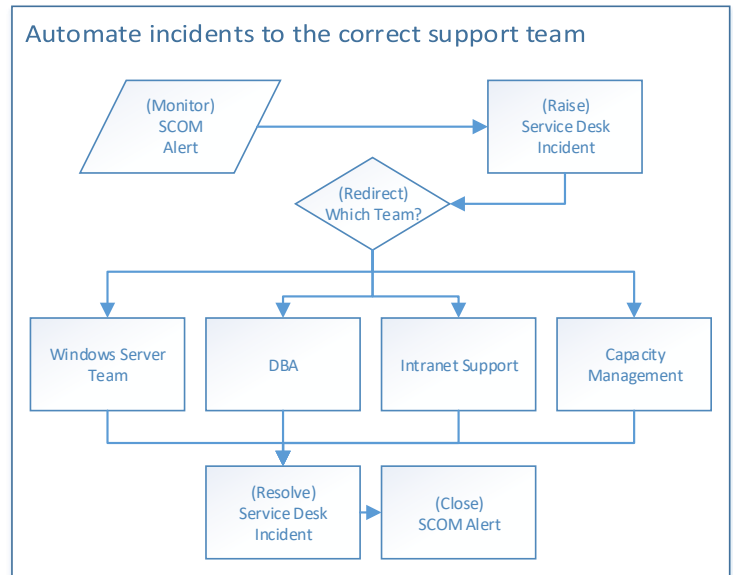
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## Incident Ticket Creation Diagnostics and Remediation Application for Azure

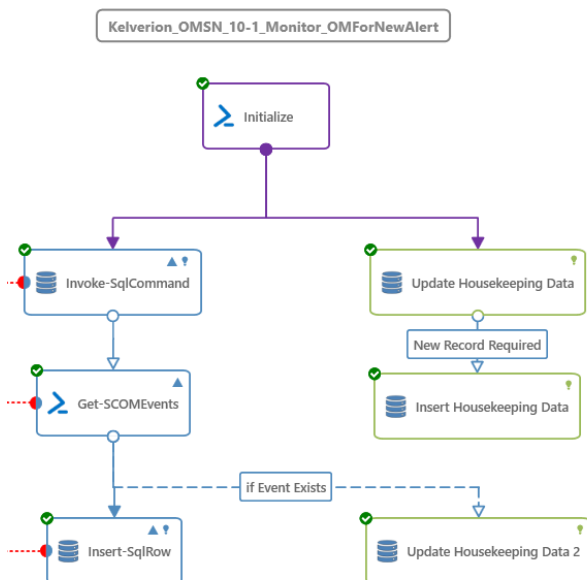
### Automated Alert Routing and Remediation for Operations Manager

One of the biggest Service Management challenges for any customer is the need to create Incident Tickets in a Service Desk when new failures in the infrastructure are detected.

Typically most automated Alert to Incident Ticket creation solutions, raise all tickets to a single point of contact with a service desk tool. Then it is up to a human to route these to the correct support group, this can make getting the right alert to the right team a challenge. Manually re-directed alerts can often end up being bounced around support teams, until the correct support owner is found. This delays the issue being looked at and puts the service in question 'at risk' of failing. Therefore, customers are looking to be more advanced and instead of just raising Incident tickets in their Service Desk they want to automate the routing of these tickets to the correct support group.



With companies increasingly looking to the Azure Automation and Azure Monitor offerings from Microsoft they are wondering how to achieve this in a hybrid environment or where they may have multiple Event Management tools they want to consolidate before creating Incident Tickets.



The Incident Ticket Creation Diagnostics and Remediation Application provides Azure Automation Runbooks to automatically route Incident Tickets based on SCOM Alert parameters. The interface is bi-directional so that when the Incident is resolved on the Service Desk Tool this is automatically passed back to close the SCOM Alert. It then executes automatic diagnostic and remediation Runbooks to update and ultimately resolve the Incident Ticket without any human interaction.

The Runbooks have been written using the Runbook Studio authoring application and leverage the integration and smart discovery capabilities provided by the Integration Modules for ServiceNow and SQL Server. These Integration Modules are also available in the PowerShell Gallery.



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It is simple to configure the application to your chosen service desk, the application has base Runbooks ready for ServiceNow.

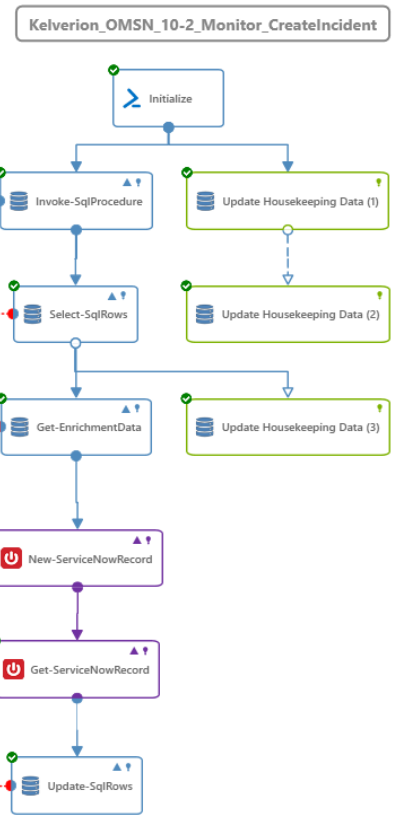
Additional integrations are available for:

- Atlassian Jira
- BMC Remedy ARS
- Cherwell
- EasyVista
- Freshservice
- Salesforce
- ManageEngine ServiceDesk Plus
- Solarwinds Service Desk
- Zendesk

You can configure the application re-direction rules within the provided SQL table, to allow you to customise where specific incidents should be directed and at which priority level.

Application Features:

- Event forwarding
- Automatic Incident Ticket creation
- Provides the ability to route tickets to correct support group
- Automatic update of the SCOM Event to record the Service Desk Ticket ID
- Monitoring of the target tool to detect resolved items and mark the original SCOM Alert as Closed
- Provides the ability to run diagnostics for known issues and updates the Incident Ticket with the results
- Provides the ability to automatically trigger remediation for known issues



SD_Priority	SD_Assignee	EER_Priority	EER_Description	EER_Action	Name	Description	MonitoringObjectFullName
3 - Low	Service Desk	1	Default Assignment rule	NULL	%	%	%
3 - Low	Database	2	NULL	1	%	%	Microsoft.SQLServer.DBEngine:%
3 - Low	ITSM Engineering	98	Heartbeat failure	1	%	%	Microsoft.SystemCenter.HealthServi...
2 - Medium	Database San Diego	10	Database Errors for San Diego ...	NULL	%	%	Microsoft.SQLServer.DBEngine:%;...

## APPLICATION IMPLEMENTATION

The application is available on it's own or as a Kelverion lead installation and configuration. In this option you provide Kelverion with remote access to your environment and then a Kelverion consultant will lead the installation and configuration of the application into your environment and you will provide the subject matter expertise around your Service Desk configuration.

The application implementation service is valid for 3 months from application purchase.



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## SCOPE OF THE KELVERION JUMP START

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The scope of the Kelverion led implementation is defined as:

1. Integration of application with the ServiceNow, BMC Remedy or Atlassian Jira Service Desk
2. Integration of application with one Azure Compute Subscription
3. Configuration of the integration to SCOM. Setup to detect Critical SCOM Alerts only.
4. Configuration of the integration to the Service Desk.
5. Mapping of SCOM Alert fields to your Incident Ticket form.
6. Setup of Runbooks to return the number of the Incident Ticket created in the Service Desk back to the original SCOM Alert.
7. Configuration of up to 5 Incident Ticket Routing Rules. This will include a default rule to send all Tickets to an initial Ticket Assignment group and then up to four specific routing rules for example:
  - Routing Windows Server Operating System Alerts to the Windows Support Team.
  - Routing SQL Server Alerts to the SQL Support Team.
8. Configuration of Service Desk Monitoring to detect Resolved Incident Tickets and then find and close the original SCOM Alert.
9. Optional setup of Runbooks to detect Closed SCOM Alerts and then find and mark as Resolved the original Incident Ticket.

Creation of additional routing rules, diagnostic or remediation Runbooks can be provided as part of a custom engagement.

You are responsible for:

- Configuring the Azure Subscription, Resource Groups, Automation Account and the other target systems
- Granting Kelverion access to your Azure Subscription
- Setting up a hybrid worker within your on premise infrastructure
- Defining the Alert routing rules to be configured
- Defining the data mappings necessary to correctly create the Incident Ticket

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**K**elverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at <http://www.kelverion.com>

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