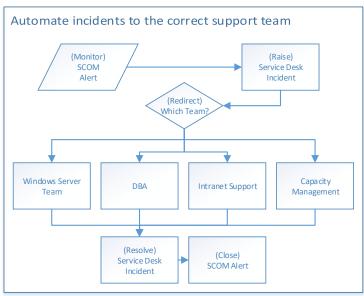# Kelverion

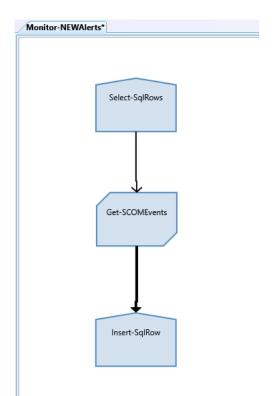## Routing and Remediation Solution for Azure
Automated Alert Routing and Remediation for Operations Manager

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.

Automate incidents to the correct support team

With companies increasingly looking to the Azure Automation and OMS offerings from Microsoft they 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 Azure Automation Runbooks to automatically route Incident Tickets based on SCOM Alert parameters. The interface is bi-directional so that when the Incident is resolved on the Service Desk Tool this is automatically passed back to close the SCOM Alert. It then executes automatic diagnostic and remediation Runbooks to update and ultimately resolve the Incident Ticket without any human interaction.

The Runbooks have been written using the Runbook Studio authoring application and leverage the integration and smart discovery capabilities provided by the Integration Modules for ServiceNow and SQL Server. These Integration Modules are also available in the PowerShell Gallery.

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It is simple to configure the solution to your chosen service desk, the solution has base Runbooks ready for ServiceNow
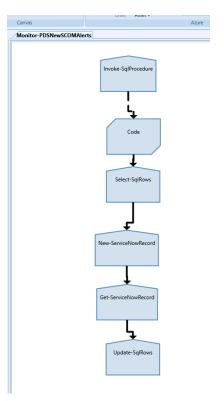
Additional integrations are available for:

- Atlassian Jira
- BMC Remedy ARS

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.

Solution Features:

- Event forwarding
- Automatic Incident Ticket creation
- Provides the ability to route tickets to correct support group
- Automatic update of the SCOM Event to record the Service Desk Ticket ID
- Monitoring of the target tool to detect resolved items and mark the original SCOM Alert as Closed
- 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 Assignement 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:%;...

A deployment guide is provided which lists the tasks to be undertaken to configure the solution in your environment.

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.
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