

# Kelverion

## IM for BMC Remedy

### BMC Remedy Smart Discovery Integration for Azure Automation

Integrating with BMC Remedy 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 Remedy 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.

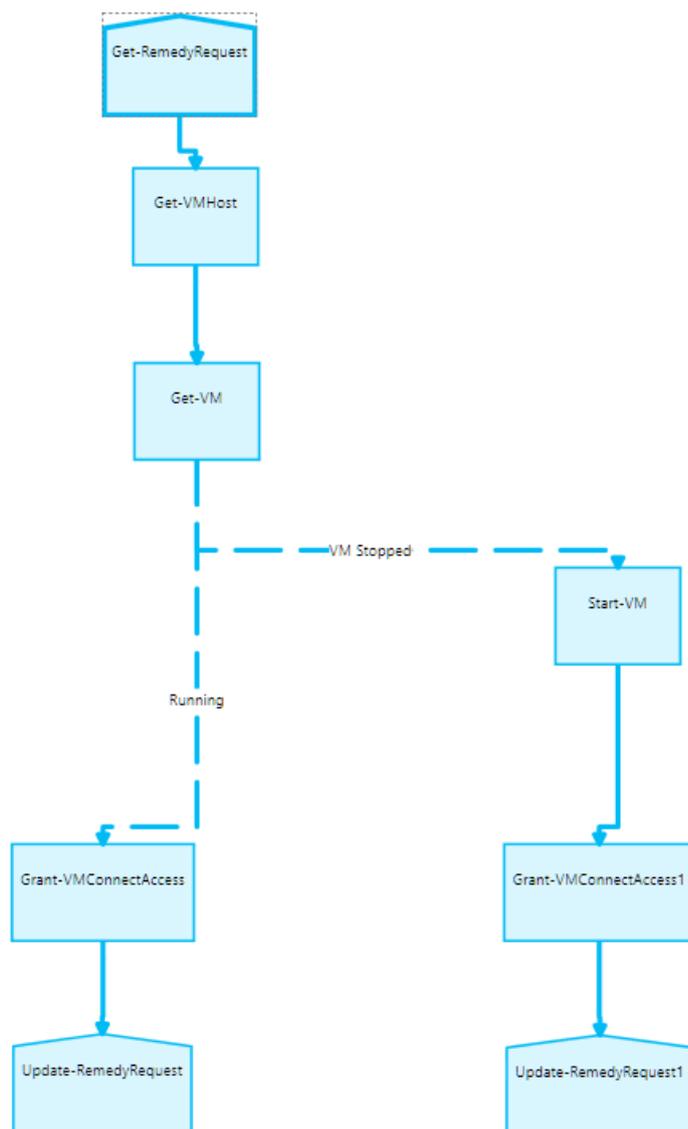
The Integration Module for BMC Remedy provides a set of ready built activities for integrating with BMC Remedy from within Azure Automation and the Kelverion Runbook Studio. These are forms driven activities which allow you to define interactions with BMC Remedy without having to write any PowerShell 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 Remedy instance and the IM will query BMC Remedy to find out all the Applications in that BMC Remedy 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 Remedy command and the preconfigured value for the Fields where appropriate.

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

For example if you want to get a Request from BMC Remedy 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.



Cloud & Hybrid Automation Experts

# Kelverion

The Key capabilities added to your Runbook Studio solution include:

- Automatically builds and executes the necessary BMC Remedy 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 Remedy instance. You can create as many Smart Connections as you require, specifying links to multiple BMC Remedy instances. You can also create multiple Smart Connections to the same BMC Remedy instance to allow for differences in security privileges for different user accounts.

## IM FOR BMC REMEDY ACTIVITIES

<b>Add-RemedyAttachmentContent</b>	Uploads an attachment to the specific BMC Remedy request
<b>Get-RemedyAttachmentContent</b>	Downloads the content BLOB from the specified BMC Remedy attachment request
<b>Get-RemedyRequest</b>	Retrieves requests from BMC Remedy
<b>New-RemedyRequest</b>	Inserts a new request into BMC Remedy
<b>Remove-RemedyRequest</b>	Removes the specified request from BMC Remedy
<b>Set-RemedyRequest</b>	Updates the value of one or more fields in the specified BMC Remedy request

### ▼ Kelverion.IntegrationModule.BMC.Remedy

Add-RemedyAttachmentContent

Get-RemedyAttachmentContent

Get-RemedyRequest

New-RemedyRequest

Remove-RemedyRequest

Set-RemedyRequest

For more information on the Kelverion Integration Module for BMC Remedy please contact [info@kelverion.com](mailto:info@kelverion.com).

---

**K**elverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.

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

---



Cloud & Hybrid Automation Experts