

# Kelverion

## System Center Operations Manager Connectors

### Interfacing SCOM with Enterprise Management tools and Service Desks

The System Center Operation Manager Connector Solution enables bi-directional communication to Enterprise Management tools and Service Desks systems.

Prior to the launch of System Center 2012 customers with Operations Manager 2007 R2 could use the Connectors provided to integrate to other Enterprise Management (EM) tools or Service Desks. Operations Manager Alerts were forwarded to a remote system and the alert data was synchronized throughout the lifetime of the alert.

The result of that data synchronization is a robust and seamless systems management environment and enables operational groups to use familiar management interfaces. Users update an alert by using their management tool, and the data is updated in tools that are used by other operational groups.

With Microsoft System Center 2012 Operations Manager connections to other EM tools or Service Desks are now provided via System Center Orchestrator. The challenge for customers is how to build a suite of Orchestrator Runbooks which enable a robust flow of data from Operations Manager to these other EM tools and Service Desks.

Kelverion have developed a series of Runbook Solutions that integrate Operations Manager to a number of EM tools and Service Desks.

These Runbook Connectors deliver a number of inter-connection functions;

- Event forwarding
- Automatic Incident Ticket creation
- Automatic update of the SCOM Event to record the Service Desk Ticket ID
- Monitoring of the target EM tool or Service Desk in order to automatically resolve the original Operations Manager Event once the Event is Resolved on the target system.

The Runbook Connector leverages the Kelverion Persistent Data Store design philosophy and SQL Server Integration Pack to provide a scalable and robust solution.

The Operations Manager 2012 Connectors support the following Target systems:

#### Service Desks

BMC Remedy ARS 7.x, 8.x or 9.x  
CA Service Desk Manager 12.6, 12.7, 12.9 or 14.1.  
HP Service Manager  
ServiceNow

#### Enterprise Management Tools

BMC Enterprise Event Manager (BEM) v7.4  
BMC ProactiveNet 8.6 to 9.6  
BMC TrueSight Infrastructure Management 10.0.500  
HP Operations Manager  
IBM Tivoli Netcool/OMNibus

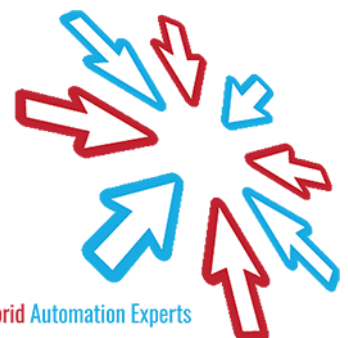
These Connectors are provided ready built just requiring configuration to implement in your environment.

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Kelverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.

Find out more at <http://www.kelverion.com>

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