

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

ServiceCenter Automate (SC Auto)

ServiceCenter Automate (SCAuto) provides event management services, which enables external applications to be integrated with Service Manager. SCAuto allows customers to use these services to transmit information to and from their environment and applications.

Common applications of this functionality include:

- Email management
- Notification upon the closure of a ticket
- Opening tickets
- Automatic network inventory management

SCAuto enables communication to and from external applications through Event Services. Historically, Event Services acted as a buffer to the database to allow external applications to write to its proprietary P4 database. Event Services is still used today because it is capable of fine-tuning and manipulating the data as it is processed into the database.

The most common use of SCAuto is its provided email application interface. The email option provides email services to ServiceCenter/Service Manager. With extensions, this option can be expanded to handle other email events, such as:

- Dispatch application that runs from email
- Email bridge

SCAuto also provides a service for sending email into ServiceCenter/Service Manager. This allows records to be created, updated, approved or closed through email.

Another portion of SCAuto is its extensive API. The API provides connection services to the ServiceCenter/Service Manager application. It allows third party and custom applications to connect to the application. Custom applications may retrieve data from database files, or write Event Services events. This allows for interactivity and tight integration between external applications and the ServiceCenter/Service Manager application.

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SCAuto also has a File Monitor interface using external event schedulers and event files. The external application writes events to an Input Event file. That file is read by an SCAuto external scheduler and forwarded to the Service Manager Event Manager. Service Manager Output events are read from the Service Manager Event Manager by an SCAuto file monitor. These events are placed in an Output event file. Unique instances of external schedulers can be started for different files. This enables batching events, creating parallelism or separating events by external application. Each file monitor can be started to process a different event or event list. This interface mode permits external programs to use standard file read/write with a pre-defined record structure to communicate with Service Manager.

Service Manager increases in usability and value when connected to many other applications and environments. SCAuto allows these tasks to be accomplished in a structured and routine fashion. Systems integrators should be especially interested in SCAuto and the Service Manager Event Services facilities. The SCAuto application operates on either Windows or UNIX servers.

SCAuto is primarily used for its integration to mail services and it's API. SCAuto also provides pager and fax capability, but these capabilities require interfaces to other third party software and are not often used.

