

Kelverion

IM for BMC Helix ITSM

BMC Helix ITSM Smart Discovery Integration for Azure Automation

Integrating with BMC Helix ITSM directly via PowerShell requires you to know upfront exactly what Application name, Form name, Field names and Field values you want to interact with before you can start configuring your BMC Helix ITSM API calls.

Of course unless you mumble PowerShell in your sleep you will also need to look up the actual syntax of the API commandlets before you can start.

The Integration Module for BMC Helix ITSM provides a set of ready built activities for integrating with BMC Helix ITSM from within Azure Automation and the Kelverion Runbook Studio. These are forms driven activities which allow you to define interactions with BMC Helix ITSM without having to write any PowerShell code.

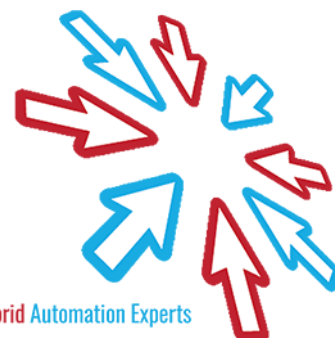
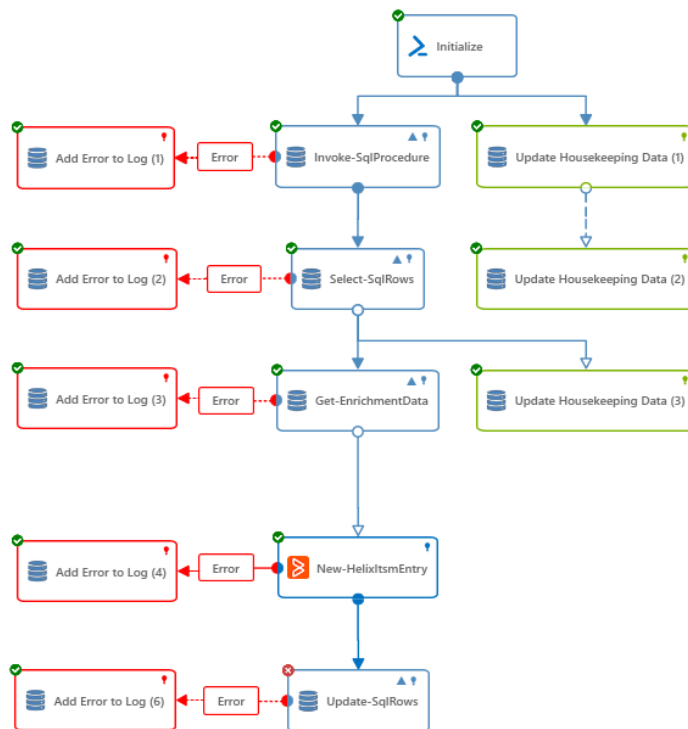
When the Integration Module is used from within the Runbook Studio you also get the benefit of the Smart Discovery. You create a Smart Connection to a BMC Helix ITSM instance and the IM will query BMC Helix ITSM to find out all the Applications in that BMC Helix ITSM instance and presents you a list of the available Forms. You then select a Form and the IM will automatically configure its self to show all the Fields in the Form as a Parameter for the BMC Helix ITSM command and the preconfigured value for the Fields where appropriate.

This means you don't need to be an expert on the BMC Helix ITSM 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 BMC Helix ITSM interaction you require.

For example if you want to get a Request from BMC Helix ITSM you often what to limit the Requests selected to those where the contents of a fields equals a given value.

In the IM activity for Get Request there is a filter option and the IM immediately presents you with a list of the fields in the Form you selected to set your filter criteria against.

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



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The Key capabilities added to your Runbook Studio solution include:

- Automatically builds and executes the necessary BMC Helix ITSM interactions without the user having to write or understand PowerShell
- Simplifies Runbook design by automatically mapping Form 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 BMC Helix ITSM instance. You can create as many Smart Connections as you require, specifying links to multiple BMC Helix ITSM instances. You can also create multiple Smart Connections to the same BMC Helix ITSM instance to allow for differences in security privileges for different user accounts.

IM FOR BMC HELIX ITSM ACTIVITIES

Set-HelixItsmEntryAttachment	Uploads an attachment to the specific BMC Helix ITSM request
Get-HelixItsmEntryAttachment	Downloads the content BLOB from the specified BMC Helix ITSM attachment request
Get-HelixItsmEntry	Retrieves requests from BMC Helix ITSM
New-HelixItsmEntry	Inserts a new request into BMC Helix ITSM
Remove-HelixItsmEntry	Removes the specified request from BMC Helix ITSM
Set-HelixItsmEntry	Updates the value of one or more fields in the specified BMC Helix ITSM request

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▼ Kelverion.BMC.Helix.Itsm
  Get-HelixItsmEntry
  Get-HelixItsmEntryAttachment
  New-HelixItsmEntry
  Remove-HelixItsmEntry
  Set-HelixItsmEntry
  Set-HelixItsmEntryAttachment
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For more information on the Kelverion Integration Module for BMC Helix ITSM please contact info@kelverion.com.

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>



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