

AUTOMATION AND ORCHESTRATION SERVICES

ITSM Incident Integration

HIGHLIGHTS

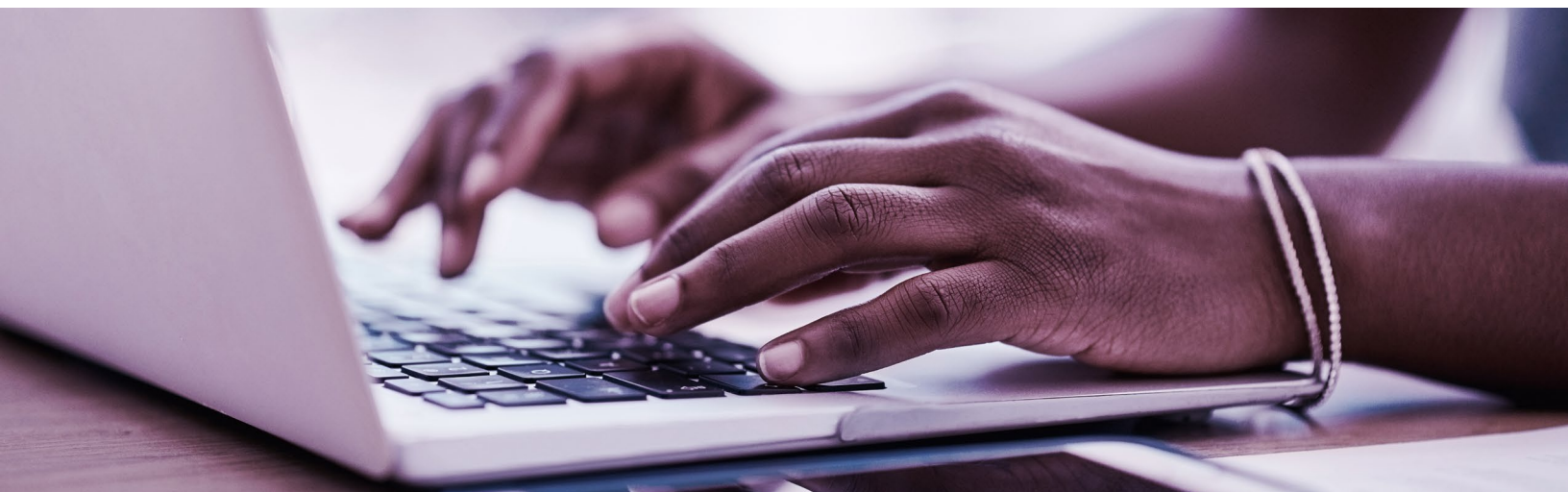
- **Improved Cyber Resilience:** Improve operational awareness through enhanced integration of Commvault events into the centralized incident management system.
- **Customizable Content:** Flexibility to customize incident parameters and attributes to fit specific customer needs.
- **Broad Vendor Coverage:** Integrate Commvault® Cloud with IT Service Management (ITSM) tools like ServiceNow, TOPdesk, BMC Remedy, and other ITSM solutions.

OFFERING SUMMARY

The ITSM Incident Integration Service is designed to help enterprise customers integrate Commvault Cloud with their ITSM tools. Integrating Commvault® Cloud into ITSM solutions helps customers reduce risks, streamline disaster and cyber responsiveness, and optimize resource allocation. The service includes consultation to provide customers with the flexibility to customize incident parameters and attributes.

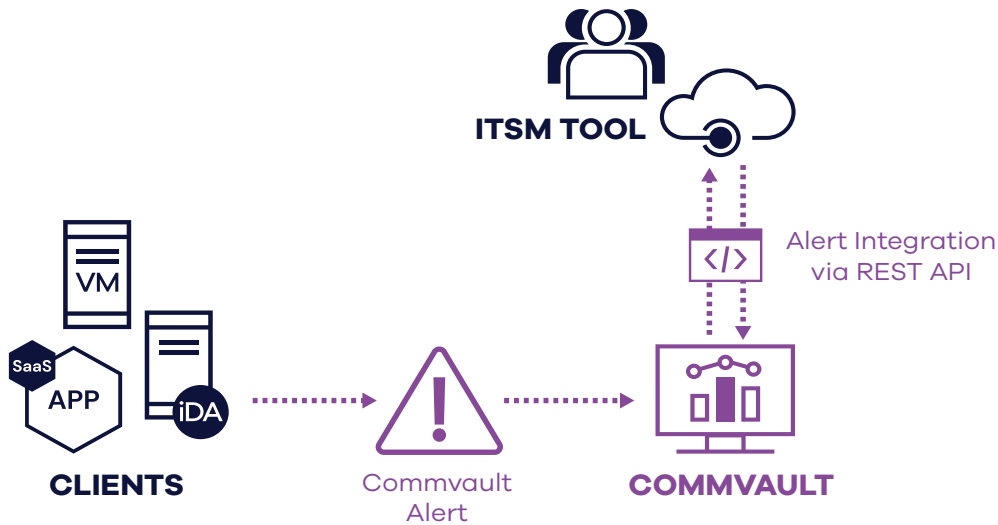
CUSTOMER OUTCOMES

- **Improved Incident Management:** Directly link Commvault-related tasks with ITSM incident and problem management processes, enhancing tracking, accountability, and compliance.
- **Optimized Resource Allocation:** Improve resource focus and reduce routine administrative tasks through incident handling, including consolidation of recurring events and automatic closure of resolved issues.
- **Operational Consistency & Compliance:** Standardized processes for managing Commvault operations reduce the risk of errors, helping adherence to SLAs, and support regulatory compliance.
- **Faster Resolution:** Automated ticket creation and resolution through ITSM resource routing enables timely responses and minimizes service disruptions.



KEY COMPONENTS AND BENEFITS

- Integration of Incidents:
 - Integration with any ITSM service desk system with appropriate API endpoints.
 - Elimination of incident duplication by updating existing incidents if active and open.
 - Automatic resolution of incidents/events on subsequent job success.
- Optimized Commvault Cloud Alerts:
 - Data Protection: Backup job failure alerts, restore job failure alerts.
 - Media Management: Device status alerts, library management alerts.
 - CommServe LiveSync: Failover alert, node unavailable alerts.
 - License Alerts: License expiration alerts, license usage exceeds alerts.
 - Administrative Alerts: No deduplication, no automatic resolution.



AUTOMATION AND ORCHESTRATION SERVICES METHODOLOGY

The Automation and Orchestration team works closely with customers at the beginning of every engagement to determine the scope of work, process workflow, deliverables, and implementation timelines. Once these components are defined, Commvault engineers will:

- Design, build, and/or assist based on customer-specific requirements
- Assist the customer with acceptance testing in alignment with the agreed-upon test plan and criteria
- Support internal IT staff to deploy to production
- Provide hands-on knowledge transfer to enable a seamless transition

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