

# Kelverion

## Routing and Remediation Solution

### Automated Alert Routing and Remediation for Operations Manager

One of the biggest Service Management challenges for any customer is the need to create Incident Tickets in a Service Desk when new failures in the infrastructure are detected.

Typically most automated Alert to Incident Ticket creation solutions, raise all tickets to a single point of contact with a service desk tool. Then it is up to a human to route these to the correct support group, this can make getting the right alert to the right team a challenge. Manually re-directed alerts can often end up being bounced around support teams, until the correct support owner is found. This delays the issue being looked at and puts the service in question 'at risk' of failing. Therefore, customers are looking to be more advanced and instead of just raising Incident tickets in their Service Desk they want to automate the routing of these tickets to the correct support group.

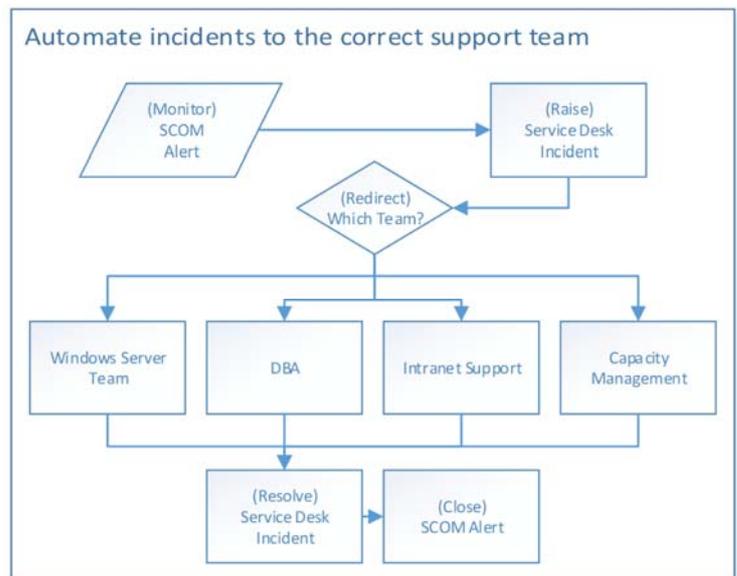
Customers are increasingly wondering how to achieve this in a hybrid environment or where they may have multiple Event Management tools they want to consolidate before creating Incident Tickets.

The Routing and Remediation Solution provides Runbooks to automatically route Incident Tickets based on SCOM Alert parameters and also Runbooks to forward SCOM Alerts to another Event Management tool to give a single pain of glass for all events. The interface is bi-directional so that when the Event is resolved on the EM Tool this is automatically passed back to close the SCOM Alert.

Event Management Tool Integrations are available for:

- BMC BEM, ProactiveNet and TrueSight
- CA Spectrum
- Cisco Prime Infrastructure
- HP Operations Manager
- IBM Tivoli Netcool/OMNibus
- Nagios XI
- Solarwinds

Once an Event is in SCOM the Routing and Remediation Solution routes Incident Tickets based on SCOM Alert parameters. It then executes automatic diagnostic and remediation Runbooks to update and ultimately resolve the Incident Ticket without any human interaction.



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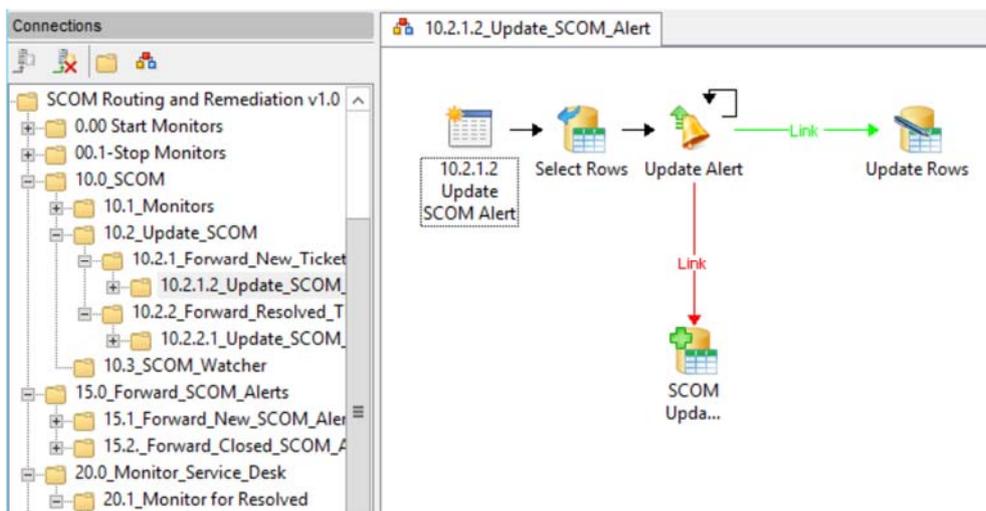
It is simple to configure the solution to your chosen service desk, as the solution has base runbooks ready for the following service desks:

- BMC Remedy
- CA Service Desk
- ServiceNow
- HP Service Manager

Additional integrations are available for:

- Atlassian Jira
- BMC RemedyForce
- Easyvista Service Desk Manager

You can configure the solution re-direction rules within the provided SQL table, to allow you to customise where specific incidents should be directed and at which priority level.



Solution Features:

- Event forwarding
- Automatic Incident Ticket creation
- Provides the ability to route tickets to correct support group
- Automatic update of the SCOM Event to record the Service Desk Ticket ID
- Monitoring of the target tool to detect resolved items and mark the original SCOM Alert as Closed
- Provides the ability to run diagnostics for known issues and updates the Incident Ticket with the results
- Provides the ability to automatically trigger remediation for known issues

SD_Priority	SD_Assignee	EER_Priority	EER_Description	EER_Action	Name	Description	MonitoringObjectFullName
3 - Low	Service Desk	1	Default Assignment rule	NULL	%	%	%
3 - Low	Database	2	NULL	1	%	%	Microsoft.SqlServer.DBEngine:%;
3 - Low	ITSM Engineering	98	Heartbeat failure	1	%	%	Microsoft.SystemCenter.HealthServi...
2 - Medium	Database San Diego	10	Database Errors for San Diego ...	NULL	%	%	Microsoft.SqlServer.DBEngine:%;...

## SOLUTION IMPLEMENTAION

The solution is delivered 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 Service Desk configuration.

Up to 16 hours of services delivery is included to deploy the solution.

The implementation hours are valid for 12 months from solution purchase.



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## SCOPE OF THE KELVERION LED IMPLEMENTATION

The scope of the Kelverion led implementation is defined as:

1. Integration of solution with the following Service Desks;  
BMC Remedy, ServiceNow, Atlassian Jira Service Desk
2. Deployment into a single environment only i.e. Non-Production or Production not both
3. Configuration of the integration to SCOM. Setup to detect Critical SCOM Alerts only.
4. Configuration of the integration to the Service Desk.
5. Mapping of SCOM Alert fields to your Incident Ticket form.
6. Setup of Runbooks to return the number of the Incident Ticket created in the Service Desk back to the original SCOM Alert.
7. Configuration of up to 5 Incident Ticket Routing Rules. This will include a default rule to send all Tickets to an initial Ticket Assignment group and then up to four specific routing rules for example:
  - Routing Windows Server Operating System Alerts to the Windows Support Team.
  - Routing SQL Server Alerts to the SQL Support Team.
8. Configuration of Service Desk Monitoring to detect Resolved Incident Tickets and then find and close the original SCOM Alert.
9. Optional setup of Runbooks to detect Closed SCOM Alerts and then find and mark as Resolved the original Incident Ticket.
10. Optional setup of the Solution to execute any of the provided diagnostic and remediation Runbooks for any of the Routing Rules defined in step 7.

Creation of additional routing rules, diagnostic or remediation Runbooks can be provided as part of a custom engagement.

You are responsible for:

- Providing Kelverion with remote access to your environment
- Installing the System Center tools, including Orchestrator and the other target systems
- Defining the Alert routing rules to be configured
- Defining the data mappings necessary to correctly create the Incident Ticket

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**K**elverion 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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