

Kelverion

Routing and Remediation Solution

Automated Alert Routing and Remediation for Operations Manager 2012

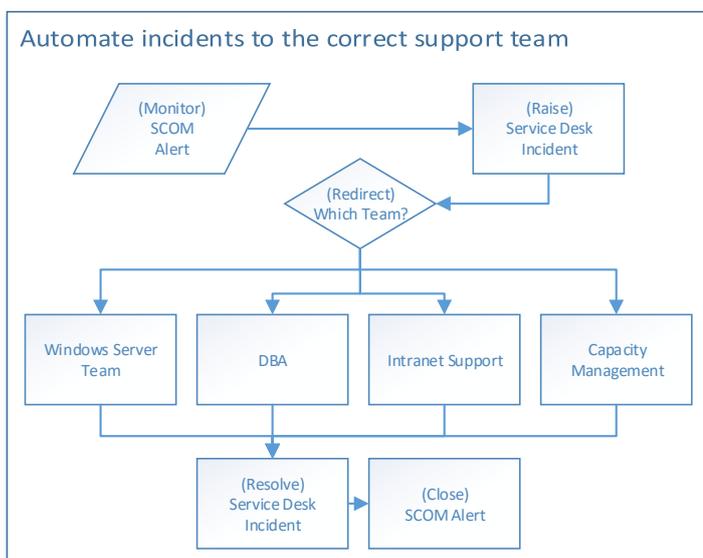
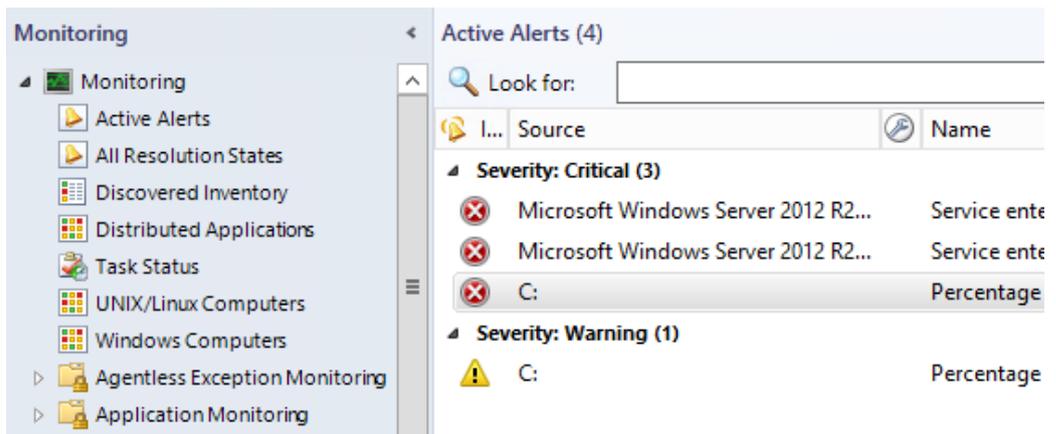
One of the biggest Service Management challenges for any customer is the need to create Incident Tickets in a Service Desk when new failures in the infrastructure are detected.

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.

With Microsoft increasingly talking about doing automated diagnostic and remediation as part of their Azure Automation and OMS Automation offerings customers are 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.



The Runbooks can be customised to forward Events from other EM Tools into SCOM for customers whose primary Event Management Tool is SCOM.

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



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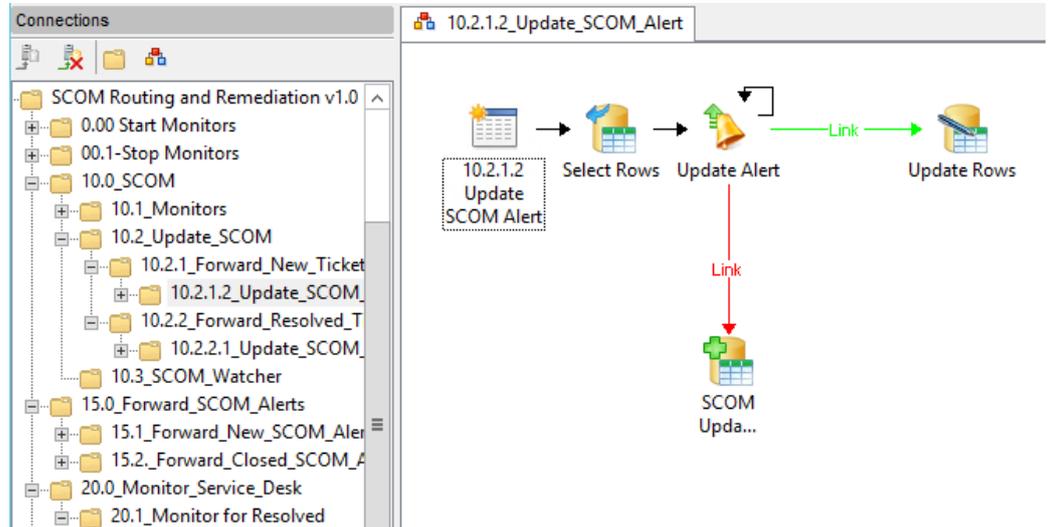
Once an Event is in SCOM the Routing and Remediation Solution takes our connectors to the next level and routes Incident Tickets based on SCOM Alert parameters. It then executes automatic diagnostic and remediation Runbooks to update and ultimately resolve the Incident Ticket without any human interaction.

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



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.

The solution is packaged as a completely new offering so it can be installed by existing Operations Manager Connectors customers. This allows them time to migrate across to the new solution once they have it configured.

Solution Features:

- 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.
- Provides the ability to route tickets to correct support group
- 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:%;...

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