



Routing and Remediation Solution for System Center Orchestrator

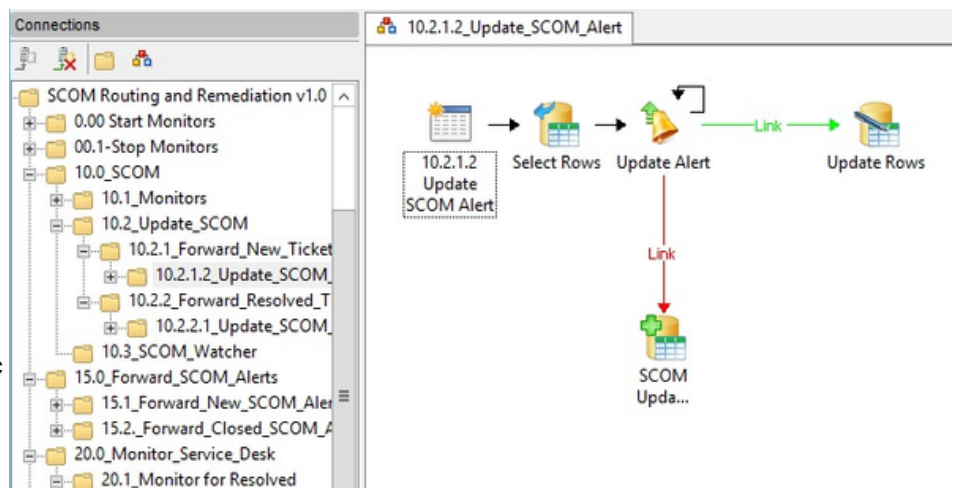
Automate alert-to-incident ticket creation, route incidents to the right support team, and trigger diagnostics and remediation using Microsoft System Center Operations Manager and System Center Orchestrator.

The Routing and Remediation Solution gives System Center Orchestrator customers a ready-to-deploy automation framework for turning Microsoft System Center Operations Manager alerts into correctly routed service desk incidents. Instead of sending every incident to a single queue for manual triage, the solution uses SCOM alert parameters and configurable routing rules to direct tickets to the right support group at the correct priority level.

The solution can also forward SCOM alerts to selected Event Management tools, support bi-directional event closure, update the source SCOM alert with the service desk ticket reference, and execute diagnostic or remediation runbooks to help resolve known issues without human intervention.

The Challenge: Manual Incident Ticket Creation and Remediation Slows IT Down

- Monitoring alerts are often converted into service desk incidents, but many automated alert-to-ticket processes send every ticket to a default queue or single point of contact
- Service desk teams must manually interpret, triage and reassign incidents, increasing delays before the right resolver group starts work
- Incidents can be bounced between support teams when ownership is unclear, extending mean time to acknowledge and increasing the risk of service impact
- Hybrid environments and multiple event management platforms make it harder to consolidate events and maintain a single operational view
- Known issues still require manual diagnostic steps and repetitive remediation activity, consuming skilled support resources
- Manual ticket updates and alert closure can leave service desk records, event management tools and SCOM alerts out of sync



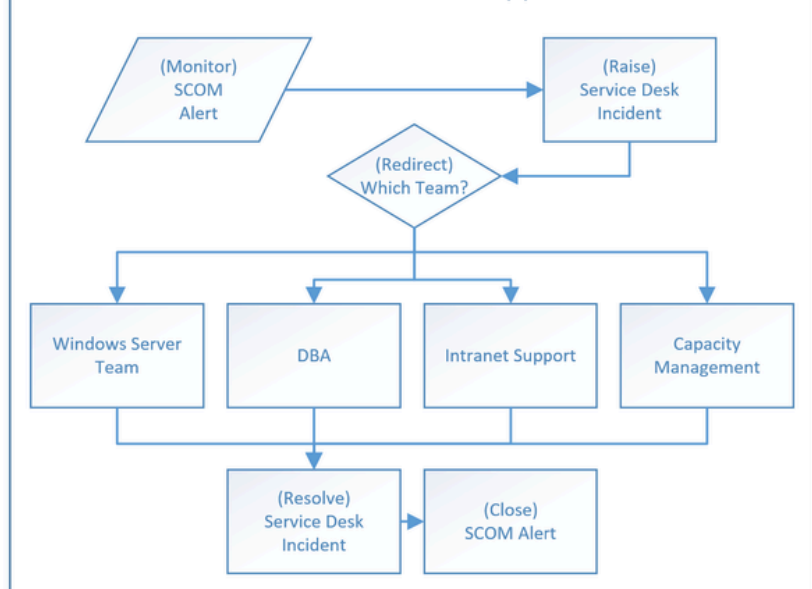
The solution is positioned for organisations that want to make System Center Operations Manager alerts actionable by connecting monitoring, service management and automated remediation through System Center Orchestrator. It is ideal for customers who already use SCOM and Orchestrator and want to reduce manual service desk triage, accelerate resolver-group assignment, and apply consistent automated actions to known operational issues.



Benefits for System Center and Orchestrator Customers

- **Reduce Manual Triage**
Route incidents automatically using SCOM alert parameters and customer-defined rules
- **Accelerate Incident Response**
Get alerts to the correct resolver group sooner and reduce delays caused by manual reassignment
- **Improve Service Availability**
Trigger diagnostic and remediation runbooks for known issues before service impact escalates
- **Keep Tools Synchronised**
Update SCOM alerts with service desk ticket IDs and close alerts when linked incidents or events are resolved
- **Support Hybrid Operations**
Consolidate alerts from SCOM and selected Event Management tools into a more controlled event-to-ticket process
- **Extend Orchestrator Value**
Reuse existing System Center Orchestrator skills and runbook infrastructure for operational automation
- **Improve Governance**
Apply consistent routing, priority and escalation rules across repeatable monitoring and service desk processes

Automate incidents to the correct support team



Typical Automation Scenarios

- Create a service desk incident automatically when a critical SCOM alert is detected
- Route Windows Server, SQL Server, application or infrastructure alerts to the correct support team
- Forward SCOM alerts to a central Event Management tool for consolidated event handling
- Update the source SCOM alert with the incident ticket ID created in the service desk
- Monitor the service desk for resolved tickets and close the originating SCOM alert
- Run diagnostic runbooks for known alert types and add the results to the incident ticket
- Trigger approved remediation runbooks to resolve repeatable operational issues automatically

Key Capabilities

- **Automatic Incident Ticket Creation**
Create service desk incidents from SCOM alerts using controlled runbook automation.
- **Configurable Routing Rules**
Use a provided SQL table to define where specific incidents should be directed and at which priority level.
- **Service Desk Integration**
Base runbooks are available for BMC Helix ITSM and ServiceNow, with additional integrations available for Atlassian Jira, Ivanti Service Manager and Salesforce.
- **Event Management Forwarding**
Forward alerts to selected Event Management platforms and support bi-directional closure back to SCOM.
- **SCOM Alert Update**
Record the service desk ticket ID against the original SCOM alert for traceability.
- **Diagnostic Automation**
Execute runbooks that collect diagnostic information and update the incident with the results.
- **Remediation Automation**
Trigger approved remediation runbooks for known issues to reduce manual recovery effort.



Automation Use Cases Included

Automation Area	Included Use Cases	Customer Value
Alert-to-Ticket Creation	Create an incident ticket automatically when selected SCOM alerts are detected	Reduces manual ticket creation and ensures incidents are captured consistently
Incident Routing	Route tickets to the correct support team using SCOM alert parameters and routing rules	Accelerates ownership assignment and reduces ticket bouncing between teams
Event Forwarding	Forward SCOM alerts to supported Event Management platforms	Supports a consolidated operational view across monitoring and event tools
Bi-Directional Closure	Close the original SCOM alert when the linked event or service desk ticket is resolved	Keeps monitoring and service management records aligned
Ticket Enrichment	Update the SCOM alert with the service desk ticket ID and update the incident with diagnostic output	Improves traceability and gives support teams better information at the point of action
Diagnostics	Run diagnostic runbooks for known alert types and attach results to the incident	Speeds investigation and reduces repetitive first-line support activity
Remediation	Trigger approved remediation runbooks for repeatable known issues	Reduces mean time to resolution and supports self-healing operations



Jump Start Service

Kelverion can provide a led installation and configuration service to help deploy the Routing and Remediation Solution into the customer environment. The customer provides remote access and subject matter expertise around the Service Desk and SCOM configuration, while a Kelverion consultant leads the installation and configuration of the application.

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

The scope of the Kelverion-led implementation is defined as:

- Integration of the application with selected Service Desks, including BMC Helix ITSM, ServiceNow and Atlassian Jira Service Desk
- Deployment into a single environment only, such as Non-Production or Production, not both
- Configuration of the integration to SCOM, including setup to detect Critical SCOM alerts only
- Configuration of the integration to the Service Desk
- Mapping of SCOM alert fields to the customer Incident Ticket form
- Setup of runbooks to return the Incident Ticket number from the Service Desk back to the original SCOM alert
- Configuration of up to five Incident Ticket routing rules, including a default assignment group and up to four specific routing rules
- Configuration of Service Desk monitoring to detect resolved Incident Tickets and close the original SCOM alert
- Optional setup of runbooks to detect closed SCOM alerts and mark the original Incident Ticket as resolved
- Optional setup of the application to execute provided diagnostic and remediation runbooks for defined routing rules

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

Customer responsibilities are:

- Provide Kelverion with remote access to the environment
- Install the System Center tools, including Orchestrator and the other target systems
- Define the alert routing rules to be configured
- Define the data mappings required to correctly create the Incident Ticket



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Why Kolverion?

Kolverion specialises in Microsoft automation and has been providing Integration Packs, production-ready runbook solutions and consultancy services for System Center Orchestrator and Azure Automation since 2010. Kolverion helps organisations connect monitoring, service desk, event management and infrastructure platforms so automation can trigger, track and report on operational processes across the tools customers already use.

- Deep expertise in System Center Orchestrator and Microsoft automation
- More than 35 Orchestrator integrations available for enterprise IT systems
- Ready-made automation solutions for common service desk and infrastructure operations processes
- Professional services support for deployment, configuration, optimisation and ongoing runbook success
- Solutions designed to work with the customer's existing service desk, monitoring and event management investments

Ready to to Reduce Manual Incident Triage and Accelerate Remediation?

Speak to Kolverion about the Routing and Remediation Solution for System Center Orchestrator. Arrange a demonstration, request a datasheet or discuss the Jump Start service to see how quickly your organisation can move from manual alert handling to automated incident routing, diagnostics and remediation.



For more information contact our helpful team today

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