

StrataCom Whitepapers

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StrataCom Expertise

HP Service Manager
HP ServiceCenter
HP Asset Manager
HP AssetCenter
uCMDB
DDM
Decision Center

StrataCom Services

Implementations
Upgrades
Customizations
Gap Analysis
Business Process Consulting
ITIL Process Consulting
Reporting and Metrics
Managed Services
Project Management
Remote Administration
Database Conversion

Contact Us

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StrataCom Whitepaper

Contact/Operator Integrations into Service Manager

In Service Manager, personnel information is one of the most important pieces of information that needs to be entered into the system. Maintaining clean information that is synchronized from a single source is crucial. Operator information is important for the entire application, as it controls who has access to the software and also ties to profile information dictating what each logged operator can do. Contact information needs to reflect valid details on a reported tickets.

There are a two primary ways to integrate and import data into Service manager:

Service Manager text delimited file import:

Pros:

- Can be run on a schedule
- Swift import time
- Data can be manipulated automatically using internal SM functionality
- Easy to configure
- Default configurations are available as templates

Cons:

- Requires that the delimited file be stored at a specific location accessible by the Service Manager server

Connect-It:

Pros:

- Can run on a schedule or continuously or 'real time'
- Swift import time
- Data can be manipulated easily with the application
- Easy to configure
- Can read from many sources (XML files, text files, direct database or application direct)

Cons:

- Requires additional purchase of the Connect It application and access to required connector types (ODBC, Service Manager, Asset Manager, LDAP, etc)
- Manual configuration is required; there are no OOB scenarios for contacts or operators



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Connect-It establishes a client connection to the Service Manager server through a listener and information is routed bi-directionally through it. Connect-It is specifically designed so inbound information must go through Event Services. The input event log file is called eventin. Data passes to Service Manager in a character string using a delimiter character to separate fields.

There are many ways that this application can access the data required. Connect-It can connect directly to an application such as LDAP (Active Directory), connect directly to the database tables holding this data using an ODBC driver or read in from a produced document (XML, CSV etc).

Configuring Event Services requires the creation of an Event Registration record along with a corresponding Event Map record. The Event Registration record identifies information about the event being processed, such as:

- Action to perform on this record (add or update)
- What file will this event act against when processing
- The event map associated with the fields to be updated
- Query to identify the unique record to be added or updated.

The map identifies each individual field that will be moved from its position in the map to the identified field in the target file. Event Services is very flexible allowing data to be controlled before the data is mapped into the target file, after the data is mapped into the target file and even allows for the data to be mapped into multiple files as part of a single event. In the case of updating contacts and operators, the event can first map the information to the contact file, and subsequently add or update the operator there. Using Event Services in conjunction with a format control record, imported data may be manipulated to produce the result needed to complete the import of this data.

The import of operators becomes more complicated due to the need to associate these records with profiles and groups allowing access to Service Manager functionality. These groups and profiles can be imported with the data from the source if they are known, defaulted or determined based on other criteria coming into the system.

Once all these elements are created and configured, Connect-It will process the data on the defined schedule and add or update records into Service Manager. The scheduling of this data will depend on the amount of data that will be new or updated in the source or sources and the need for this data to be added or updating the Service manager database.

