



Incident Ticket Creation, Diagnostics and Remediation Solution for Azure Automation

Automate alert-to-ticket creation, intelligent incident routing, diagnostics and remediation with Azure Automation and Kelverion Runbook Studio.

The Incident Ticket Creation, Diagnostics and Remediation Solution gives IT operations teams a ready-to-deploy automation framework for converting monitoring alerts into correctly routed service desk incidents. It uses Azure Automation runbooks authored with Kelverion Runbook Studio to create, update, route, diagnose, remediate and close incidents through bi-directional integration with service management platforms.

The solution reduces the delay and risk caused by manual ticket triage by automatically routing incidents to the correct support group, updating the original SCOM alert with the service desk ticket ID, running diagnostics for known issues, triggering remediation runbooks and synchronising resolution status back to monitoring.



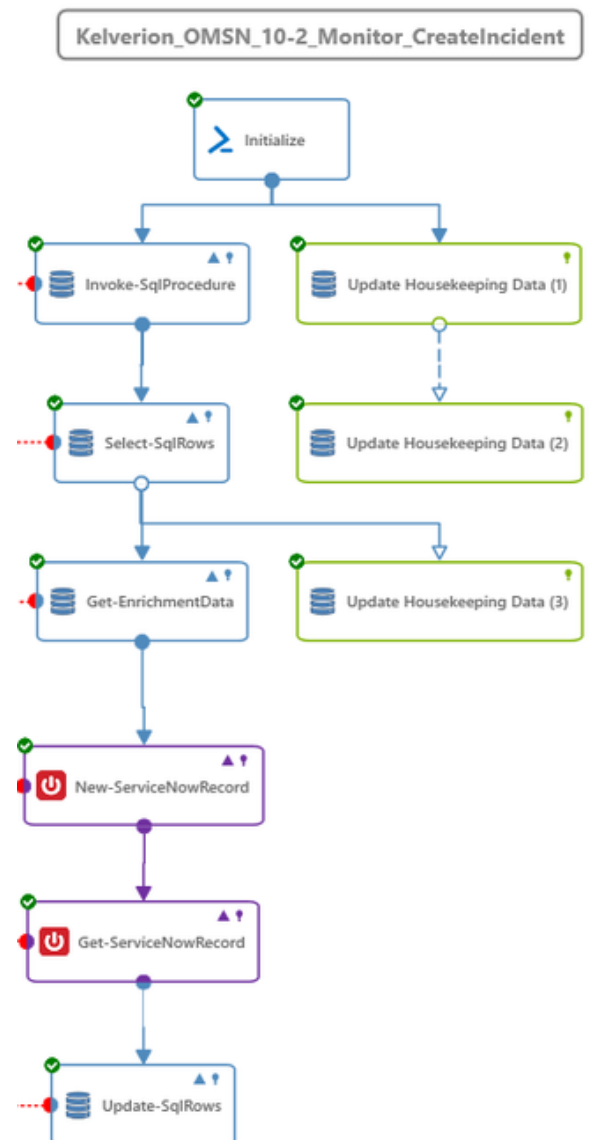
The Challenge: Manual Incident Ticket Creation and Remediation Management

When infrastructure failures are detected, many organisations still rely on people to review alerts, create incident tickets, identify the correct support group and coordinate diagnostic or remediation actions. Even where alert-to-ticket creation is automated, tickets are often sent to a single service desk queue and then manually redirected

- Alerts can be bounced between support teams before the correct owner is found
- Service restoration is delayed while incidents wait for triage, routing and manual investigation
- Monitoring teams and service desk teams work from disconnected records and status updates
- Manual routing and priority setting can create inconsistent handling of business-critical incidents
- Known issues still require analysts to run repetitive diagnostic checks and remediation steps
- Hybrid environments and multiple event management tools make it harder to consolidate alert handling before creating tickets

The solution is positioned for organisations using Microsoft Azure Automation, Azure Monitor and Microsoft System Center Operations Manager that want to modernise incident response without replacing their existing service desk or operational tooling. It wraps monitoring, ticketing, diagnostics and remediation into a controlled runbook-driven process that improves incident ownership, status synchronisation and resolution outcomes.

For Azure Automation customers, it accelerates operational automation by providing prebuilt runbooks and integrations for a high-value service management use case. For Runbook Studio customers, it demonstrates how low-code runbook authoring can coordinate monitoring, service desk processes and remediation workflows across hybrid environments.





Benefits for Azure Automation and Runbook Studio Customers

- **Reduce Manual Effort**
Automate alert review, ticket creation, routing, diagnostics and remediation for known issues
- **Improve Response Times**
Route incidents to the correct support group faster and reduce service risk from delayed triage
- **Increase Consistency**
Apply routing, priority and update rules the same way every time
- **Strengthen Operational Visibility**
Keep the original monitoring alert and service desk ticket aligned through automated updates
- **Support Hybrid Operations**
Use Azure Automation to orchestrate work across cloud, on-premises and service management systems
- **Enable Low-Code Automation**
Use Runbook Studio graphical authoring so coder and non-coder team members can build, maintain and support runbooks
- **Extend Over Time**
Add new routing rules, diagnostic checks, remediation runbooks and service desk integrations as requirements mature

Typical Automation Scenarios

- Create a service desk incident automatically when a critical SCOM alert is detected.
- Route Windows Server operating system alerts to the Windows Server support team.
- Route SQL Server alerts to the DBA or SQL support team.
- Set incident priority based on alert parameters and routing rules held in SQL.
- Write the created service desk ticket number back to the original SCOM alert.
- Monitor resolved service desk incidents and automatically close the matching SCOM alert.
- Run diagnostic checks for known issues and update the incident ticket with results.
- Trigger remediation runbooks for known issues and update the incident as actions complete



Key Capabilities

- Event forwarding from monitoring into Azure Automation-driven incident workflows
- Automatic incident ticket creation in the target service desk tool
- Rule-based routing to the correct support group using configurable SQL routing tables
- Priority assignment based on alert characteristics and customer-defined routing logic
- Automatic update of the SCOM event with the created service desk ticket ID
- Bi-directional status synchronisation between service desk incidents and SCOM alerts
- Monitoring of the service desk tool to detect resolved items and close the original alert
- Diagnostic runbook execution for known issues with results written back to the ticket
- Remediation runbook execution for known issues to help resolve incidents automatically
- ServiceNow-ready base runbooks, with additional integrations available for leading ITSM platforms.

Automation Use Cases Included

Automation Area	Included Use Cases	Customer Values
Alert-to-Ticket Creation	Create incidents from SCOM alerts and forward monitoring events into the service desk workflow	Reduces manual ticket creation and ensures critical alerts are captured quickly
Incident Routing	Route tickets to the correct support group using SCOM alert parameters and configurable SQL routing rules	Improves ownership and reduces the delay caused by tickets being redirected between teams
Ticket Enrichment	Update the SCOM alert with the service desk ticket ID and update tickets with diagnostic results	Keeps monitoring and service desk records aligned for better visibility and auditability
Status Synchronisation	Detect resolved service desk incidents and close the original SCOM alert; optionally detect closed SCOM alerts and resolve the original ticket	Reduces duplicate administration and keeps operational systems in step
Diagnostics	Run diagnostic runbooks for known issues and write results back to the ticket	Gives analysts faster context and supports more consistent troubleshooting
Remediation	Trigger remediation runbooks for known issues to help resolve incidents automatically	Shortens mean time to resolution and frees support teams from repetitive remediation work
Service desk Integration	Use ServiceNow-ready base runbooks or integrate with Jira, Remedy, Cherwell, EasyVista, Freshservice, Salesforce, ManageEngine, SolarWinds Service Desk and Zendesk	Works with existing ITSM investments rather than forcing a service desk replacement



Jump Start Service

Kelverion can provide a led implementation service to help deploy and configure the Incident Ticket Creation, Diagnostics and Remediation Solution in the customer environment. In this option, the customer provides remote access and service desk subject matter expertise while a Kelverion consultant leads the installation and configuration.

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

Scope of the Kelverion Jump Start

- Integration of the solution with ServiceNow, BMC Remedy or Atlassian Jira Service Desk
- Integration of the solution with one Azure Compute subscription
- Configuration of the integration to SCOM, set up to detect Critical SCOM alerts only
- Configuration of the integration to the service desk
- Mapping of SCOM alert fields to the incident ticket form
- Setup of runbooks to return the incident ticket number created in the service desk back to the original SCOM alert
- Configuration of up to 5 incident ticket routing rules, including a default rule and up to four specific routing rules
- Configuration of service desk monitoring to detect resolved incident tickets and close the original SCOM alert
- Optional setup of runbooks to detect closed SCOM alerts and mark the original incident ticket as resolved

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

Customer responsibilities are:

- Configure the Azure subscription, resource groups, Automation Account and target systems.
- Grant Kelverion access to the Azure subscription.
- Set up a hybrid worker within the on-premises infrastructure.
- Define the alert routing rules to be configured.
- Define the data mappings required to correctly create the incident ticket.





Why Kolverion?

Kolverion specialises in Microsoft Automation and helps organisations simplify IT operations across Azure Automation, Runbook Studio, Power Automate, Logic Apps, PowerShell and System Center Orchestrator. Kolverion solutions are designed to wrap existing operational systems and service desks, enabling customers to automate cross-functional IT processes without replacing the tools they already use.

- Established Independent Software Vendor specialising in IT automation solutions
- Deep experience with Microsoft Azure Automation and the Microsoft System Center suite
- Ready-built automation solution packs that reduce time to value
- Smart integrations with leading service desks, SQL Server and enterprise management platforms
- Low-code and no-code design approaches through Runbook Studio to broaden automation ownership across IT teams
- Consultancy and implementation support to help customers deploy, configure and extend automation successfully

Ready to automate incident response?

Speak to Kolverion about the Incident Ticket Creation, Diagnostics and Remediation Solution for Azure Automation and Runbook Studio. Arrange a demonstration, discuss the Jump Start service and see how quickly your organisation can move from manual ticket triage to automated incident routing, diagnostics and remediation.



For more information contact our helpful team today

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