



**STRATACOM**  
Our Talent. Your Success.

Quarterly Newsletter

HP ServiceCenter and Service Manager User Community Newsletter

## September 2008 Edition

[www.stratacominc.com](http://www.stratacominc.com)

This is a quarterly newsletter distributed by StrataCom, Inc.

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## ServiceCenter 6.2 & Service Manager 7.0 Tech Tip

### JavaScript Customization

Using JavaScript to code functions is becoming more and more prevalent in ServiceCenter 6 and Service Manager 7. StrataCom's consultants would like to take this opportunity to share a tech tip they have found helpful when writing functionality to call the rrecall Getnumber utility from JavaScript.

The following script allows the getnumber rrecall to retrieve the next number when adding a file or updating counters on a form. The type of SCDatum sets up a ServiceCenter/Service Manager specific variable rather than a JavaScript variable. The number will be returned by the function.

The coding is as follows:

```
function getNumber(file)
{
  var callRC = new SCDatum;
  var qfile = new SCDatum;
  var nextNumber = new SCDatum;

  qfile.setValue(file);

  system.functions.rrecall("getnumber", callRC, nextNumber, qfile);
  var NewNum = nextNumber.getText();

  return NewNum;
}
```

For questions related to this JavaScript code please contact Laura Walker, [lwalker@stratacominc.com](mailto:lwalker@stratacominc.com) to be directly connected with the author of this code.

## Upgrade to the New Service Manager 7.0

### What is Service Manager?

In today's fast-paced business environment, your IT organization cannot afford ineffective management of IT services. You must be able to resolve and prevent service issues quickly and effectively.

HP Service Manager is a comprehensive and fully integrated IT Service Desk suite that helps you decrease the time it takes to resolve service problems. ITIL-based best practices and a highly scalable service-oriented architecture let you deploy consistent,

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integrated processes throughout your IT organization.

HP Service Manager enables you to automate and integrate key IT processes such as incident, problem, change and release management. Service level management and catalog-based service request capabilities add further value. All processes are tied and enhanced by configuration management.

### StrataCom's Upgrade Services

StrataCom is perfectly positioned to upgrade ServiceCenter clients to the new Service Manager. Having completed several upgrades, we have learned the gaps and can put together an accurate quote to move your team to the newest technology.

Contact Laura Walker today to learn more about this valuable service: 701-232-5697 ext 27 or [walker@stratacominc.com](mailto:walker@stratacominc.com)

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## About StrataCom

### Our Talent. Your Success.

StrataCom began in 1997 by three enthusiastic consultants, Eric Krueger, Steve Jones, and Bill Rentfrow. After several years of consulting in the corporate world, they knew without a doubt that they had gathered enough exposure and experience to begin a company that knew how to do things not only right, but **GREAT**.

Eleven years later, our team pride ourselves on the fact that our clients can count on StrataCom to recognize the individuality of their business processes. We work diligently to maximize the return on your Service Management investments.

If you are considering any of the following initiatives related to Service Manager, ServiceCenter or AssetCenter, we would be thrilled if you would consider us!

- Implementation
- Customization
- Data Migration
- Integration
- Upgrade
- Business Process Consulting

Call today for a free consultation! 701-232-5697 ext 27