



Kelverion

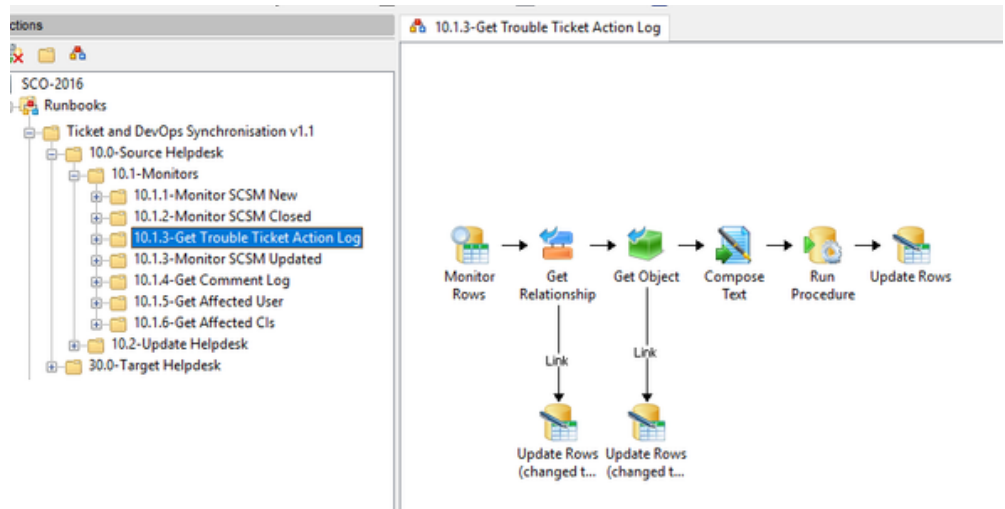
Ticket and DevOps Synchronisation Solution for System Center Orchestrator

Automate ticket forwarding and synchronisation between service desks, ITSM platforms and DevOps systems using Microsoft System Center Orchestrator.

The Ticket and DevOps Synchronisation Solution gives System Center Orchestrator customers a ready-to-deploy automation framework for synchronising incident tickets, work notes and resolution updates between service desk and DevOps platforms. It helps operations and development teams work across different tools while keeping ticket information aligned, traceable and consistently updated.

The Challenge: Manual Service Desk Synchronisation Slows Teams Down

- Operations and development teams often use different service desk, ITSM and bug tracking tools, making cross-team collaboration difficult
- Manual ticket forwarding, status updates and comment copying are time-consuming, labour-intensive and prone to error
- Disconnected service desks can leave teams working from incomplete or outdated incident information
- Bi-directional data exchange between systems is technically complex and can require specialist integration effort
- Incident changes, work notes and resolution updates need to be identified, transformed and synchronised reliably
- Manual synchronisation makes it harder to maintain auditability, service quality and operational control

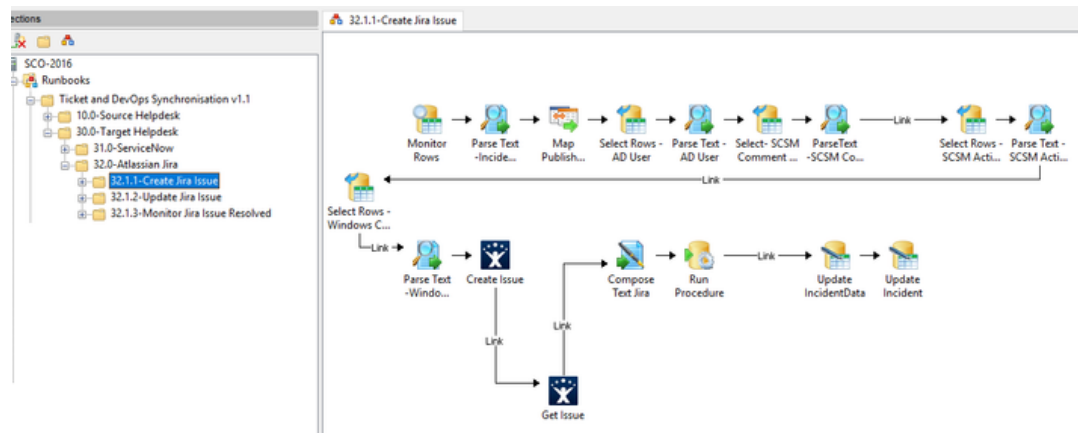


The solution is positioned for organisations that want to extend the value of Microsoft System Center Orchestrator by connecting existing service desk, ITSM and DevOps systems without replacing established operational tooling. It provides a practical automation layer for synchronising tickets across heterogeneous platforms, helping IT teams reduce manual administration, improve communication and create a more joined-up incident management process.



Benefits for System Center and Orchestrator Customers

- **Reduce manual effort**
Automate repeatable ticket creation, update and resolution synchronisation steps
- **Improve accuracy**
Reduce copy-and-paste errors and missed updates between service desk and DevOps platforms
- **Accelerate collaboration**
Keep operations and development teams aligned while allowing each team to work in its preferred tool
- **Preserve existing investment**
Use System Center Orchestrator and Keverion Integration Packs to connect current enterprise systems
- **Increase visibility**
Maintain a clearer operational view of ticket progress across different platforms
- **Support governance**
Capture ticket creation, work notes and resolution updates in a controlled automation workflow
- **Adapt to customer processes**
Tailor field mappings, ticket types and support group triggers to fit customer implementation needs



Typical Automation Scenarios

- Create a matching DevOps issue when an incident is assigned to a target support group
- Forward an incident from one service desk platform to another for specialist handling
- Synchronise initial ticket details, work notes and comment logs between source and target systems
- Return the target ticket or issue number to the originating service desk
- Capture resolution notes from the target system and update the original incident record
- Support integrations between platforms such as ServiceNow, BMC Helix ITSM, CA Service Desk Manager, HP Service Manager, Atlassian Jira and Microsoft Azure DevOps



Key Capabilities

- **Bi-Directional Synchronisation Framework**
Pass key ticket information between source and target systems through Orchestrator.
- **Automated Ticket Creation**
Create a new incident, issue or bug record in the target platform when a qualifying assignment is detected.
- **Work Notes and Comment Log Transfer**
Relay operational updates so teams can work with the latest available information.
- **Resolution Update Handling**
Capture target system resolution activity and update the originating system.
- **Persistent Data Store Design**
Support scalable, traceable and resilient synchronisation logic.
- **Kelverion Orchestrator Integration Packs**
Connect Orchestrator to enterprise service desk and DevOps platforms through supported integrations.
- **Flexible Field Mapping**
Adapt ticket types, field mappings and customer-specific process requirements during implementation.

Automation Use Cases Included

Automation Area	Included Use Cases	Customer Value
Ticket Intake	Detect a new or reassigned incident in the source service desk	Starts synchronisation automatically when the process requires specialist input
Target Ticket Creation	Create a corresponding incident, issue or bug in the target service desk or DevOps platform	Removes manual ticket re-keying and speeds up escalation to the right team
Ticket Reference Return	Write the target ticket or issue number back to the source system	Improves traceability and gives operators a clear link between related records
Work Notes Synchronisation	Transfer initial incident information, work notes or comment logs between systems	Keeps operations and development teams informed without manual copying
Resolution Update	Capture target system resolution notes and update the source incident record	Supports a complete incident lifecycle and improves closure accuracy
Platform Extension	Tailor integrations for service desk and DevOps platforms using Kelverion Integration Packs	Preserves existing tools while creating a consistent automation workflow



Jump Start Service

Kelverion can provide a led installation and configuration service to help deploy the Ticket and DevOps Synchronisation Solution into the customer environment. The customer provides remote access and subject matter expertise around the service desk and DevOps platform configuration, while a Kelverion consultant leads the installation and configuration. The implementation service is valid for three months from solution purchase.

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

- Deployment into a single environment only, such as Non-Production or Production, not both
- Integration of the application with one Source System, such as Microsoft System Center Service Manager, ServiceNow or BMC Helix ITSM
- Integration of the application with one Target System, such as ServiceNow, Atlassian Jira or Microsoft Azure DevOps
- The initial Incident Ticket and Work Notes or Comment Log are transferred to the Target System when the Incident Ticket is assigned to the Target Support Group
- A new Incident or Bug Ticket is created when the Support Group assignment is detected
 - The number of the Ticket or Bug created is returned to the Source System
- When the Target Incident or Bug Ticket is marked as Resolved, the Work Notes or Comment Log are captured, and the Source System is updated to show that the Target System user marked their ticket as Resolved

Customer responsibilities are:

- Provide Kelverion with remote access to the environment
- Install the System Center tools, including Orchestrator, and the target systems
- Create the necessary Support Group entries in the source and target systems
- Define the Ticket Type and field mappings between the Source and Target Systems



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Why Kolverion?

Kolverion specialises in Microsoft automation and provides Integration Packs, ready-made automation solutions and consultancy services for Microsoft Azure and the Microsoft System Center suite. Kolverion extends System Center Orchestrator with more than 35 integrations, production-ready runbook solutions and professional services support to help organisations connect enterprise IT systems, reduce repetitive service desk work and accelerate automation value.

Ready to Connect Your Service Desk and DevOps Workflows?

Speak to Kolverion about the Ticket and DevOps Synchronisation 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 ticket synchronisation to controlled, automated cross-platform collaboration.



For more information contact our helpful team today

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