Kelverion

IM for SolarWinds Service Desk

SolarWinds Service Desk Smart Discovery Integration for Azure

Integrating with SolarWinds Service Desk directly via PowerShell requires you to know upfront exactly what Record, Field names and Field values you want to interact with before you can start configuring your SolarWinds Service Desk API calls.
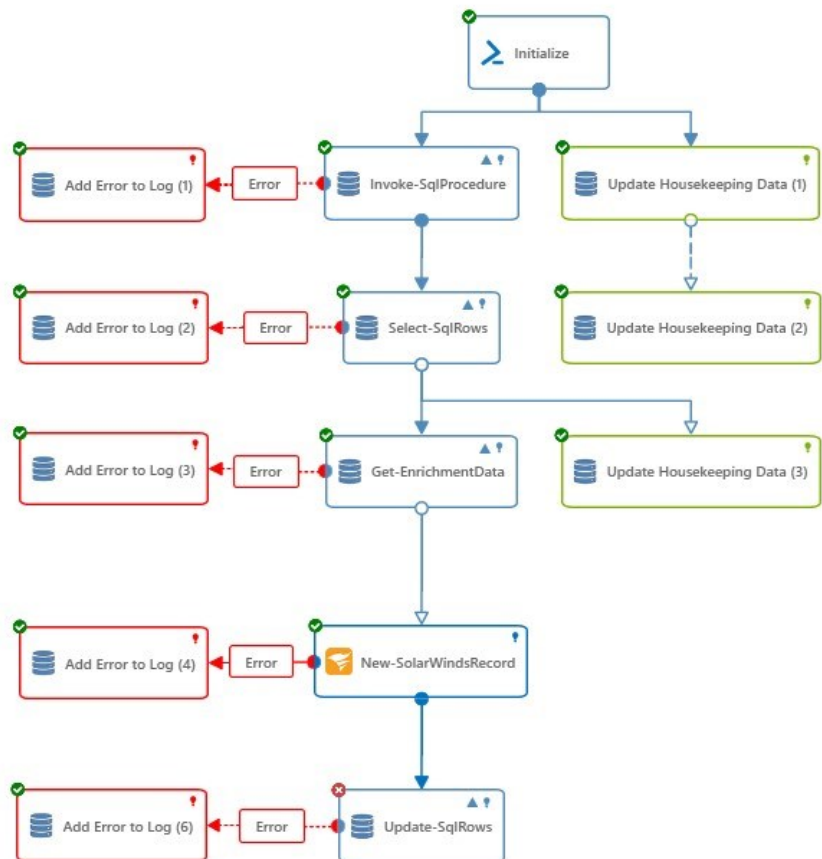
The Integration Module for SolarWinds Service Desk provides a set of ready built activities for integrating with SolarWinds Service Desk from within Azure Automation and the Kelverion Runbook Studio. These are forms driven activities which allow you to define interactions with SolarWinds Service Desk without having to write any PowerShell code.

When the Integration Module is used from within the Runbook Studio you also get the benefit of the Smart Discovery. You create a Smart Connection to a SolarWinds Service Desk and the IM will query the Instance to find out the Record types in that Instance and presents you a list of the available Record types. You then select a Record type and the IM will automatically configure its self to show all the Fields in the Request type as a Parameter for the command and the preconfigured value for the Fields where appropriate.

This means you don't need to be an expert on the SolarWinds Service Desk configuration before you can interact with it because the IM will tell you how the system is configured and then you just configure the activity to achieve the interaction you require.

For example if you want to get a Record from SolarWinds Service Desk you often what to limit the Record selected to those where the contents of a fields equals a given value. In the IM activity for Get-SolarWinds Service DeskRecord there is a filter option and the IM immediately presents you with a list of the fields in the Record type you selected to set your filter criteria against.

When done from within the Runbook Studio this is all achieved without writing any PowerShell script.

Cloud & Hybrid Automation Experts

Kelverion

The Key capabilities added to your Runbook Studio solution include:

- Automatically builds and executes the necessary SolarWinds Service Desk interactions without the user having to write or understand PowerShell

- Simplifies Runbook design by automatically mapping Record fields to input properties, filters and published data items

- Prevents errors by controlling access to read-only fields, enforcing mandatory inputs and by providing value browsers for common data types.

- Smart Connections establish a reusable link between the Runbook Studio and a specific SolarWinds Service Desk instance. You can create as many Smart Connections as you require, specifying links to multiple SolarWinds Service Desk instances. You can also create multiple Smart Connections to the same SolarWinds Service Desk instance to allow for differences in security privileges for different user accounts.

IM FOR SOLARWINDS SERVICE DESK ACTIVITIES

Get-SolarWindsRecord	Retrieves record(s).
New-SolarWindsComment	Creates a new comment.
New-SolarWindsRecord	Creates a new record.
Remove-SolarWindsRecord	Deletes a record.
Set-SolarWindsRecord	Modifies an existing record.

For more information on the Kelverion Integration Module for SolarWinds Service Desk please contact info@kelverion.com.

˅ Kelverion.SolarWinds.ServiceDesk
    Get-SolarWindsComment
    Get-SolarWindsRecord
    New-SolarWindsComment
    New-SolarWindsRecord
    Remove-SolarWindsRecord
    Set-SolarWindsRecord

Kelverion 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

Cloud & Hybrid Automation Experts