

Kelverion

Integration Pack for CA Service Desk

Automation for CA Service Desk

The Kelverion Integration Pack for CA Service Desk is a compliant integration for Microsoft System Center Orchestrator.

The Integration Pack supports Clarity Service Desk Manager Release 17.1, 17.2 and 17.3 with SOAP web services enabled.

It enables interaction with the core CA Service Desk objects and their immediate dependencies, including;

Activity Log	Group
Announcement	Incident
Change Order	Issue
Configuration Item	Location
Request	Organization
Contact	Problem
Department	Site

The Integration Pack enables users to create, update, get and delete objects in CA Service Desk. It delivers a range of re-usable Activities to automate IT-Functions such as:

Service Desk

Create service objects from a wide range of enterprise management tools or custom sources.

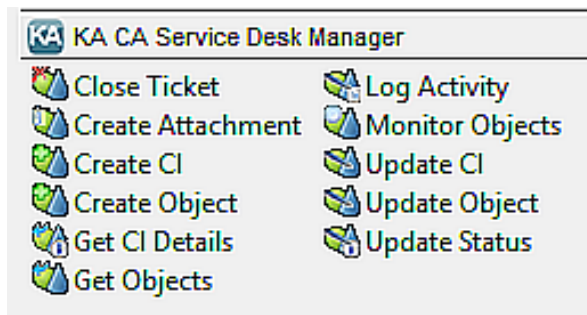
Monitor Service Objects

Monitor for new or changed service objects to automate the diagnostic/remediation process.

Configuration Management

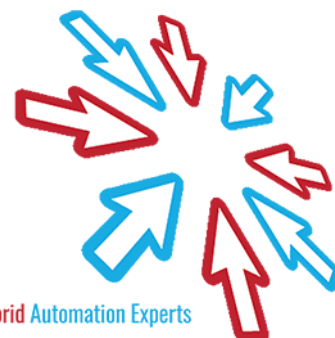
Initiate automated changes and transform and populate data into the CA Service Desk CMDB.

IP FOR CA SERVICE DESK MANAGER ACTIVITIES



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