

Product Brief

Key Benefits

- Reduce the workload of the IT service desk team.
- Reduce the cost per ticket.
- Increase the quality of service.
- Improve end-user satisfaction with faster service delivery and a better first-contact resolution rate.

Key Features

- Full-stack service delivery across all platforms makes it possible to resolve more complex recurrent incidents and service requests.
- Seamless integration into existing IT service management environments and application performance management solutions.
- Out-of-the-box integrations with open-source and public cloud solutions from vendors such as Amazon Web Services, Microsoft Azure™, ServiceNow, and VMware.

Automatic® Service Incident Remediation

Overview

Automatic® Service Incident Remediation is a solution that supports IT service desks by reducing workloads and increasing end-user satisfaction. Automatic Service Incident Remediation analyzes incoming tickets on the existing ITSM tool. The solution then assigns predefined simple recurrent incidents, and service requests, to the correct workflow, enabling the ticket to be resolved and closed successfully, without human intervention.

Business Challenges

Growing IT complexity and demand is creating new challenges for the enterprise IT service desk. Because of these challenges, operations teams are faced with increasing workloads and costs, as well as higher expectations from end users. In the era of consumerization, when IT cannot deliver services quickly, the end user is unsatisfied. Unsatisfied users might try to find a solution elsewhere, perhaps even outside the company. When your end-users seek solutions from outside your company, they could be creating a shadow IT and resultant data breaches. Many companies increase team size to try to solve this problem by reducing the workload for IT workers. However, the result is often a higher cost per ticket and a larger burden on their budget for personnel costs.

From a statistical point of view, more than two-thirds of incoming tickets can be resolved on the first service level. This means that IT service desk teams cannot utilize the majority of their massive knowledge and experience, because instead they must resolve simple and recurrent incident service requests. Furthermore, doing these simple tasks manually and repeatedly not only wastes time, but also does not necessarily improve the quality of ticket resolution.

Solutions Overview

Automatic Service Incident Remediation enables you to reduce workloads and resolve simple and recurrent service requests and incidents with full automation. It starts with simple requests such as, “Forgot my password” or “Unlock my account”, for which the remediation process contains a single target. With extensive agent and adapter support, you can also create complex remediation processes on multiple targets across the enterprise.

The Automatic Event Engine and its broad set of integrations provide an end-to-end service delivery. With permanent checks for incoming alerts or incidents on existing ITSM or application performance management solutions, such as ServiceNow or DX Application Performance Management, you can initiate a predefined workflow to remediate service incidents.

Solutions Overview (cont.)

Automated service incident remediation not only reduces the workload and manual efforts of the IT service desk team, but also enables the team to focus more on business-critical and unplanned tasks and incidents. Automation increases and stabilizes the quality of service of the IT service desk, and satisfies end users with an improved success rate and reaction time.

Figure 1, Example of Service Incident Remediation Dashboard with Tasks and Costs Overview

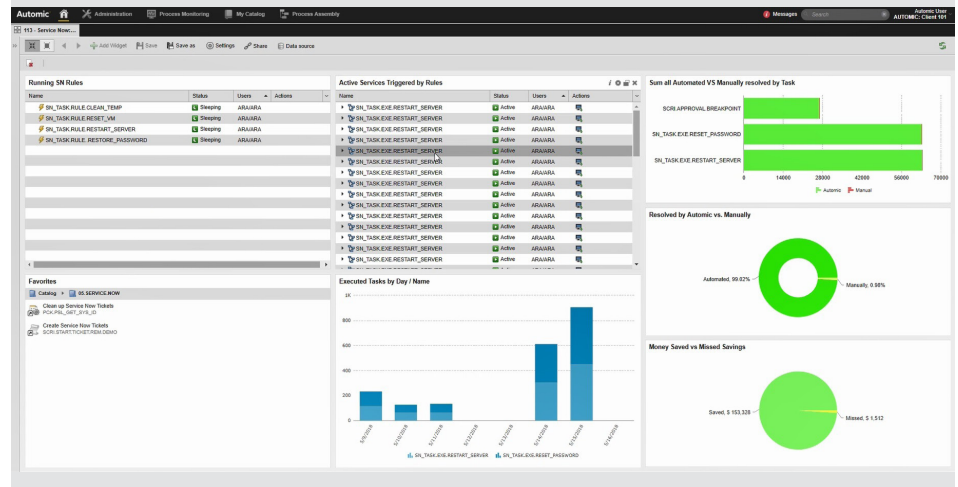
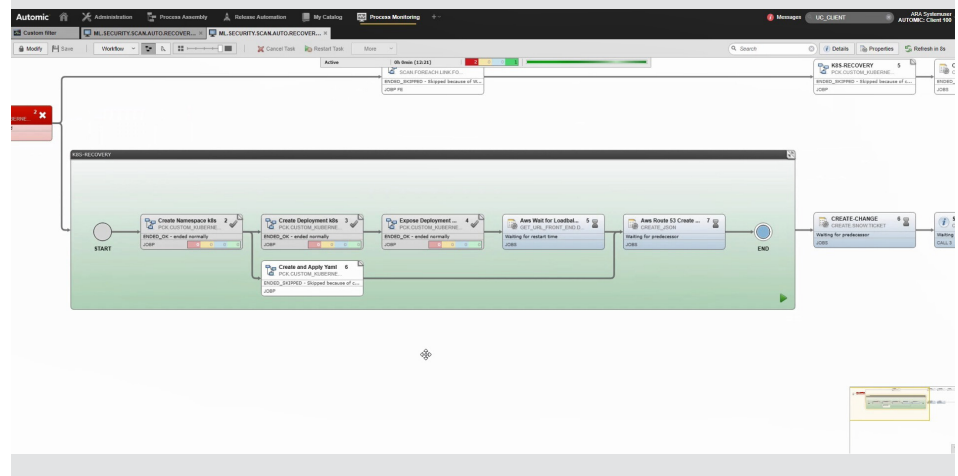


Figure 2, Easily Extensible Workflows with Action Packs from the Automation Marketplace



For more product information, please visit ca.com/automation.