Remedy (Advanced) Integration

Custom Integrations

Why Remedy (Advanced) Integration from LightSpeed PM?

Foglight requires custom services to integrate with Remedy. Without our custom cartridge these steps must be taken:

- Advanced Rich UI for all functionalities
- Ability to define Products, OpCats, PCats and Priority
- Customizable Command Line invocation support
- Customizable Web Service invocation support
  - Create/Update Tickets
  - Flexible parameter definitions
  - Auto Annotate Alarms with returned information
- **Remote Administration** of solution across servers
- Decision engine for total and precise control
  - 20 Levels of granularity
  - Severity Level control

Remedy (Advanced) – **Highlights**

Pattern Editor allows easy access the information related to the alarm

- No Groovy required
- Access to dozens of fields to easily provide values to parameters
- A dozen common operators available to easily avoid any coding

Use of Groovy scripts for power users

- Use of Groovy scripting with complete injected flow context
- Ability to reject/delay ticket generation

Persisted Queue so no events are lost

- Guaranteed delivery
- Keep history for rejected, failed and successful operations for total control
- Pause or delay control
- Consumer Thread settings/control as to manage concurrency and volume.

Remedy (Advanced) Integration – **Alarming Features**

Auto Acknowledge Alarms

Alarm Flood Prevention

Alarm Transition Support

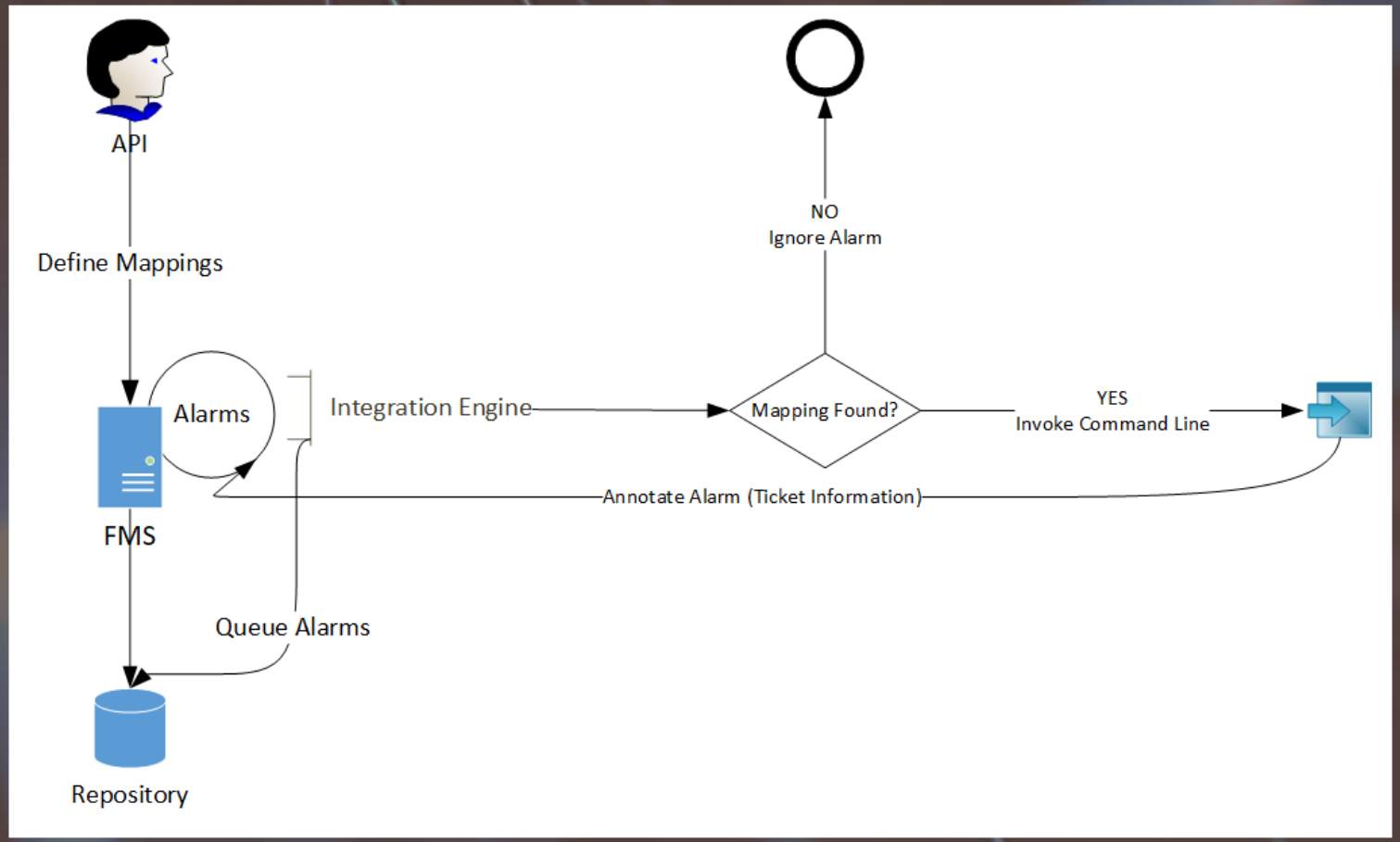
Can be Turned ON or OFF

Update tickets when alarm is transitioning from one severity to another.
Can be either to higher severity only or any transition

Close ticket only when the last alarm in transition has been cleared

All transition information is accessible from the Pattern Editor

Remedy (Advanced) Integration – Command Line Flow



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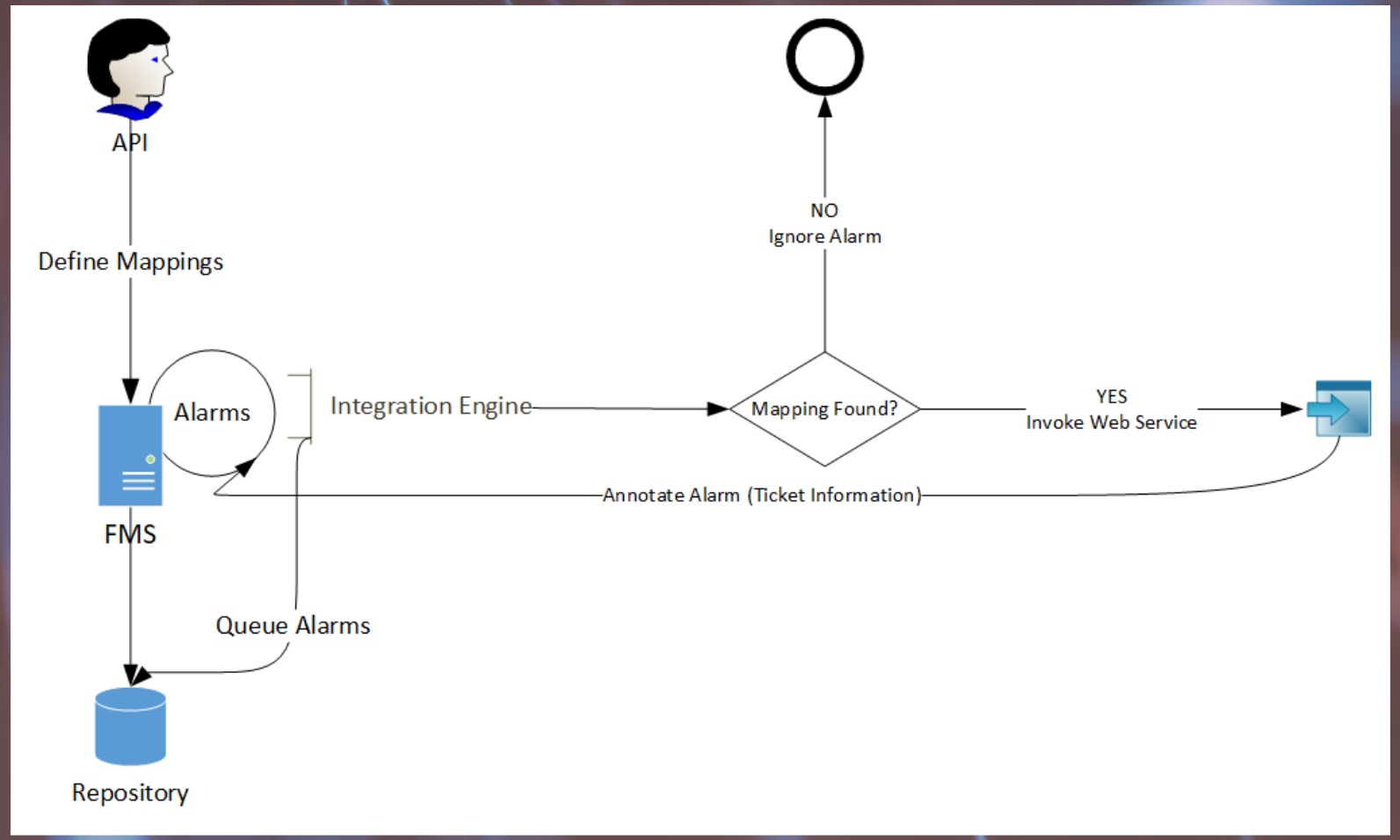
Remedy (Advanced) Integration – Web Service Flow



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Remedy (Advanced) Integration – **Decision Engine**

A rich UI within the solution presents the various mappings produced by the decision engine

Low Priority

High Priority

	Service	Host	Agent Type	Agent	Topology Object	Rule
0						
1		x				
2			x			
3				x		
4						x
5					x	
6		x				x
7			x			x
8				x		x
9					x	x
10	x					
11	x	x				
12	x		x			
13	x			x		
14	x					x
15	x				x	
16	x	x				x
17	x		x			x
18	x			x		x
19	x				x	x

No Service

With Service

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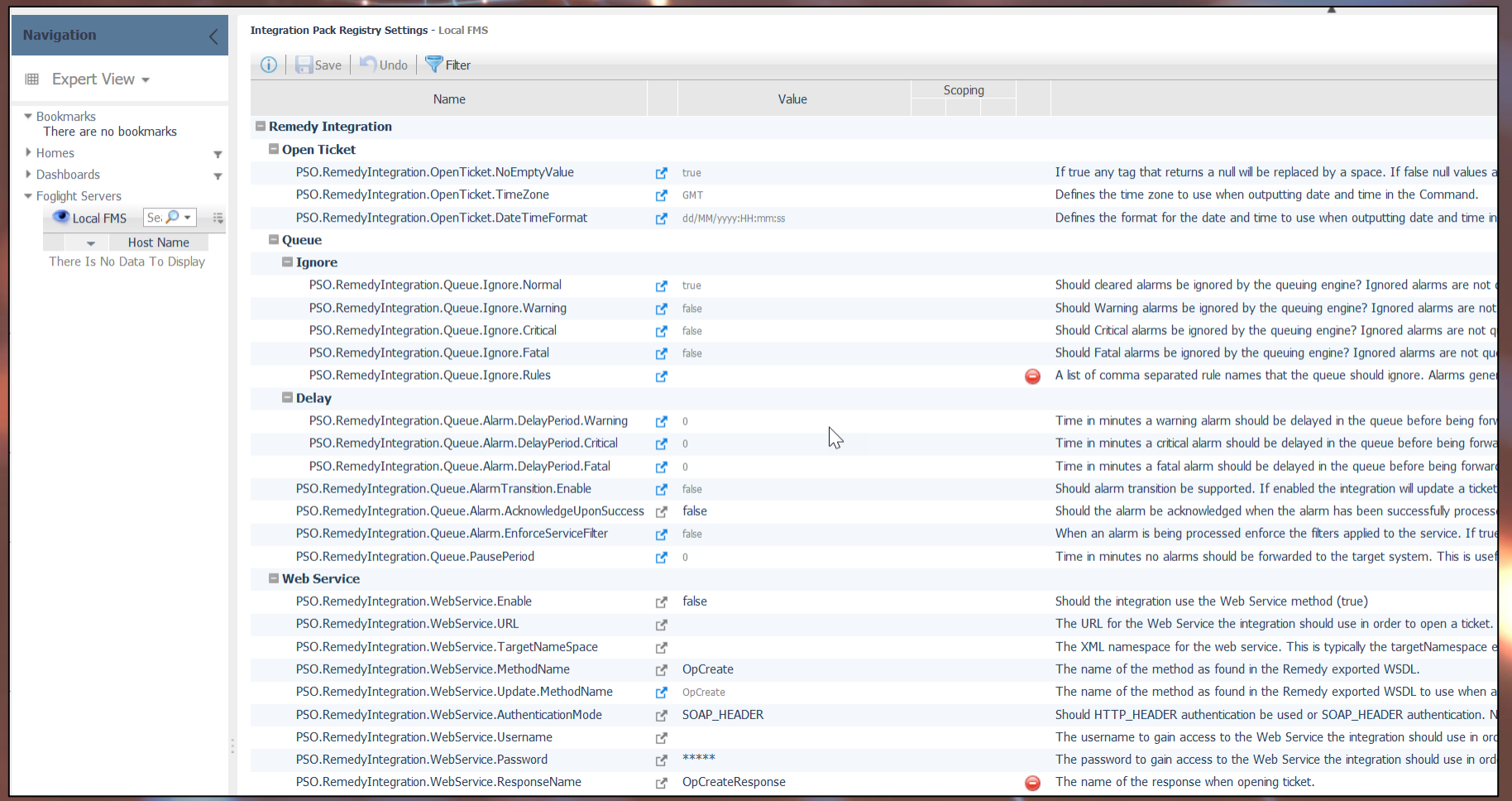
Remedy (Advanced) Integration – Changing Settings



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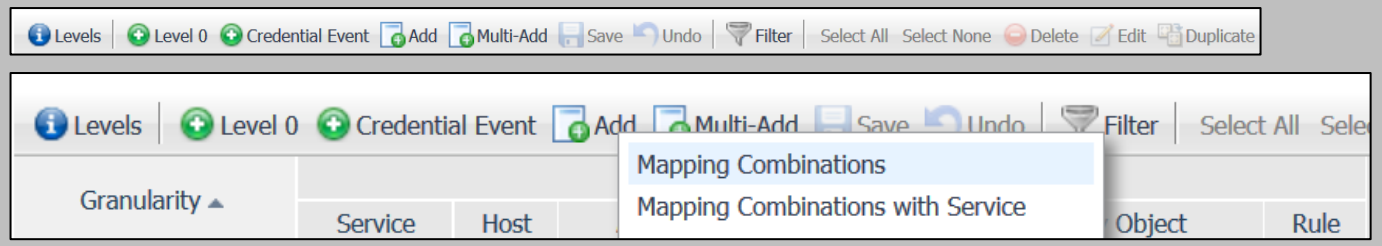
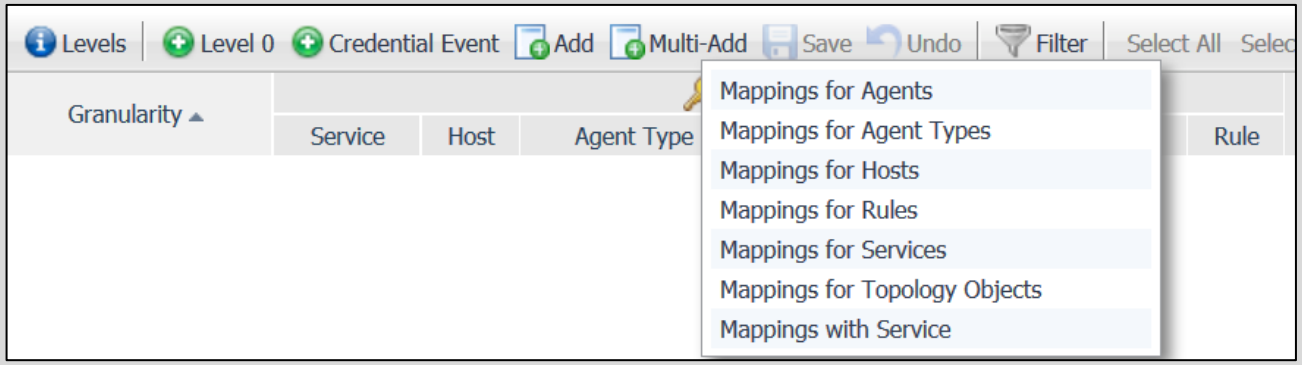
Remedy (Advanced) Integration – Mappings Editor

Combinations

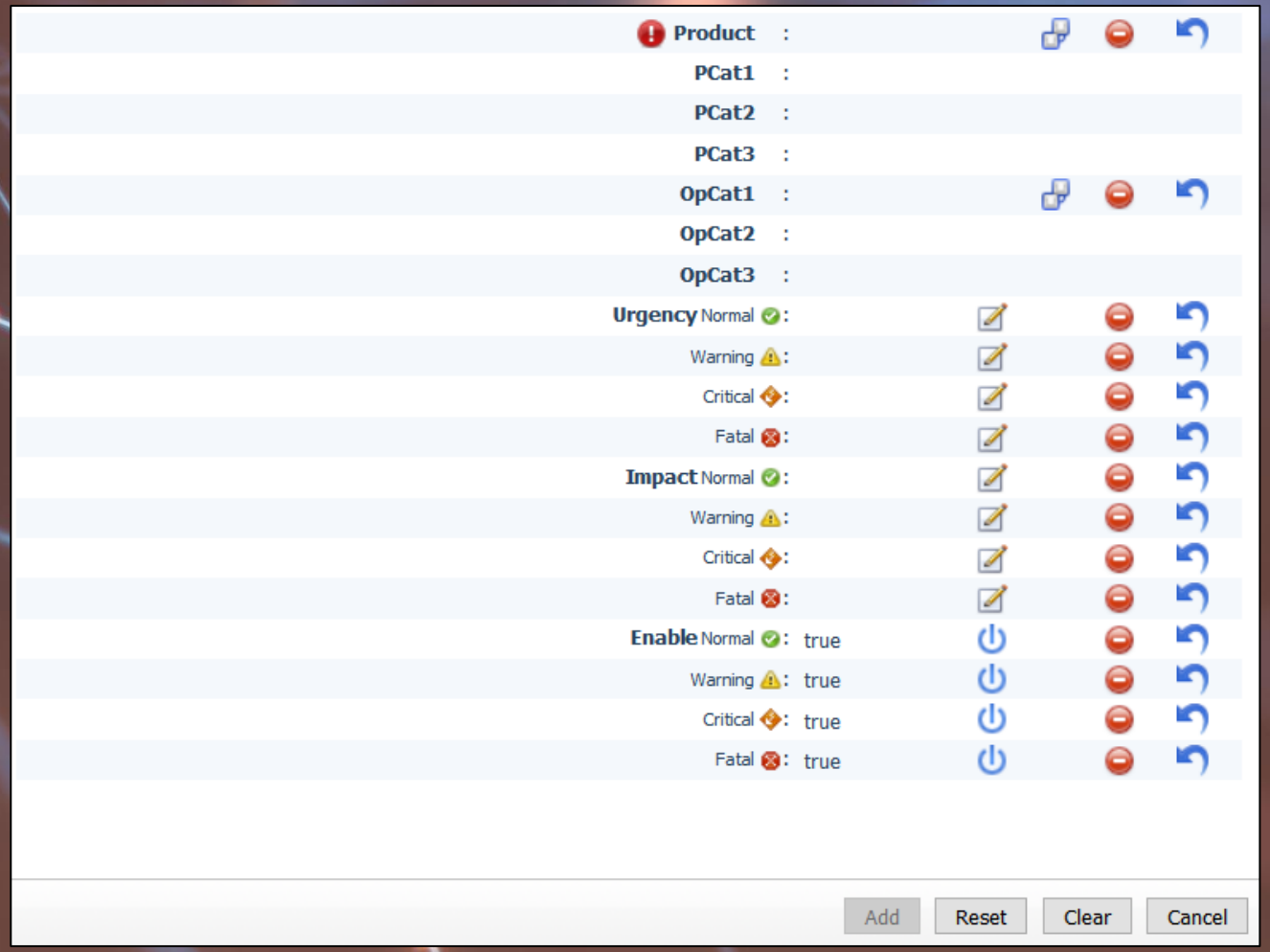


Multiple Mappings



Filtering

Remedy (Advanced) Integration – **Field Editor**



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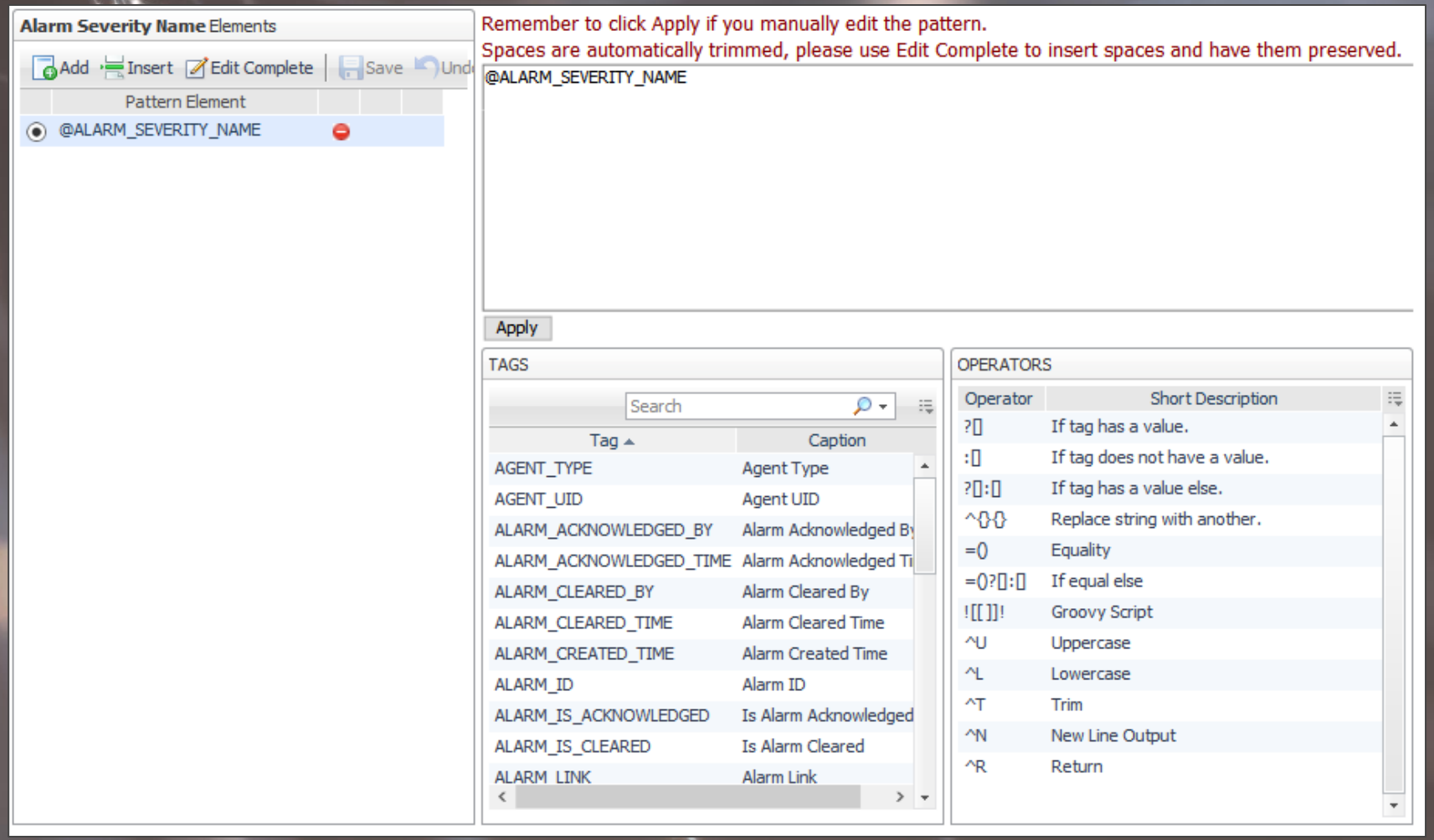
Remedy (Advanced) Integration – **Pattern Editor**



Remedy (Advanced) Integration – System Requirements

Minimum required FMS version	5.9.3

Supported Database Minimum Version	MS SQL	2008 v 10.0.1600 or later
	Oracle	9i R2
	MySQL	5.1.45
	PostgreSQL	9.4.0

Performance Monitoring customized to your unique environment

Ten plus years of providing Professional Services to Quest customers revealed these enhancements to be most requested modifications.

Let us take Foglight's out of the box capabilities and enhance for your unique environment.

Contact: Sales@LightSpeedPM.com