

Kelverion

Integration Pack for Clarity SDM

Automation for Clarity Service Desk Manager (formerly CA Service Desk)

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

The Integration Pack supports Clarity Service Desk Manager Release 12.6,12.7,12.9, 14.1. or 17.1

It enables interaction with the core Clarity 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 Clarity 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.

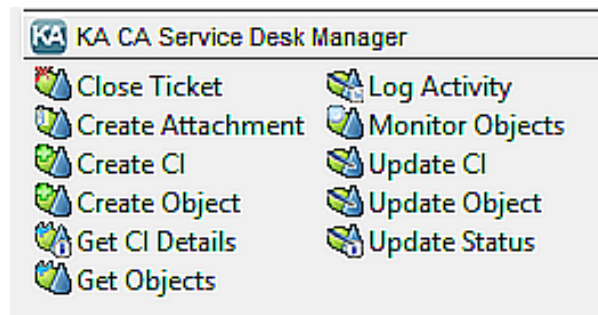
Monitor Service Objects

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

Configuration Management

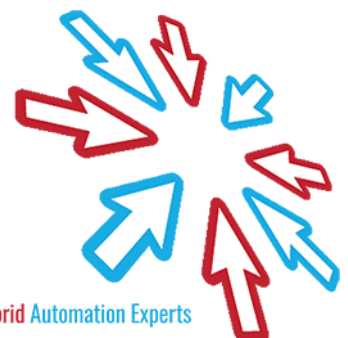
Initiate automated changes and transform and populate data into the Clarity Service Desk CMDB.

IP FOR CLARITY SERVICE DESK MANAGER ACTIVITIES



Kelverion 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