Kelverion

Self-Service Software Provisioning Solution

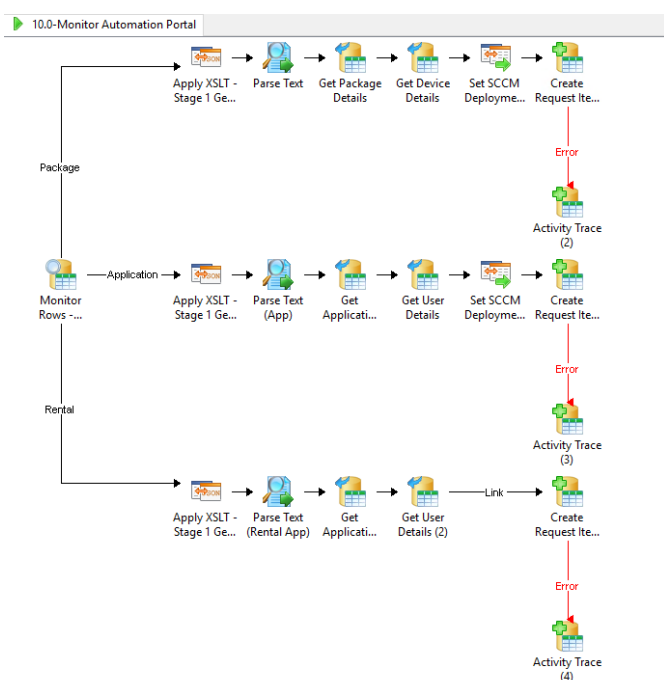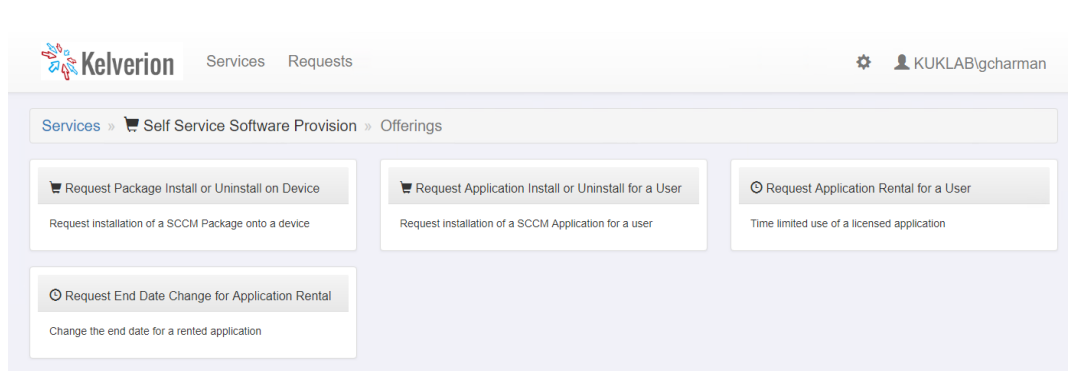### Automated Software Installation and Uninstallation

Requesting the installation of new software and the fulfilment of that request in an enterprise setting is a time consuming, labour intensive and slow process. It typically involves the user raising a call with a helpdesk to log the software request,

the request is then processed and allocated to an IT resource who can identify the correct groups to apply to the user's machine and then it's necessary to wait for the software deployment technology to push out the software when it's next deployment cycle starts. This alone typically takes 24hrs.

As a result of this time consuming process many IT Departments choose to pre-load machines with many software titles just in case a user may potentially need them. This means that enterprises deploy and license software that the bulk of the users may not ever actually use, but pay for none the less.

The Self Service Software Provisioning Solution allows users to request the installation or removal of a software title on their machine via a Self Service Portal. This request will be fulfilled using System Center Orchestrator.

We also recognize that for some customers using the Self Service capability of their Service Desk product is either to complex and time consuming or not feature reach.   Therefore our solution now leverages the power of the Kelverion Automation Portal to drive the solution from a light weight web portal.

Automatic software installation also allows the IT Departments to pre-load machines with just the minimum of software packages and let the end user add only the software they actually need to do their job, reducing the enterprises software licensing budget.

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This is a fully adaptable offering which is easily extendable to use your own third party Service Catalogue or Change Request System such as BMC Helix ITSM, Atlassian Jira, ServiceNow or CA Service Desk Manager to initiate the process.

The flexibility of the solution also allows you to host the Service Catalogue in the Automation Portal and then drive the Change Process via your existing Service Desk.

Services » 🛒 Self Service Software Provision » 🛒 Request Application Install or Uninstall for a User » New Request

Request Fields

❶ Required field

Action	Select item ▾		

ApplicationTitle

Search

	Vendor ▲	Package_Title	Version	License_Cost
○	Adobe	Reader XI	11.0.10	Free
○	Mozilla	Firefox ESR	52.4	Free
○	VideoLAN	VLC	2.2.6	Free

Select the chosen application

User

Search

	UserName ▲	LineManager	CostCode
○	rcatley	Greg Charman	001122
○	swhite	Greg Charman	001122

Select the chosen user

Cost Code	

Enter your cost code, if there is a licence cost

Justification	

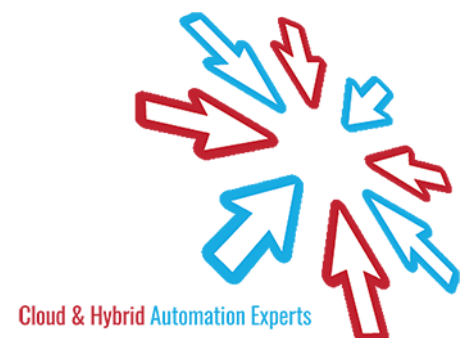*Please provide a valid business reason for the request*

[Submit]

This Orchestrator driven solution delivers a number of fully automated functions:

- Create and delete entries in your Software Catalogue of available software titles via a Self Service Portal.
- Users can request the installation or removal of any software titles listed in the Software Catalogue
- Automatically install or remove the software

SOLUTION IMPLEMENTATION

The solution is available on it's own or as a Kelverion lead installation and configuration. In this option you provide Kelverion with remote access to your environment and then a Kelverion consultant will lead the installation and configuration of the solution into your environment and you will provide the subject matter expertise around your SCCM and Active Directory infrastructure configuration.

The solution implementation service is valid for 3 months from solution purchase.

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The scope of the Kelverion led implementation is defined as:

1. Deployment into a single environment only i.e. Non-Production or Production not both

2. Configuration of the integration to the Kelverion Automation Portal

3. Configuration of the integration to SCCM

4. An Approved User will enter the Kelverion Automation Portal and request the provision of a Software Title to a User or Machine, thus creating a new Request in the Portal

5. Orchestrator to detect the request and add User or Machine to an Active Directory group

6. Orchestrator to then refresh SCCM

7. Orchestrator to mark Request as complete once SCCM instructed to deploy software

You are responsible for:

- Providing Kelverion with remote access to your environment
- Installing the System Center tools, including Orchestrator and the other target systems
- Creating Collections in SCCM for the Software and provisioning software packages associated with the collections in SCCM
- Providing Active Directory Groups which drive membership of the collections
- You have manually tested the packages to confirm successful deployment

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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