

Kelverion

Integration Pack for CA Service Desk Manager

Automation for CA Service Desk

The Kelverion Integration Pack for CA Service Desk is a compliant integration for Microsoft System Center 2012 R2 Orchestrator or System Center 2016 Orchestrator.

The Integration Pack supports CA Service Desk Manager Release 12.6, 12.7, 12.9 or 14.1.

It enables interaction with the core CA Service Desk objects and their immediate dependencies, including;

Activity Log	Group
Announcement	Incident
Change Order	Issue
Configuration Item	Location
Request	Organization
Contact	Problem
Department	Site

The Integration Pack enables users to create, update, get and delete objects in CA Service Desk. It delivers a range of re-usable Activities to automate IT-Functions such as:

Service Desk

Create service objects from a wide range of enterprise management tools or custom sources.

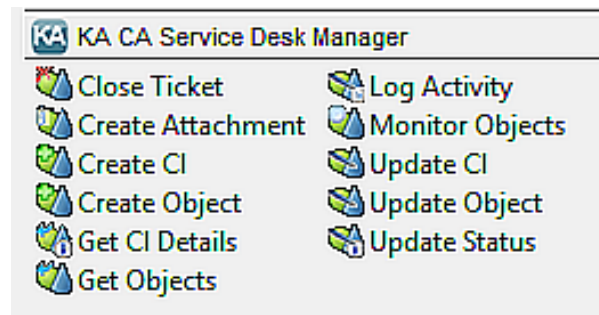
Monitor Service Objects

Monitor for new or changed service objects to automate the diagnostic/remediation process.

Configuration Management

Initiate automated changes and transform and populate data into the CA Service Desk CMDB.

IP FOR CA SERVICE DESK MANAGER ACTIVITIES



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