

MANAGEMENT CONNECTOR FOR REMEDY SERVICE DESK



- Automatic and manual Remedy incident generation based on Enterprise Manager alerts
- Fully customizable incident generation via ticket templates
- Automatic alert-to-incident synchronization
- In context launch of Remedy console from Enterprise Manager and vice versa
- Out-of-box ticket templates

As part of an integrated solution for quality IT service management, the Oracle Management Connector for Remedy Service Desk enables IT organizations to proactively detect and respond to incidents to ensure high quality of service levels are maintained. The Oracle Management Connector for Remedy Service Desk integrates Oracle Enterprise Manager Grid Control's proactive alert detection and resolution features with Remedy's service desk capabilities to provide a seamless workflow for incident management and resolution – from the creation of Remedy incidents based on alerts to bi-directional console links for incident resolution to automatic incident closure based on the clearing of alerts.

Automatic and manual incident generation

The Oracle Management Connector for Remedy Service Desk (Remedy Connector) enables the automatic or manual generation of Remedy incidents (tickets) in response to alerts detected by Oracle Enterprise Manager Grid Control. After the Remedy Connector is installed and configured, it is available for use for all alerts detected by Enterprise Manager. In the Enterprise Manager console, administrators use Notification Rules to specify the set of metric alerts for which Remedy incidents should be opened and associate a Remedy ticketing action with these metrics. If any of the metrics specified in the notification rule is detected to have crossed its thresholds, an alert is triggered and the Remedy Connector will automatically generate a Remedy incident with the appropriate fields filled in with details of the alert. For example, if IT organizations require that a Remedy incident be opened for filesystem related alerts, administrators can simply use Enterprise Manager to create notification rules for these filesystem metrics and associate a Remedy ticketing action with these metrics. If a filesystem is detected to have crossed its threshold, an alert is triggered and a Remedy incident is automatically generated with details of the alert such as name of the host, filesystem space used, mount point, time the alert triggered, etc.

Once the incident has been created, the Remedy Connector will continue to keep the incident in synch by updating the Remedy system each time the alert severity changes. For example, if a warning alert on the filesystem metric initially created an incident at “medium” level of urgency, if the alert subsequently changed to critical severity, this change will be communicated from the Remedy Connector to Remedy which could, in turn, cause the corresponding incident to be upgraded to “high” level of urgency.

For IT organizations that require a manual triage of an alert before an incident is opened for it, the Remedy Connector also supports the ability to manually generate an incident (ticket) directly from the Enterprise Manager console. This means a first level operator can use the Enterprise Manager Console to initially investigate the alert, then, if necessary, open an

incident (ticket) right within the Console. Relevant information about the alert is automatically carried into the generated incident.

In both scenarios (automatic or manual generation of incidents), the incident ID for the generated incident is tracked and displayed as part of the details of the alert in the Enterprise Manager console. This enables Enterprise Manager administrators to have a complete view of all the actions taken in response to the alert.

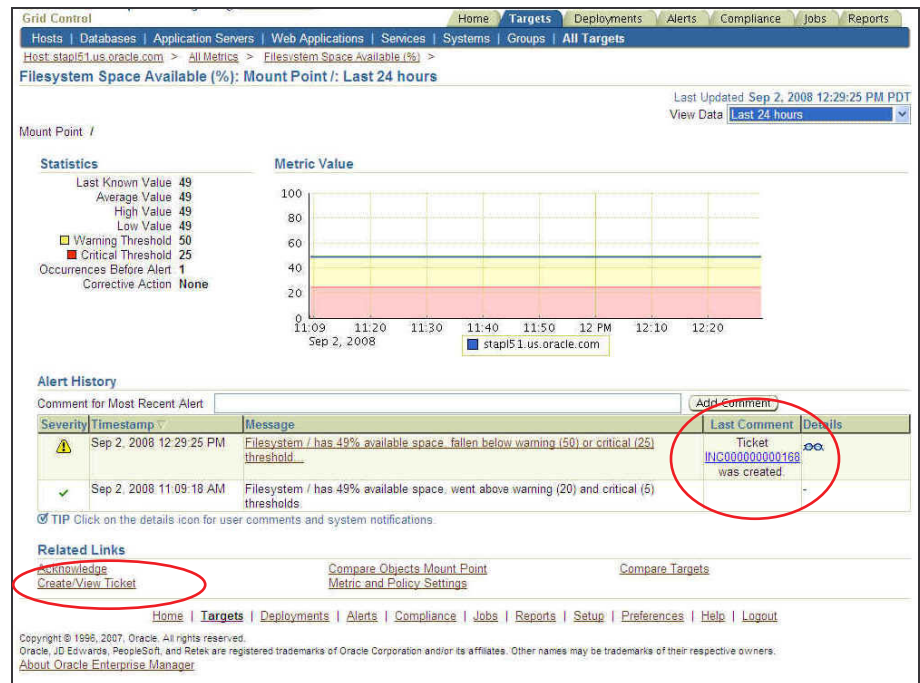


Figure 1: Alert details in the Enterprise Manager console include information about the Remedy incident that was automatically created. Alternatively, the Remedy incident could be manually created directly from the console.

Fully customized incident (ticket) generation via ticket templates

Many IT organizations customize their Remedy installations to support the way they manage incidents. Part of this customization includes defining the valid and required set of fields that make up a Remedy incident (ticket). For example, some IT organizations may require an incident to contain the First Name, Last Name, Description, Service Type, Impact and Urgency fields while others may additionally require other fields such as Details and Company. The Remedy Connector can generate incidents that are compatible with any Remedy implementation by providing the same level of customization via ticket templates.

Ticket templates are customer-defined files that specify how (incident) ticket fields should be filled based on attributes of Enterprise Manager alerts. In a ticket template, administrators specify the fields of the ticket that should be pre-filled and the values assigned to those fields. The values for the ticket fields can either be:

- **Derived values based on the alert.** This means the values for the ticket fields are based on the values of the Enterprise Manager alert. For example, administrators can

assign the alert message to the 'Description' field of the ticket, and the metric name, target name and metric alert severity fields to the Details field of the ticket. If the target type of the target on which the alert occurred is 'Database', then the ticket 'Product Categorization' field could be set to 'Database' and the 'Assigned Group ID' field could be set to Group ID of the DBA group.

- **Constant values for specific fields.** This means the values of the ticket fields are predefined constant values recognized in the Remedy system. For example, administrators can set the 'Service Type' ticket field to 'Infrastructure Event' if they have configured Enterprise Manager to open (incident) tickets for database and application server alerts. They can also set the 'Reported Source' field to 'Enterprise Manager' to indicate that the source of the ticket is an Enterprise Manager alert.

To facilitate the definition of templates for a specific Remedy installation, the Remedy Connector installation offers a number of out-of-box templates based on the default Remedy configuration. Administrators can easily use these out-of-box templates as a basis for their own custom templates that fit their operational needs. Administrators can create as many ticket templates as required, for example, a Production Database template, a Test Database template, and a Development Database Template, and assign different alert-to-ticket mappings in each of these templates. Once these custom templates have been defined and registered in Enterprise Manager, they are available for any administrator to use.

The screenshot shows the 'Create Notification Rule' dialog box in Oracle Grid Control. The 'Methods' tab is selected, displaying a table of notification methods. The table has columns for Name, Type, Description, and Assign Method to Rule. The methods listed are:

Name	Type	Description	Assign Method to Rule
Remedy_DefaultCategory.xml	Java Callback	This notification method is used by the TTCconnector	<input type="checkbox"/>
Remedy_DefaultCategory_AutoClose.xml	Java Callback	This notification method is used by the TTCconnector	<input type="checkbox"/>
Remedy_DefaultCategory_AutoResolve.xml	Java Callback	This notification method is used by the TTCconnector	<input type="checkbox"/>
Provisioning Job Updater	PL/SQL Procedure	System generated notification method: pl/sql notification for provisioning jobs	<input type="checkbox"/>

Below the table, there are tabs for General, Availability, Metrics, Policies, Jobs, and Methods. The 'Methods' tab is currently active. At the bottom right, there are 'Cancel' and 'OK' buttons.

Figure 2: In a notification rule, each ticket template is available for use.

Bi-directional console launch for incident resolution

After the incident is created, the incident ID and a link to the Remedy web console UI is available as part of the alert details in the Enterprise Manager console. This provides an easy way for administrators to logon to the Remedy console to perform actions such as further annotate the incident with suggestions for a fix or determine the progress that has been made

thus far. Likewise, in the Remedy console, a link to the alert details page in the Enterprise Manager console is provided, allowing service desk analysts to quickly access Enterprise Manager's features to resolve the alert. For example, if an incident was opened for a database down alert, the service desk analyst can quickly link back from the Remedy console to the Enterprise Manager console to restart the database. This minimizes the need to have service desk analysts install specific toolsets for repair actions. Once the repair action has been performed, Enterprise Manager will detect that the alert condition has been cleared and the Remedy Connector can be configured to automatically close or resolve the incident associated with the alert. This bi-directional workflow thus streamlines the incident resolution process to promote quick time to resolution.

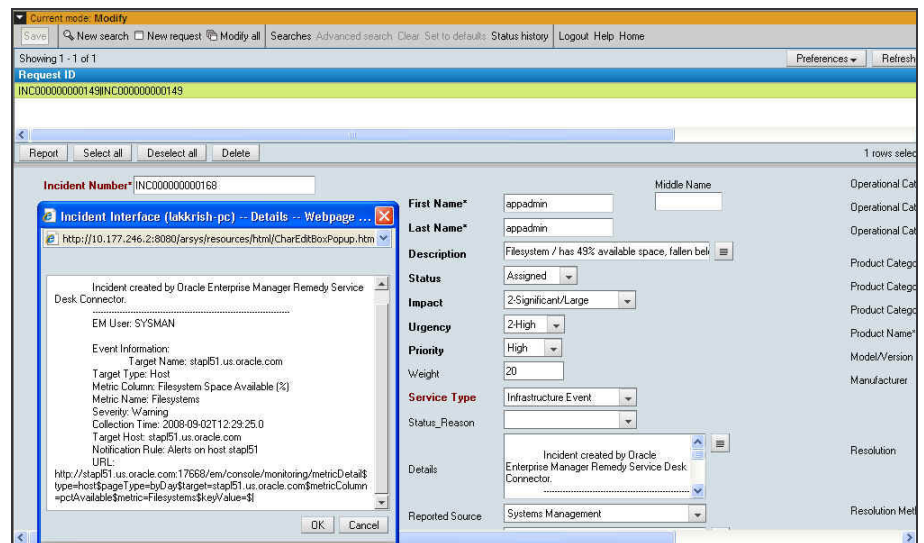


Figure 3: Information about the alert is passed to the Remedy incident. A link back to the Enterprise Manager console is also provided.

Learn More

For more information about this and other Oracle Management Connectors, visit <http://www.oracle.com/technology/products/oem/extensions/index.html>

To learn more about Oracle Enterprise Manager Grid Control, visit www.oracle.com/enterprise_manager

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