

Kelverion

Ticket and DevOps Synchronisation Solution

Automated Ticket Synchronisation between Service Desks or Bug Tracking

The Ticket and DevOps Synchronisation Solution enables System Center users to automate the Ticket forwarding and Ticket synchronisation between two Service Desks or DevOps systems using System Center Orchestrator.

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. System Center Orchestrator provides the platform from which to succeed. However, even for an experienced Orchestrator developer, there are two significant challenges with envisioning a HelpDesk to HelpDesk or Help Desk to Bug Tracking solution.

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.

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 or HP Service Manager. Or to use Atlassian Jira or Microsoft TFS for Bug Tracking.

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.

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>



Cloud & Hybrid Automation Experts