

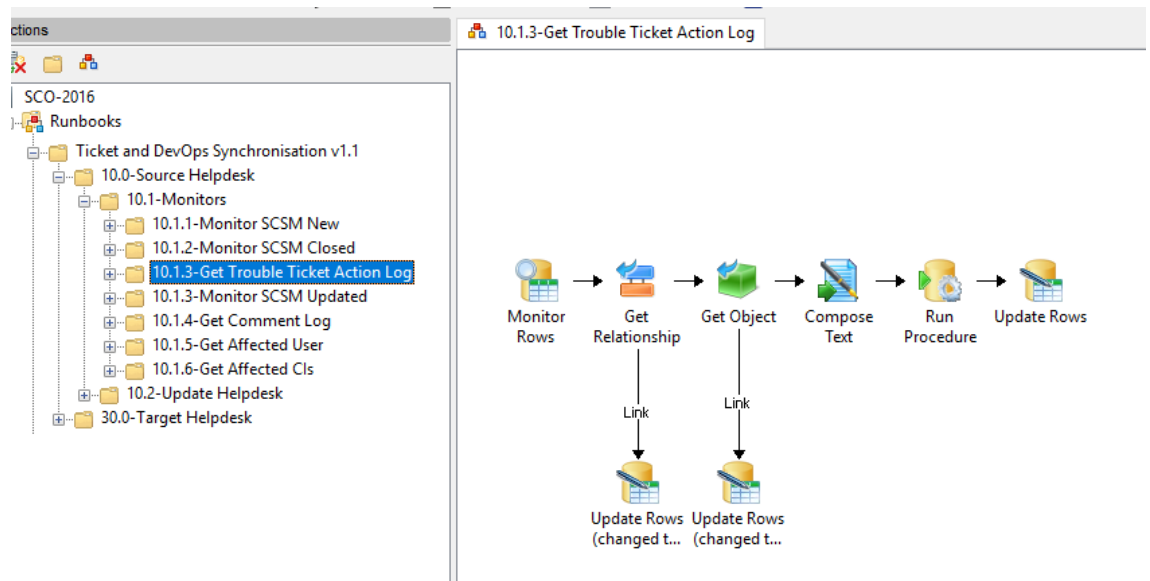
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Ticket and DevOps Synchronisation Solution

Automated Ticket Synchronisation between Service Desks or Bug Tracking

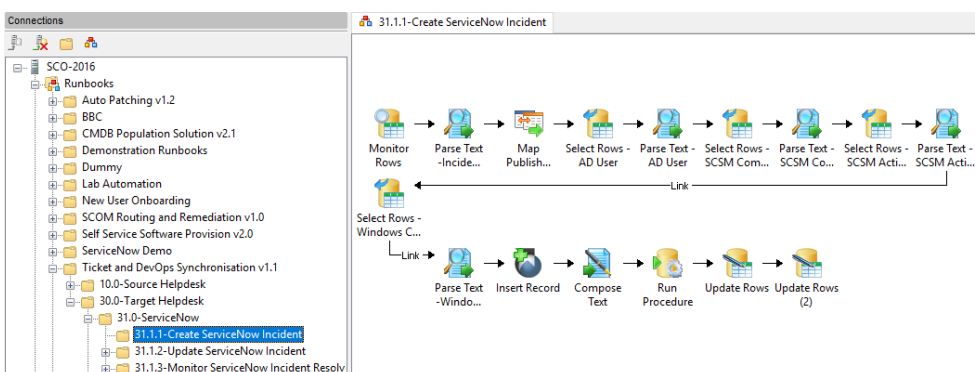
The existence of multiple Service Desks from different vendors is now commonplace across many Organisations. In the increasingly complex application environments operated by many enterprises, there is the need for Operation and Development teams to work together closely. However both parties are likely to use different tools; for example System Center Service Desk for the Administrators team and a Bug Tracking tool like Atlassian Jira or Microsoft TFS for the Development team.

Incorporating reliable communication and transfer of information across such Service Desks or Bug Tracking tools in an Enterprise setting is a time consuming, labour intensive and error prone process.



Up to now automating this process has become a minefield of challenges. The first challenge is the ability to interface and bi-directionally pass data between the two systems. The second challenge is more complex and entails the ability to identify, communicate, create or dynamically update Incident changes to keep the tool synchronised.

The Kelverion 'Ticket and DevOps Synchronisation' Solution meets these challenges. Users can simply raise a new Incidents in one Service Desk, for example System Center Service Manger, and the Incident will be automatically created in the neighboring tool, e.g. ServiceNow or Atlassian Jira. Subsequent changes to the Incident by either tool will be automatically relayed in isolation to the opposing system via Orchestrator. The relayed information will be in the form of communication to the respective Work Notes (ServiceNow) or Comment Log (Service Manager). Operators are then equipped to update the Incident appropriately and accurately.



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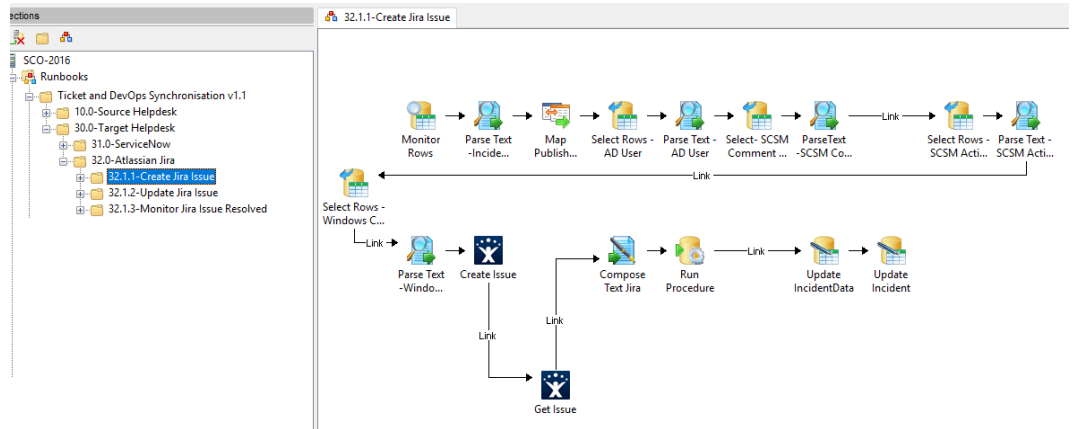
The Kelverion Ticket and DevOps Synchronisation Solution leverages both the Persistent Data Store design philosophy and Kelverion Orchestrator Integration Packs to provide a scalable and robust solution. It

is a fully adaptable offering which is easily extendable to use your own Service Desk such as;

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

Or to use Bug Tracking System such as;

- Atlassian Jira
- Microsoft TFS



Companies Service Desk and Bug Tracking systems are configured slightly differently and Incident processes vary. Therefore the solution is provided as a flexible working framework which can be tailored to each specific customer implementation.

The benefit of the solution is that the basic design and operational workflow are already in place and only little customising is required to accommodate the actual fields present in the Service Desk Incident Ticket or Bug Tracking system Issue Ticket.

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 around your Service Desk and Bug Tracking system configuration.

Up to 40 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 IMPLEMENTAION

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. Integration of solution with one Source System only either;
 - Microsoft System Center Manager
 - ServiceNow
 - BMC Remedy
3. Integration of solution with one Target System only either;
 - ServiceNow
 - Atlassian Jira
 - Microsoft TFS
4. The initial Incident Ticket and Work Notes / Comment Log will be transferred to the Target system when the Incident Ticket is assigned to the Target Support Group. No other updates will be forwarded.
5. A new Incident or Bug Ticket will be created when the Support Group assignment is detected. The number of the Ticket or Bug created will be returned to the Source System. No other updates will be returned whilst the Incident or Bug Ticket is being worked on.
6. When the Target Incident or Bug Ticket is marked as Resolved the Work Notes / Comment Log will be captured and the Source System Work Notes / Comment Log will be updated to indicate that the Target System User marked their Ticket as Resolved and include the Work Notes / Comment Log from the Target System.

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 the necessary Support Group entries in your systems
- Defining the Ticket Type and Field mappings between your Source and Target Systems

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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