

# ORACLE ENTERPRISE MANAGER 10<sup>g</sup> MANAGEMENT CONNECTOR FOR REMEDY HELP DESK

## ORACLE MANAGEMENT CONNECTOR FOR REMEDY HELP DESK

- Automatic and manual ticket generation based on Enterprise Manager alerts
- Fully customizable ticket generation via ticket templates
- Automatic alert-to-ticket 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 Help 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 Help Desk integrates Oracle Enterprise Manager 10g Grid Control's proactive alert detection and resolution features with Remedy's help desk capabilities to provide a seamless workflow for incident management and resolution – from the creation of tickets based on alerts to bi-directional console links for incident resolution to automatic ticket closure based on the clearing of alerts.*

### **Automatic and manual ticket generation**

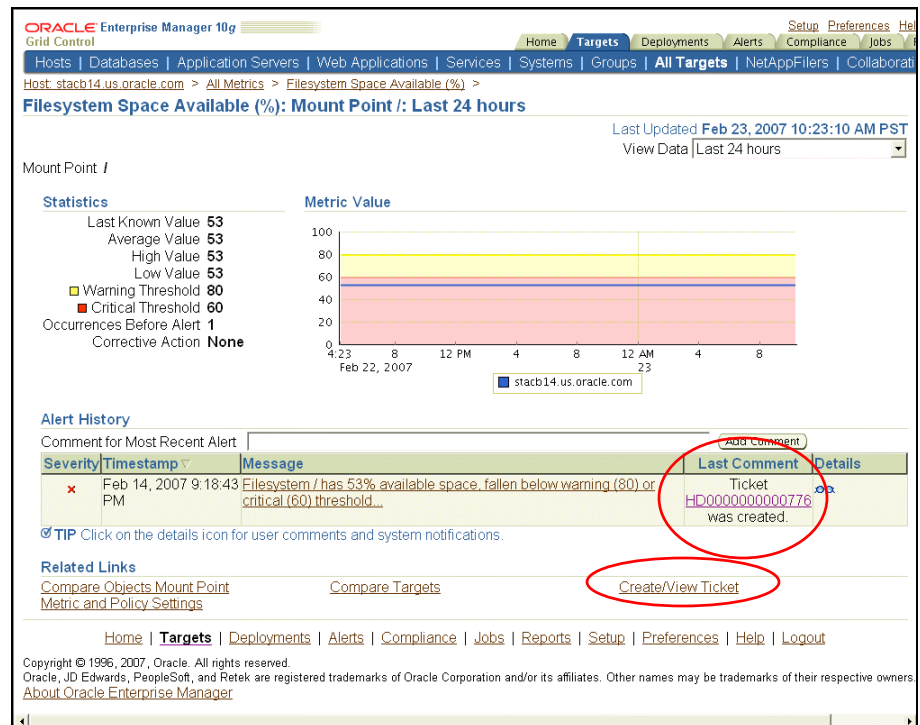
The Oracle Management Connector for Remedy Help Desk (Remedy Connector) enables the automatic or manual generation of Remedy tickets in response to alerts detected by Oracle Enterprise Manager 10g Grid Control. After the Remedy Connector is installed and configured, Remedy notification methods are available 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 tickets should be opened and associate a Remedy notification method with these metric alerts. 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 ticket with the appropriate fields filled in with details of the alert. For example, if IT organizations require that a Remedy ticket be opened for filesystem related alerts, administrators can simply use Enterprise Manager to create notification rules for these filesystem metrics and associate a Remedy notification method with these metrics. If a filesystem is detected to have crossed its threshold, an alert is triggered and a Remedy ticket 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 ticket has been created, the Remedy Connector will continue to keep the ticket 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 a ticket 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 ticket to be upgraded to “high” level of urgency.

For IT organizations that require a manual triage of an alert before a ticket is opened for it, the Remedy Connector also supports the ability to manually generate a 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 a ticket right within the Console. Relevant information about the alert is automatically carried into the generated ticket.

In both scenarios (automatic or manual generation of tickets), the ticket ID for the generated ticket 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 ticket that was automatically created. Alternatively, the ticket could be manually created directly from the console.**

**Fully customized ticket generation via ticket templates**

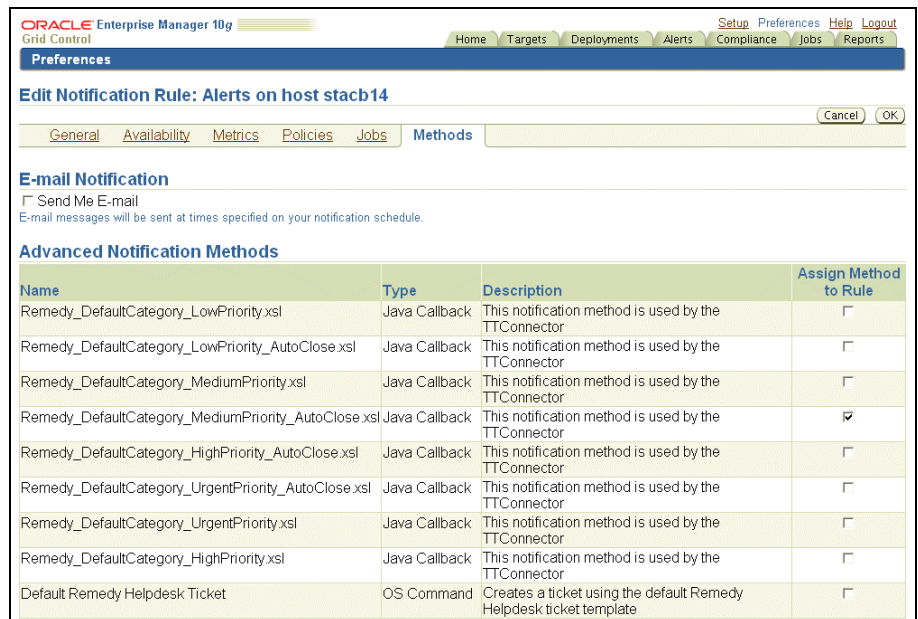
Many IT organizations customize their Remedy installations to support the way they manage tickets. Part of this customization includes defining the valid and required set of fields that make up a Remedy ticket. For example, some IT organizations may require a ticket to contain the Summary, Case Type, and Category fields while others may require the Summary, Description, Case Type, and Priority fields. The Remedy Connector can generate tickets 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 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 ‘Summary’ field of the ticket, and the metric name, target name and metric alert severity fields to the Description field of the ticket. If the target type of the target on which the alert occurred is ‘Database’, then the ticket ‘Type’ field could be set to ‘Database’ and the assigned ‘Group’ field could be set to ‘DBA’.
- 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 ‘Category’ ticket field to ‘Software’ if they have configured Enterprise Manager to only open tickets for database and application server alerts. They can also set the ‘Source’ field to ‘Enterprise Manager’ to indicate that the source of the ticket is an Enterprise Manager alert.

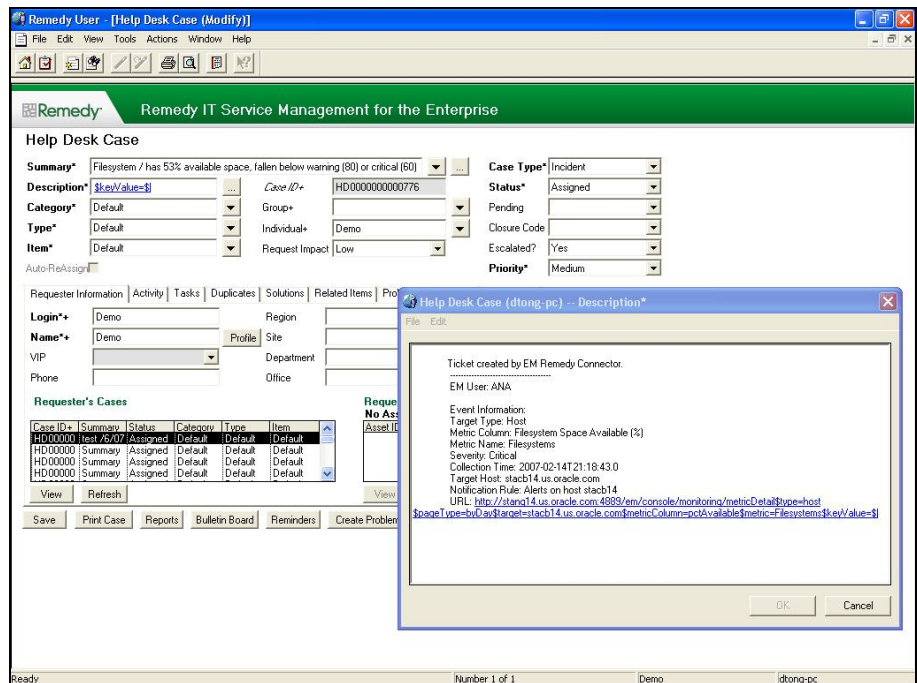
To facilitate the definition of templates for a specific Remedy installation, the Remedy Connector installation offers a number of out-of-box templates based on the default Remedy configuration. Administrators can easily use these out-of-box templates as a basis for their own custom templates that fit 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 as additional notification methods.



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

### Bi-directional console launch for incident resolution

After a ticket is created, the ticket ID and a link to the Remedy web console UI is available as part of the alert details in Enterprise Manager console. This provides an easy way for administrators to logon to the Remedy console to perform actions such as further annotate the ticket 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 help desk analysts to quickly access Enterprise Manager's features to resolve the alert. For example, if a ticket was opened for a database down alert, the help 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 help 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 the ticket 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 ticket. 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 10<sup>g</sup>, visit [www.oracle.com/enterprise\\_manager](http://www.oracle.com/enterprise_manager)

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