

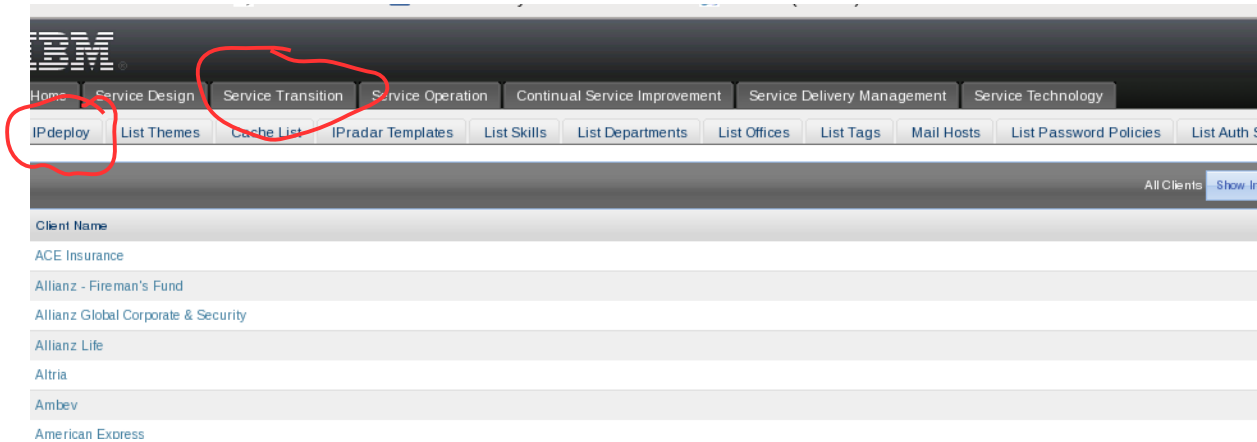
## IPCENTER IBM EBONDING CONFIGURATION and INTEGRATION TESTING

### I EBONDING CONFIGURATION

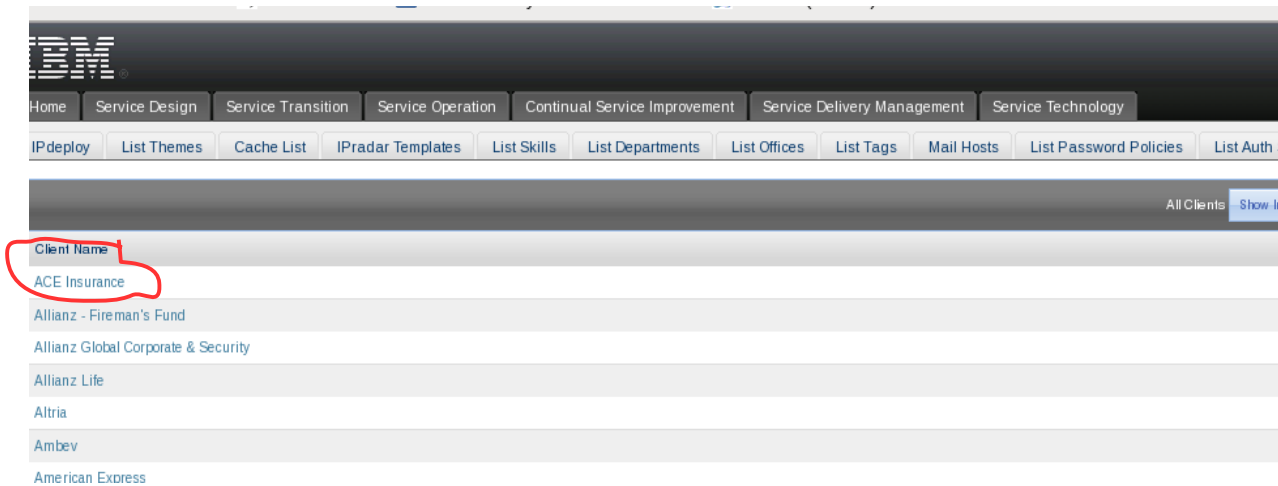
1. Copy and paste the following link in a browser, and log in in:

- DEV - <https://ipctrdevna.ibm.com/IPportal/login.htm>
- PROD - <https://ipctrprodna.ipctrna01.com/IPportal/login>

2. Click on Service Transition tab, then on IPdeploy



3. Open the IPdeploy page for the client you are configuring for eBonding, by clicking on the client.



4. Click on the 'eBonding' button under the 'Application Configuration' section.

(IPsoft) Network Management: None  
 (IPsoft) Quality Assurance: None  
 (IPsoft) Research & Development: None  
 (IPsoft) Sales: None  
 (IPsoft) Security: None  
 (IPsoft) Service Design: None  
 (IPsoft) Service Desk Management: None  
 (IPsoft) Service Operations: None  
 (IPsoft) Service Optimization: None  
 (IPsoft) Service Technology: None  
 (IPsoft) Service Transition: None  
 (IPsoft) Unix Management: None  
 (IPsoft) Windows Management: None  
 IPcenter System: None  
 Procurement: None  
 Special Operations: None

Client Login Group: [View](#) All ACE Insurance Users      Explicit Login Groups: [View](#) ACE Automation Engineers

Client Leads Login Group: [View](#) ACE Insurance IPsoft Leads      External ID:

Application Configuration

[IPmon](#) [IPnetwork](#) [IPim](#) [IPreports](#) [IPsoft](#) [eBonding](#) [IPsem](#) [IPflow](#) [ExternalServices](#) [IPcal](#) [Hotlines](#)

MRCs [New MRC](#)

MRC	Go-Live Date	End Date	Description
1 Users in ACE Insurance <a href="#">Export Users to Excel</a>			
Account	ac2-qa	ac2-qa@ipssoft.com	<a href="#">Show</a> <a href="#">Inactive</a> <a href="#">View</a>
<a href="#">Export Users to Excel</a>			

5. Click on the 'Add eBonding System' button under the eBonding Systems page.

BNSF - eBonding Systems				
<a href="#">Add eBonding System</a> <a href="#">Back to BNSF</a>				
Customer Name	External System	External Customer ID	Default IPim Queue	Active
BNSF	Other			true <a href="#">Edit</a>
BNSF	Generic DSL Provider / Generic ISP			true <a href="#">Edit</a>

6. Fill in the new External System with the following information:

New External System

[Back to BNSF eBonding Systems](#)

\* Customer Name:

\* External System:

External Customer ID: *(value will be generated upon save)*

Default IPim Queue:

Active: ☒

Customer Name: Client code in lower cases

External System: Information Services

Default IPim Queue: Select client's '-general' queue

Active: It has to be checked off, otherwise the eBonding will not be applied

7. Fill in the Customer Attributes with the information on the "Ebonding Details" tab from the client mapping file.

New External System

Back to Cielo eBonding Systems

\* Customer Name: vnt

\* External System: Information Services

External Customer ID: vnt

Default IPim Queue: vnt-general

Active: ☒

Customer Attributes

TSRM enabled: ☒

Netcool endpoint:

TSRM endpoint:

Assigned Group: IPCENTER\_AUTO

Enable TicketNum feature: ☒

Enable NoTicketNum feature: ☒

HTML encode posts: ☒

Enable NoTicketTransfer feature: ☐

TSRM Create Flex Fields: commodity,commoditygroup

TSRM Comment Flex Fields:

TSRM Escalate Flex Fields:

TSRM Resolve Flex Fields:

TSRM IPMon Update Flex Fields: commodity,commoditygroup

TSRM Resolve ACK Flex Fields:

Netcool Open ACK Flex Fields: originating\_event\_id,ticket\_system,tec\_id

Netcool Escalate Flex Fields: originating\_event\_id,ticket\_system,tec\_id

Netcool Resolve Flex Fields: originating\_event\_id,ticket\_system,tec\_id

Netcool IPMon Update ACK Flex Fields: originating\_event\_id,ticket\_system,tec\_id

Netcool Ticket Num Flex Fields: ticket\_system,tec\_id

Netcool No Ticket Num Flex Fields: ticket\_system,tec\_id

Netcool No Ticket Transfer Flex Fields: tec\_id

Enable AssignTo User feature: ☐

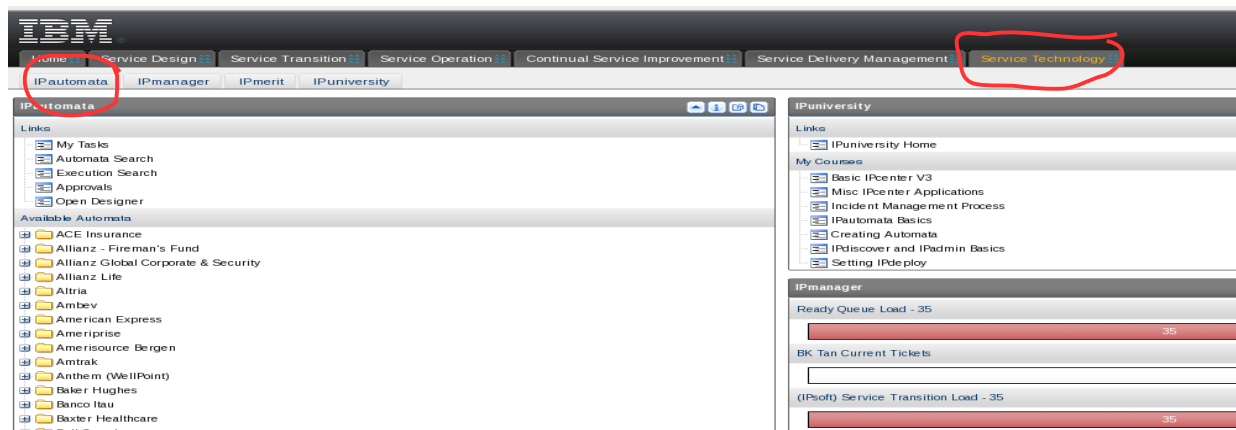
Save Changes Reset

8. Click on the 'Save Changes' button.

## IPAUTOMATA CONFIGURATION

Documents the steps to configure IPautomata for integration testing. There are two automaton that requires configuration: Dummy Handler, and Escalation Handler. For both of them, in development and production, follow the steps:

1. Open IPautomata designer. Service Technology → IPautomata



2. Open Automata designer, and navigate to the client's automation directory.

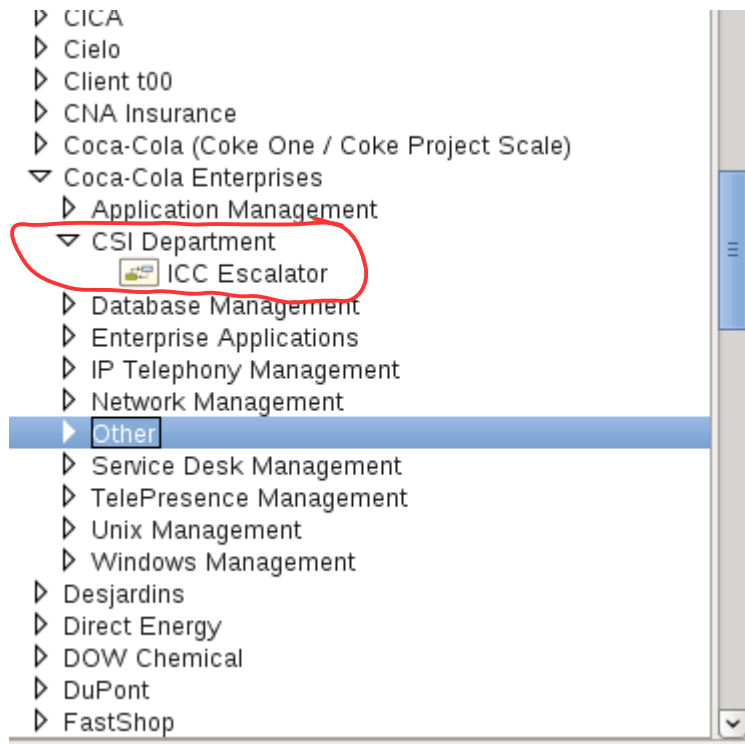
## DEVELOPMENT ENVIRONMENT

### I. Escalation Handler Automation

#### Installation

Look for the "Escalation Handler" automation under Client → CSI Department. Assumes one does not already exist. If it exists then skip to the verification section.

- i. Navigate to a client that has the escalation handler.



- ii. Right click the Escalation Handler and select Copy.
- iii. Go back to the Client → CSI Department, and paste the automation
- iv. Double click on the handler; automaton properties will open.
- v. Update values in Core tab – set name using client code

Automaton Properties

Core Tags Connections Matchers Variables Approval

ID: 7697  
Original ID: 7697

Name: ICC Escalator

Live? ☒

Template? ☐

Client: Coca-Cola Enterprises  
Category: CSI Department

Execution Mode: AUTOMATIC

Execution Group:

masterTicketOnly ☒

Delay (s): 30

Limit executions to: 0 per (s): 0

Eng. time to diag (s): 0 rem (s): 0

Purpose: DIAGNOSIS

Notes:

Created: 2015-04-13 15:14:02.0  
Updated: 2015-04-13 15:14:02.0  
Last Editor: BK Tan (btan)

- vi. Update values in Variables tab. Edit escalation\_queue by setting it to *clientCode\_escalation*, and general\_queue to *clientCode\_general*

Automaton Properties

Core | Tags | Connections | Matchers | Variables | Approval

escalation\_queue Edit

Type: ConstantVariableID:53253)  
Value: icc-escalation  
Secure: false  
Notes:

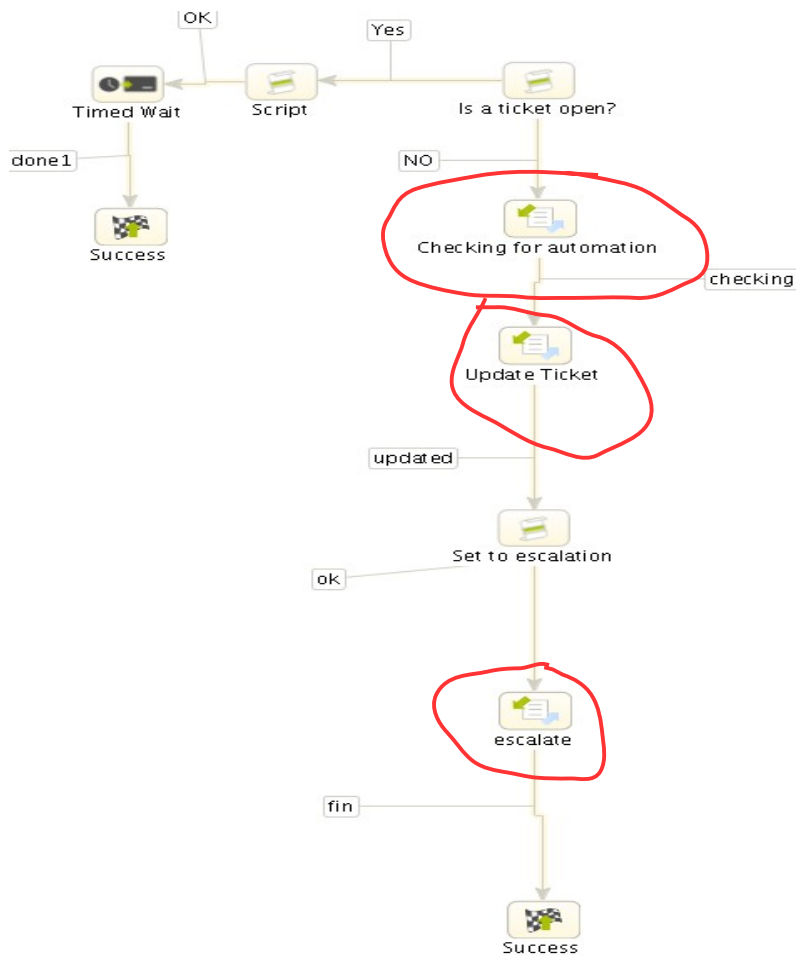
general\_queue Edit

Type: ConstantVariableID:53254)  
Value: icc-general  
Secure: false  
Notes:

ticket Edit

Type: RegexExtractVariableID:53252)  
State: Is a ticket open?  
Field: OUT  
Line Filter:  
Match:  
Replace:  
Default:  
Secure: false  
Notes:

vii. On the graph, edit the following nodes:Checking for Automation, Update Ticket,and Escalate.



- for “Checking for Automation”, click on Properties → Ipim Post → Edit .Select “*clientCode-general*” → Save

#### Edit IPim Post -Checking for automation



Post for New IPim Ticket | Post for Existing IPim Ticket

☒ Select

Queue: ☐ Var

Requestors:

One Time CCs:

One Time BCCs:

Sticky CCs:

Sticky Admin CCs:

Post

Checking for automation.

- for “Update Ticket” ,click on Properties → Ipim Post → Edit → set queues for new & existing Ipim Ticket → Save.

## Edit IPim Post -Update Ticket



☐ Post for New IPim Ticket ☐ Post for Existing IPim Ticket

Queue: ☒ Select

☐ Var

Requestors:

One Time CCs:

One Time BCCs:

Sticky CCs:

Sticky Admin CCs:

Post

## Edit IPim Post -Update Ticket



☐ Post for New IPim Ticket ☒ Post for Existing IPim Ticket

Queue: ☐ Select

☒ Var

☐ None ☐ No Change

Requestors:

Blank to use new post Requestors

One Time CCs:

One Time BCCs:

Sticky CCs:

Blank to use new post CCs

Sticky Admin CCs:

Blank to use new post Admin CCs

Post Blank to use new post content

We determined that there are no automations matching this event.

- for "Escalate", click on Properties → Ipim Post → Edit → set queue for existing Ipim Ticket

→ Save.



## Edit IPim Post -Update Ticket



Post for New IPim Ticket ☒ Post for Existing IPim Ticket

Queue: ☐ Select ☐ Var ☐ None ☐ No Change

Requestors:

Blank to use new post Requestors

One Time CCs:

One Time BCCs:

Sticky CCs:

Blank to use new post CCs

Sticky Admin CCs:

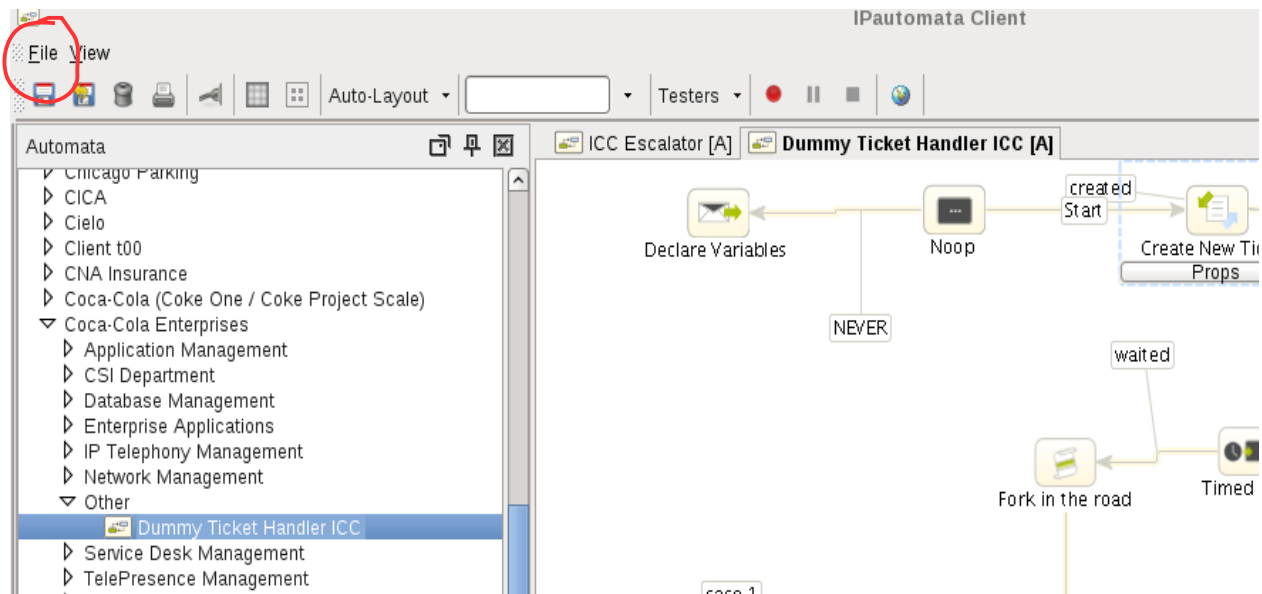
Blank to use new post Admin CCs

Post

Blank to use new post content

We determined that there are no automations matching this event.

viii. Save changes



ix. Submit automaton for approval.

**Verification** – Note: Automations evolve over time so these steps may not be completely accurate.

1. Under the “Core” tab confirm: refer to screens shot for step v under Installation.
  - i. Name corresponds to the client.

- ii. Live checked.
- iii. Delay set to 30 seconds.
- 2. Under the "Variables" tab confirm: refer to screens shot for step vi under Installation.
  - i. escalation\_queue variable set to client's escalation queue using the client code
  - ii. general\_queue variable set to client's general queue using the client code.

## II. Dummy Handler

Look for the "Dummy Handler" automation under Client → Other. Assumes one does not already exist. If it exists then skip to the verification section.

### Installation

- i. Navigate to a client that has the dummy handler.
- ii. Right click the Dummy Handler and select Copy.
- iii. Select the client directory where you want to copy the automation to and click OK. Note: Keep the same directory structure of the automation.
- iv. Update values under "Core" tab

**Automaton Properties**

**Core** | Tags | Connections | Matchers | Variables | Approval

ID: 7696  
Original ID: 7696

Name:

Live? ☒

Template? ☐

Client: Coca-Cola Enterprises  
Category: Other

Execution Mode:

Execution Group:

masterTicketOnly ☒

Delay (s):

Limit executions to:  per (s):

Eng. time to diag (s):  rem (s):

Purpose:

Notes:

Created: 2015-04-13 15:08:20.0  
Updated: 2015-04-14 13:30:20.0  
Last Editor: BK Tan (btan)

- v. Update values under "Matchers" tab with the client code

Automaton Properties

Core | Tags | Connections | **Matchers** | Variables | Approval

Match Type: **AND** ▼

---

Ticket Field: ipmonTicketMapping.hostname

**Expression: .\*icc(-|\_)ipsoft(1|3|4).\***

negate false

**Edit** **Delete**

vi. Update values under “Variables” tab – client and num

Automaton Properties

---

**client** **Edit**

Type: ConstantVariableID:53250)

**Value: icc**

Secure: false

Notes:

---

host **Edit**

Type: RuntimeVariableID:53249)

Field: ipmonTicketMapping.hostname

Match:

Replace:

Required: true

Default:

Validation:

Secure: false

Notes:

---

**num** **Edit**

Type: RuntimeVariableID:53247)

Field: ipmonTicketMapping.hostname

**Match: .\*(\d).icc\$**

Replace: \$1

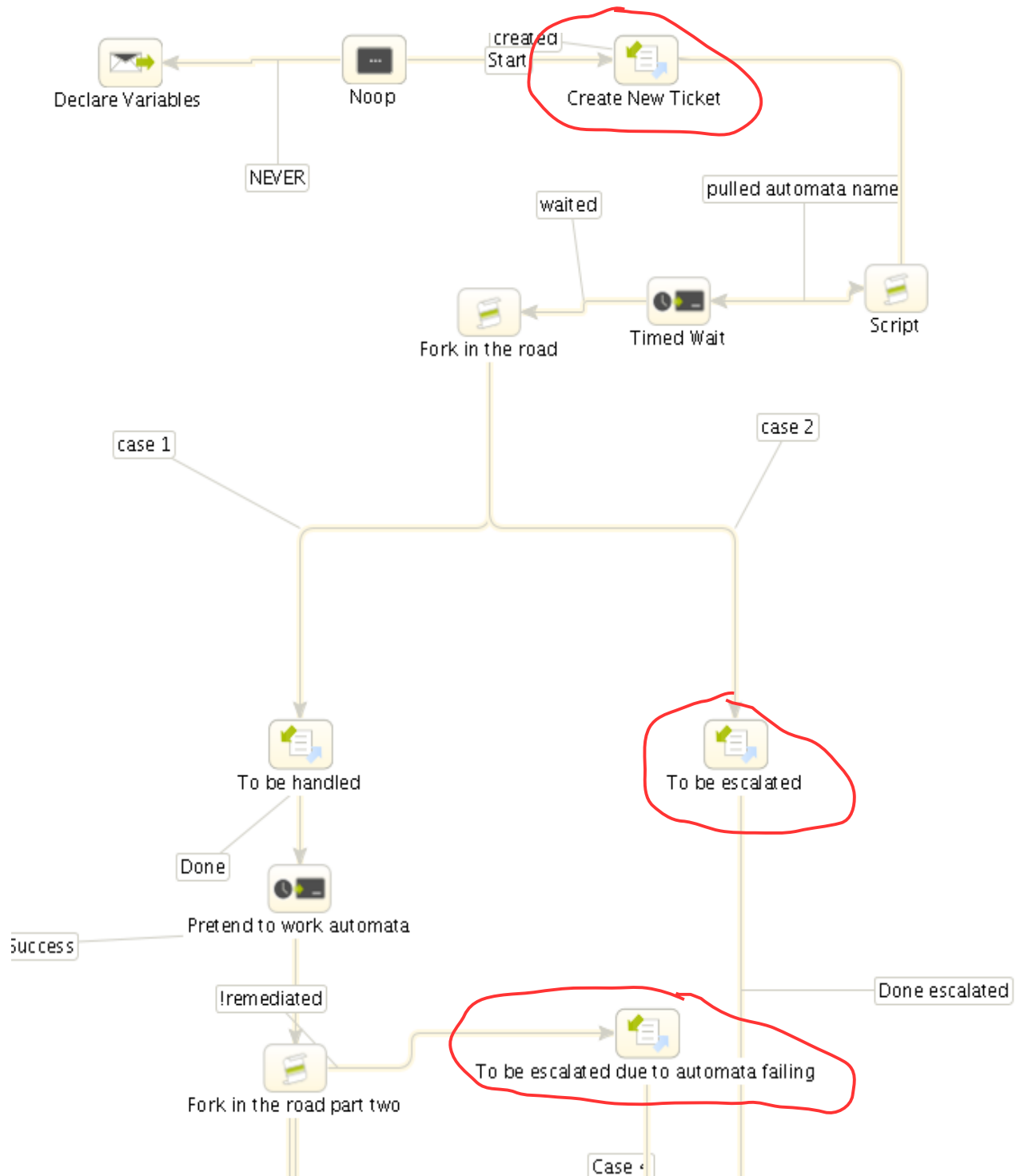
Required: true

Default:

Validation:

Secure: false

vii. On the graph, edit the following nodes:



- “Create New Ticket” click on Properties → Ipim Post → Edit → Set queue for new ticket → Save

## Edit IPim Post -Update Ticket



Post for New IPim Ticket | Post for Existing IPim Ticket

Queue: ☒ Select    
☐ Var

Requestors:

One Time CCs:

One Time BCCs:

Sticky CCs:

Sticky Admin CCs:

Post

- "To Be Escalated" & "To be Escalated due to automata failing", click on Properties → Ipim Post → Edit → Set queue for existing ticket → Save

## Edit IPim Post -Update Ticket



Post for New IPim Ticket | Post for Existing IPim Ticket

Queue: ☐ Select   
☒ Var   
☐ None ☐ No Change

Requestors:   
Blank to use new post Requestors

One Time CCs:

One Time BCCs:

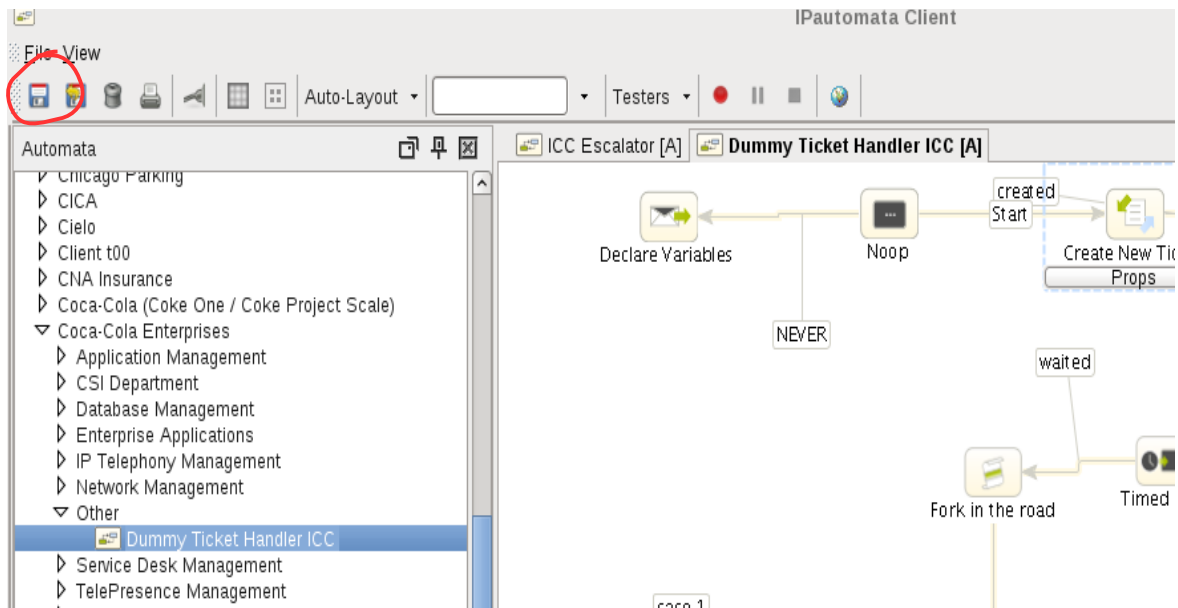
Sticky CCs:   
Blank to use new post CCs

Sticky Admin CCs:   
Blank to use new post Admin CCs

Post Blank to use new post content

We determined that there are no automations matching this event.

viii. Save



ix. Submit automations for approval.

**Verification** - Note: Automations evolve over time so these steps may not be completely accurate.

1. Under the "Core" tab confirm: refer to screen shots for step iv under Installation
  - i. Name corresponds to the client.
  - ii. Live checked.
  - iii. Delay set to 0 seconds.
2. Under the "Matchers" tab confirm: refer to screen shots for step v under Installation
  - i. Ticket field 'ipmonTicketMapping.hostname' expression updated to match trading partner ID.
3. Under the "Variables" tab confirm: refer to screen shots for step vi under Installation
  - i. 'client' variable set to client code.
  - ii. 'escalation\_queue' variable set to client's escalation queue using client code
  - iii. 'general\_queue' variable set to client's general queue using client code.
  - iv. 'num' runtime variable expression updated to use client code.

## PRODUCTION ENVIRONMENT

### I. Escalation Handler Automation

#### Installation

Look for the "Escalation Handler" automation under Client → CSI Department. Assumes one does not already exist. If it exists then skip to the verification section.

- i. Navigate to a client that has the escalation handler.
- ii. Right click the Escalation Handler and select Copy.
- iii. Go back to the Client → CSI Department, and paste the automation



- iv. Double click on the handler; automaton properties will open.
- v. Update values in Core tab – set name using client code

Automaton Properties

Core | Tags | Connections | Matchers | Variables | Approval

ID: 31940  
Original ID: 29291

Name: ICC:GEN:TKT:D:W:Escalation Handler

Live? ☒

Template? ☐

Client: Coca-Cola Enterprises  
Category: CSI Department

Execution Mode: AUTOMATIC

Execution Group:

masterTicketOnly ☒

Delay (s): 30

Limit executions to: 0 per (s): 0

Eng. time to diag (s): 300 rem (s): 0

Purpose: DIAGNOSIS

Notes:

Created: 2015-04-21 10:59:24.0  
Updated: 2015-05-06 13:40:31.0  
Last Editor: Santhosh Devaraj (santhoshd)

- vi. Update values in Variables tab. Edit escalation\_queue by setting it to *clientCode-escalation*





**Edit IPim Post -Checking for automation**

**Post for New IPim Ticket** | Post for Existing IPim Ticket

Queue: ☒ Select    
☐ Var

Requestors:

One Time CCs:

One Time BCCs:

Sticky CCs:

Sticky Admin CCs:

Post

- for "Update ticket", click on Properties → Ipim Post → Edit → Set the queues for a new Ipim & old Ipim ticket → Save.

**Edit IPim Post -Checking for automation**

**Post for New IPim Ticket** | Post for Existing IPim Ticket

Queue: ☒ Select    
☐ Var

Requestors:

One Time CCs:

One Time BCCs:

Sticky CCs:

Sticky Admin CCs:

Post

## Edit IPim Post -Update Ticket



Post for New IPim Ticket **Post for Existing IPim Ticket**

Queue: ☐ Select ☒ Var  ☐ None ☐ No Change

Requestors:   
Blank to use new post Requestors

One Time CCs:

One Time BCCs:

Sticky CCs:   
Blank to use new post CCs

Sticky Admin CCs:   
Blank to use new post Admin CCs

Post   
Blank to use new post content

We determined that there are no automations matching this event.

- for "Escalate ticket", click on Properties → Ipim Post → Edit → Set the queues for an old Ipim ticket → Save.

## Edit IPim Post -Update Ticket



Post for New IPim Ticket **Post for Existing IPim Ticket**

Queue: ☐ Select ☒ Var  ☐ None ☐ No Change

Requestors:   
Blank to use new post Requestors

One Time CCs:

One Time BCCs:

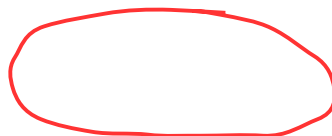
Sticky CCs:   
Blank to use new post CCs

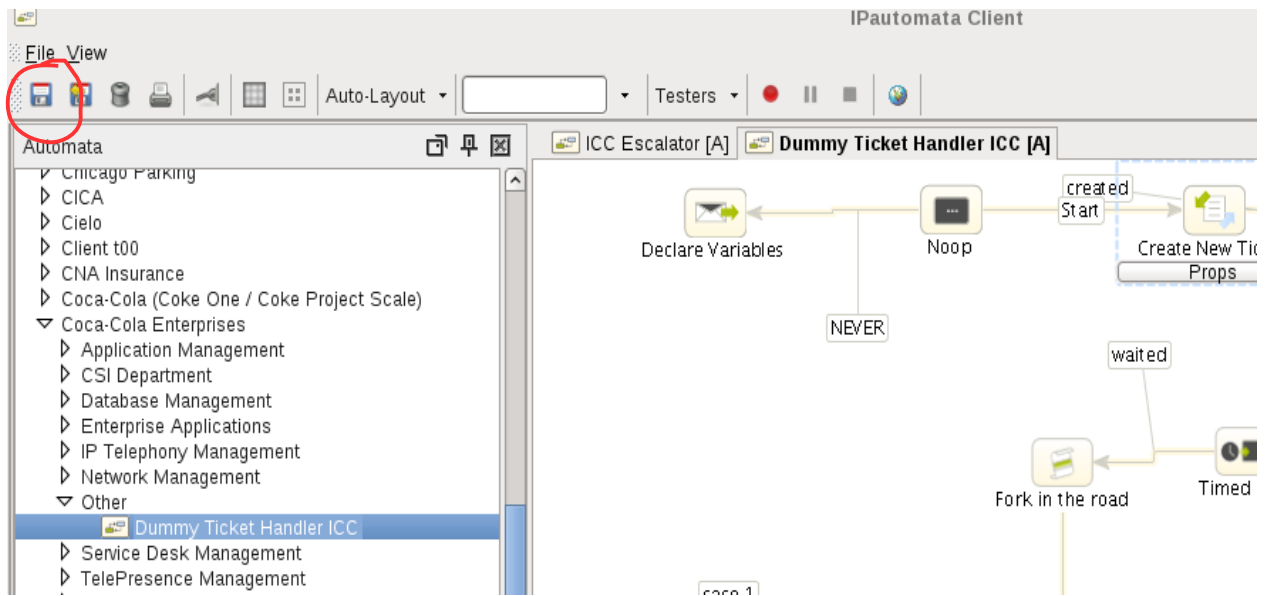
Sticky Admin CCs:   
Blank to use new post Admin CCs

Post   
Blank to use new post content

We determined that there are no automations matching this event.

viii. Save changes.





- i. Submit automaton for approval.

**Verification** – Note: Automations evolve over time so these steps may not be completely accurate.

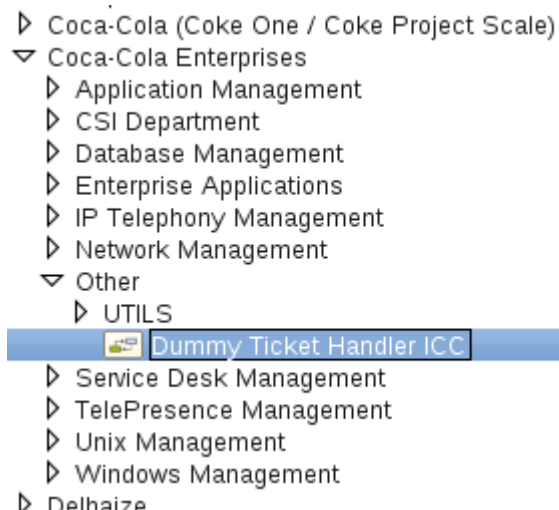
1. Under the “Core” tab confirm: refer to screens shot for step v under Installation.
  - i. Name corresponds to the client.
  - ii. Live checked.
  - iii. Delay set to 30 seconds.
2. Under the “Variables” tab confirm: refer to screens shot for step vi under Installation.
  - i. escalation\_queue variable set to client’s escalation queue using the client code

## II. Dummy Handler

Look for the “Dummy Handler” automation under Client → Other. Assumes one does not already exist. If it exists then skip to the verification section.

### Installation

- i. Navigate to a client that has the dummy handler.
- ii. Right click the Dummy Handler and select Copy.
- iii. Select the client directory where you want to copy the automation to and click OK. Note: Keep the same directory structure of the automation.



- iv. Update values under “Core” tab

Automation Properties

Core | Tags | Connections | Matchers | Variables | Approval

ID: 31686  
Original ID: 29290

Name: Dummy Ticket Handler ICC

Live? ☒

Template? ☐

Client: Coca-Cola Enterprises  
Category: Other

Execution Mode: AUTOMATIC

Execution Group:

masterTicketOnly ☒

Delay (s): 0

Limit executions to: 0 per (s): 0

Eng. time to diag (s): 0 rem (s): 0

Purpose: REMEDIATION

Notes:

Created: 2015-04-21 10:49:38.0  
Updated: 2015-05-06 13:41:02.0  
Last Editor: Santhosh Devaraj (santhoshd)

- v. Update values under “Variables” tab

client	Edit	Clear
Type:	ConstantVariableID:342245)	
Value:	icc	
Secure:	false	
Notes:		

---

escalation_queue	Edit	Clear
Type:	ConstantVariableID:342248)	
Value:	icc-escalation	
Secure:	false	
Notes:		

---

general_queue	Edit	Clear
Type:	ConstantVariableID:342247)	
Value:	icc-general	
Secure:	false	
Notes:		

---

num	Edit	Clear
Type:	RuntimeVariableID:342242)	
Field:	ipmonTicketMapping.hostname	
Match:	.*(\d).*icc\$	
Replace:	\$1	
Required:	true	
Default:		
Validation:		
Secure:	false	
Notes:		

vi. Update values under “Matchers” tab

Automaton Properties

Core | Tags | Connections | **Matchers** | Variables | Approval

Match Type:

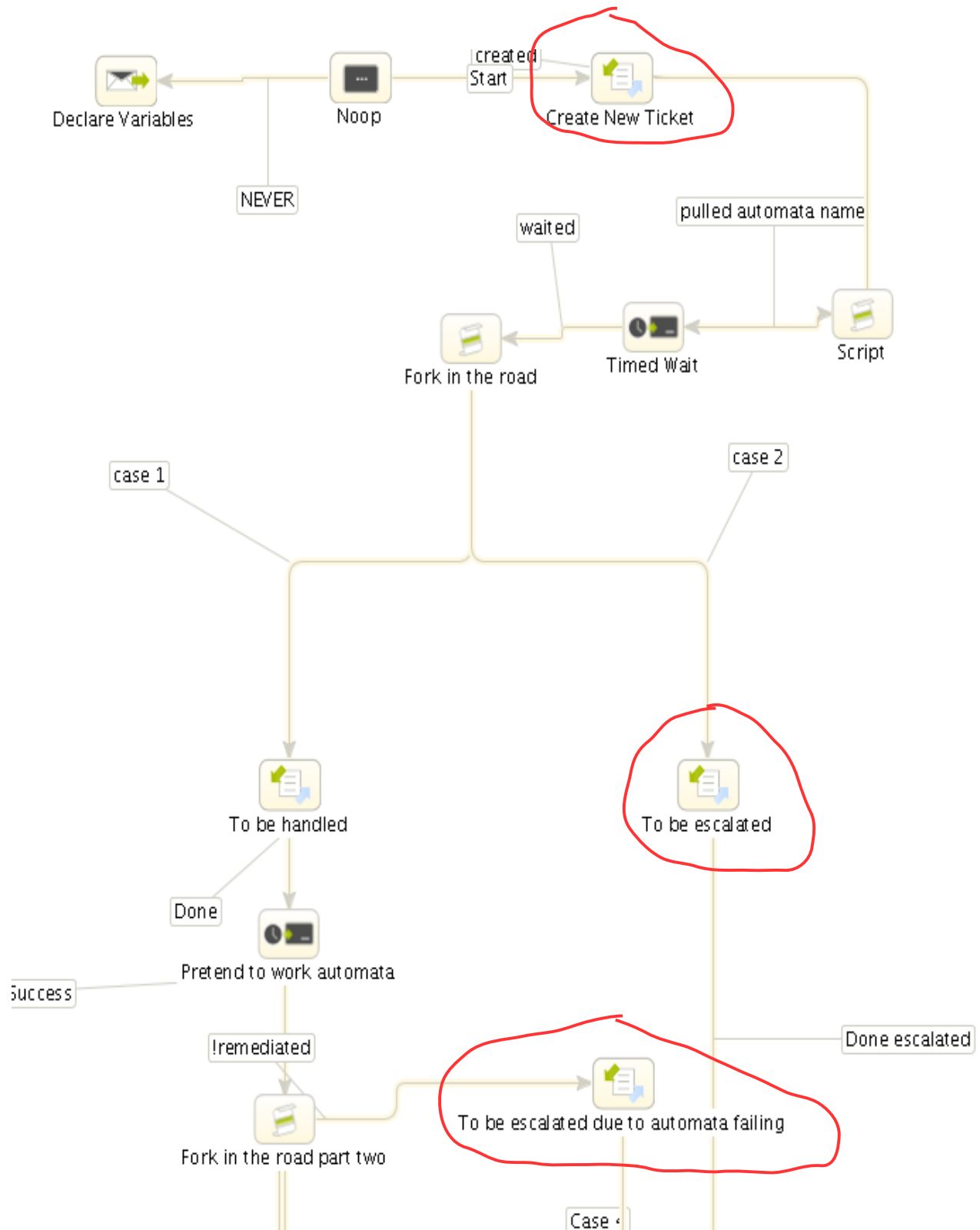
---

Ticket Field: ipmonTicketMapping.hostname

Expression: .\*icc.\*ipsoft(1|3|4).\*

~~negate false~~

vii. On the graph, edit the following nodes:



- “Create New Ticket” click on Properties → Ipm Post → Edit → Set queue for new ticket → Save

## Edit IPim Post -Create New Ticket

**Post for New IPim Ticket** | Post for Existing IPim Ticket

Queue: ☐ Select    
☒ Var

Requestors:

One Time CCs:

One Time BCCs:

Sticky CCs:

Sticky Admin CCs:

Post

IPcenter received following alert:

`\${subject}`

IPautomata is determining if automated solution available.

- "To be escalated" & "To be escalated due to automata failing", click on Properties → Ipim Post → Edit → Set queue for existing ticket → Save

## Edit IPim Post -Update Ticket



**Post for New IPim Ticket** | **Post for Existing IPim Ticket**

Queue: ☐ Select    
☒ Var   
☐ None ☐ No Change

Requestors:   
Blank to use new post Requestors

One Time CCs:

One Time BCCs:

Sticky CCs:   
Blank to use new post CCs

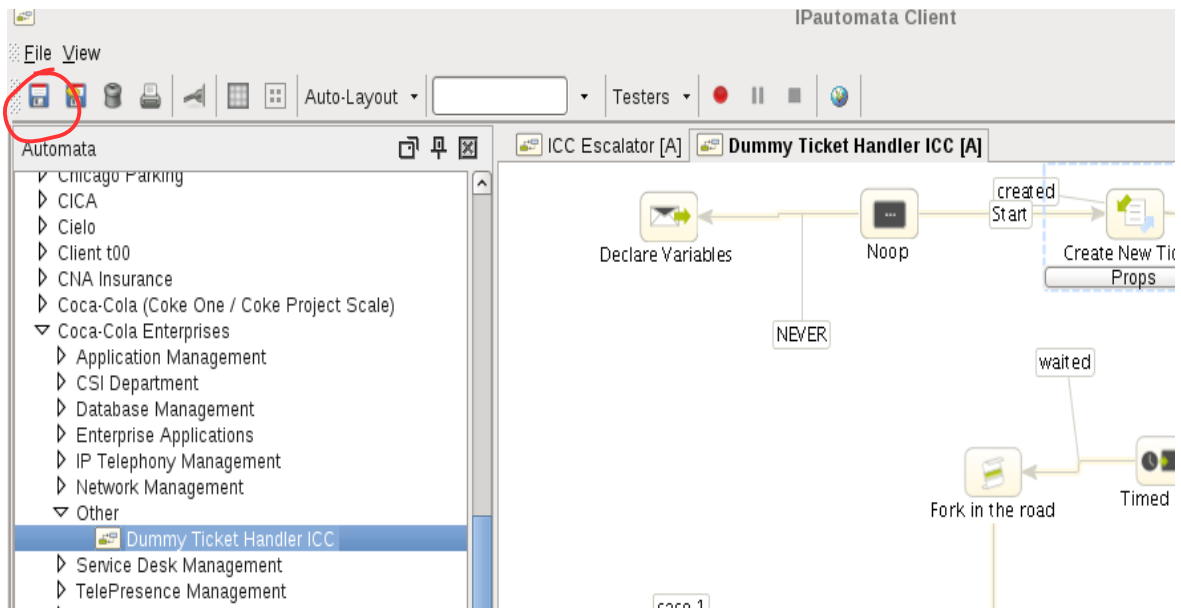
Sticky Admin CCs:   
Blank to use new post Admin CCs

Post Blank to use new post content

We determined that there are no automations matching this event.



- i. Save changes.



- ii. Submit automaton for approval

**Verification** - Note: Automations evolve over time so these steps may not be completely accurate.

1. Under the "Core" tab confirm: refer to screen shots for step iv under Installation
  - i. Name corresponds to the client.
  - ii. Live checked.
  - iii. Delay set to 0 seconds.
2. Under the "Matchers" tab confirm: refer to screen shots for step vi under Installation
  - i. Ticket field 'ipmonTicketMapping.hostname' expression updated to match trading partner ID.
3. Under the "Variables" tab confirm: refer to screen shots for step v under Installation
  - i. client' variable set to client code.
  - ii. 'escalation\_queue' variable set to client's escalation queue using client code
  - iii. 'general\_queue' variable set to client's general queue using client code.
  - iv. 'num' runtime variable expression updated to use client code.

## II INTEGRATION TESTING

1. Copy and paste the following link in a browser, and log in in:
  - DEV - <https://ipctrdevna.ibm.com/IPportal/login.htm>
  - PROD - <https://ipctrprodna.ipctrna01.com/IPportal/login>
2. Click on Service Operation tab, then on Ipradar

IBM Service Operation console interface. The 'Service Operation' tab is highlighted. The left sidebar shows navigation links for various IP (IBM Problem) modules. The main area displays the 'Ready Queue' and 'Work Queue' of tickets.

Ins / Client	P	ST	W / L	A	C	Description	Status	Owner	Created
IBM	-	-	8598:47	-	-	Request for Change: Test change	Active	None	05/19 07:26
IBM	-	-	8598:39	-	-	Request for Change: Install Service pack on win2008	Active	Santhosh Devaraj	05/19 07:34
IPsoft	-	-	8527:01	-	-	-	New	None	05/22 07:11
IPsoft	-	-	8526:55	-	-	Santhosh-Disk	New	None	05/22 07:17

Ins / Client	P	ST	W / L	A	C	Description	Status	Owner	Created
brf	-	-	7817:12	-	-	IPpm: brf-ipsoft1.brf / BRF:2:BRF-IPSOFT 1:IPSOFT_VALIDATION:::AUTO	Active	Kevin McLaughlin	06/18 09:17
brf	-	-	7015:06	-	-	IPpm: brf-ipsoft2.brf / BRF:3:BRF-IPSOFT 2:IPSOFT_VALIDATION:::AUTO	Active	Kevin McLaughlin	07/21 13:19
IBM	-	-	8511:56	-	-	IPpm: testredhat02.ibm / Proc - crond	Active	Gary Rosenblum	04/25 15:08
brf	-	-	7765:40	-	-	IPpm: brf-ipsoft2.brf / BRF:2:BRF-IPSOFT 2:IPSOFT_VALIDATION:::AUTO	Active	Kevin McLaughlin	06/18 12:44

- Click on Clients and filter tickets based on client name

IBM Service Operation console interface. The 'Clients' tab is highlighted. The main area displays the 'Ready Queue' of tickets, filtered by client name.

Ins / Client	P	ST	W / L	A	C	Description	Status	Owner	Created	Modified	ETA	P	R	IPim	IPmon	TE (T)
IBM	-	-	8598:52	-	-	Request for Change: Test change	Active	None	05/19 07:26	05/20 10:21	05/20 10:51	-	-	IBM-change 4835	-	-
IBM	-	-	8598:44	-	-	Request for Change: Install Service pack on win2008	Active	Santhosh Devaraj	05/19 07:34	05/20 16:29	05/20 16:59	-	-	IBM-change 4838	-	-
IPsoft	-	-	8527:07	-	-	-	New	None	05/22 07:11	05/22 07:11	05/22 07:26	-	-	IPsoft-general 4979	-	-
IPsoft	-	-	8527:01	-	-	Santhosh-Disk	New	None	05/22 07:17	05/22 07:17	05/22 07:32	-	-	IPsoft-general 4981	-	-
IBM	-	-	8214:17	-	-	Disk usage	Hand-off	None	06/04 08:01	06/04 08:02	06/04 08:17	-	-	IBM-change 5145	-	-
IBM	-	-	8214:12	-	-	Disk usage	Hand-off	None	06/04 08:06	06/04 08:07	06/04 08:22	-	-	IBM-change 5148	-	-
IBM	-	-	7855:40	-	-	Request for Change: Create Client (Myer) in IBM DEV	Active	None	06/19 06:37	06/20 01:29	06/20 01:59	-	-	IBM-change 5360	-	-
IPsoft	-	-	6544:42	-	-	Test after reboot 2	New	None	08/12 21:36	08/12 21:36	08/12 21:51	-	-	IPsoft-general 5761	-	-
IBM	-	-	6538:36	-	-	Running a command on host	Active	None	08/13 03:42	08/13 03:42	08/13 03:57	-	-	IBM-general 5763	-	-

### USE CASE 1: Automation exists, successful execution

Netcool creates an alert, and sends it to IPcenter. IPradar receives the message; automations create an IPim ticket number. IPcenter sends acknowledgment to Netcool with IPim ticket number, and create transaction to the ticketing system.

eBonding 1 ticket

[-] eBonding Ticket [Information Services :: pending :: OPEN / OPEN requested]

eBonding ID: 5191	External System: Information Services	External ID: pending
Customer: her	State / Last Action: OPEN / OPEN requested	IPim Ticket: 10952

[+] Ticket Update

[-] Ticket Log

Description	Author	Start	End	Action
[-] Bonding create action.	ipautomata	05/12/2015 14:38:13	pending...	OPEN

IPcenter Transaction ID: 35816

**NETCOOL:** SENT

**NETCOOL\_MSG:** Sent to https://is1test4.boulder.ibm.com/IPSoftNetcoolWS/DocHandlerServlet

**Open Description:** IPcenter received following alert:

**\*\* PROBLEM - her-ipsoft1.her/HER:1:HER-IPSOFT1:IPSOFT\_VALIDATION::GOODREMEDATION: is CRITICAL \*\***

IPautomata is determining if automated solution available.

-----

Tracking ID:[12833][ibmdev]

**TSRM:** PENDING

Ticketing system creates a ticket using information passed from IPcenter. Ticketing system sends acknowledgment to IPcenter with the ISM ticket# aka External ID.

[-] eBonding Ticket [Information Services :: IN10392813 :: OPEN / COMMENT]

eBonding ID: 545171	External System: Information Services	External ID: IN10392813
Customer: mcd	State / Last Action: OPEN / COMMENT	IPim Ticket: 568010

Global Ticket Attributes

Sent ISM Num.: true	transaction.acknowledge: 1
transaction.comment: Success - No Errors Encountered	transaction.statuscode: 0
transaction.transactiondatetime: 2015-05-13T02:10:01.0Z	transaction.transactionname: Problem_Submittal
transaction.transactionnumber: 3226070	transaction.transactiontype: 3

[+] Ticket Update

[-] Ticket Log

Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 10:09:14	05/13/2015 10:10:48	OPEN
[+] Updating Netcool	ebonding	05/13/2015 10:10:48	05/13/2015 10:11:19	UPDATE
[+] Bonding comment action.	ipautomata	05/13/2015 10:11:09	05/13/2015 10:12:20	COMMENT

IPcenter eBonding saves the number, automations start working and resolve IPim ticket.

Name	Date	Creator	Status
[-] ICC Escalator	05/12 09:08		Failed
Execution Complete			
Execution History			<a href="#">View as Text</a>
+ / -	Name	Run Time	Status
[+]	Is a ticket open?	05/12 09:08:58 - 05/12 09:08:58	COMPLETE
[+]	Script	05/12 09:08:58 - 05/12 09:08:58	COMPLETE
[-]	Dummy Ticket Handler ICC	05/12 09:08	Success
Execution Complete			
Execution History			<a href="#">View as Text</a>
+ / -	Name	Run Time	Status
[+]	Noop	05/12 09:08:28 - 05/12 09:08:28	COMPLETE
[+]	Create New Ticket	05/12 09:08:28 - 05/12 09:08:33	COMPLETE
[+]	Script	05/12 09:08:33 - 05/12 09:08:33	COMPLETE
[+]	Timed Wait	05/12 09:08:33 - 05/12 09:10:33	COMPLETE
[+]	Fork in the road	05/12 09:10:33 - 05/12 09:10:33	COMPLETE
[+]	To be handled	05/12 09:10:33 - 05/12 09:10:34	COMPLETE
[+]	Pretend to work automata	05/12 09:10:34 - 05/12 09:12:34	COMPLETE
[+]	Fork in the road part two	05/12 09:12:34 - 05/12 09:12:34	COMPLETE
[+]	Close Ticket	05/12 09:12:34 - 05/12 09:12:35	COMPLETE
[+]	Success	05/12 09:12:35 - 05/12 09:12:35	COMPLETE

[-] eBonding Ticket [Information Services :: IN1465 :: RESOLVED / RESOLVE]					
eBonding ID: 5192		External System: Information Services		External ID: IN1465	
Customer: her		State / Last Action: RESOLVED / RESOLVE		IPim Ticket: 10956	
Global Ticket Attributes					
Sent ISM Num.: true		transaction.acknowledge: 1			
transaction.comment: Success - No Errors Encountered		transaction.statuscode: 0			
transaction.transactiondatetime: 2015-05-13T03:18:00.0Z		transaction.transactionname: Problem_Submittal			
transaction.transactionnumber: 35820		transaction.transactiontype: 3			
[+] Ticket Update					
[-] Ticket Log					
Description		Author	Start	End	Action
[+] Bonding create action.		ipautomata	05/13/2015 11:17:31	05/13/2015 11:18:25	OPEN
[+] Updating Netcool		ebonding	05/13/2015 11:18:25	05/13/2015 11:18:25	UPDATE
[+] Bonding comment action.		ipautomata	05/13/2015 11:19:27	05/13/2015 11:19:56	COMMENT
[+] Bonding resolve action.		ipautomata	05/13/2015 11:21:28	05/13/2015 11:21:57	RESOLVE

IPcenter sends close transaction to Netcool, and ticketing system. The ticket is cleared in IPadar.

The screenshot displays the IPcenter IPPradar interface. At the top, there is a navigation bar with tabs for Home, Service Design, Service Transition, Service Operation, Continual Service Improvement, Service Delivery Management, and Service Technology. Below this is a secondary navigation bar with various functional tabs like IPPradar, New Request, My Radar, IIT, App, CRM, CSI, DB, ERP, IPT, Net, QA, R&D, Sec, SvcDes, SD, SvcOps, SvcOpt, SvcTech, ST, Unix, Win, Prcmnt, SpecOps, and Shift Scorecard.

The main interface is divided into four sections, each representing a different queue:

- IPPradar Section:** Includes expand/pause controls, a title bar, and a filter bar with buttons for Inst (1), Owners, Departments, Offices, Tags, Clients (1), Skills, ST, IPim Q, Priorities, Status, TLkp, and a checkbox for Reds. It also features a Radar Q (4) type, a Saved Views dropdown, an Edit button, an IPmons dropdown, and a Go button. The status bar shows 12H P: 0, 12H R: 3, MTD R: 9, Rads: 0, and My Next ETA: N/A.
- Ready Queue Section:** Includes expand/pause/fix criteria controls and an Open button. The title is "Ready Queue". The status bar shows 0 - 0 of 0 tickets, with a 500 per page limit. Below the queue, it states "No Tickets Match Criteria".
- Work Queue Section:** Includes expand/pause/fix criteria controls and an Open button. The title is "Work Queue". The status bar shows 0 - 0 of 0 tickets, with a 500 per page limit. Below the queue, it states "No Tickets Match Criteria".
- Operations Queue Section:** Includes expand/pause/fix criteria controls and an Open button. The title is "Operations Queue". The status bar shows 0 - 0 of 0 tickets, with a 500 per page limit. Below the queue, it states "No Tickets Match Criteria".
- Pending Queue Section:** Includes expand/pause/fix criteria controls and an Open button. The title is "Pending Queue". The status bar shows 0 - 0 of 0 tickets, with a 500 per page limit. Below the queue, it states "No Tickets Match Criteria".

## USE CASE 2: Automation does not exist, ticket is escalated

Netcool creates an alert and send it to IPcenter. IPPradar receives the message, and automation creates an IPim ticket number. IPcenter sends acknowledgment to Netcool with IPim #, and sends create transaction to the ticketing system. Ticketing system creates a ticket using information passed from IPcenter. Ticketing system sends acknowledgment to IPcenter with the ISM ticket# - = external ID # -. IPcenter eBonding saves the number.

[-] eBonding Ticket [Information Services :: IN10392822 :: RESOLVED / RESOLVE]

eBonding ID: 545198	External System: Information Services	External ID: IN10392822
Customer: mcd	State / Last Action: RESOLVED / RESOLVE	IPim Ticket: 568038

Global Ticket Attributes

Escalated: true	Sent ISM Num.: true
transaction.acknowledge: 1	transaction.comment: Success - No Errors Encountered
transaction.statuscode: 0	transaction.transactiondatetime: 2015-05-13T02:29:30.0Z
transaction.transactionname: Problem_Submittal	transaction.transactionnumber: 3226386
transaction.transactiontype: 3	

[+] Ticket Update

[-] Ticket Log

Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 10:29:20	05/13/2015 10:29:58	OPEN
[+] Bonding comment action.	ipautomata	05/13/2015 10:29:20	05/13/2015 10:31:01	COMMENT
[+] Bonding comment action.	ipautomata	05/13/2015 10:29:20	05/13/2015 10:31:02	COMMENT

No automation exists for this particular incident, and IPcenter escalates the ticket. If the client doesn't have a ticketing system, the escalate is sent to Netcool, otherwise to the ticketing system.

IPautomata

Available Automata Create New

Matching Automata Classes/Templates

None

Automata Executions for Ticket

Name	Date	Creator	Status
[-] MCD:GEN:TKT:D:W:Escalation Handler	05/13 10:28		<span>Success</span>

Execution Complete

Execution History View as Text

+ / -	Name	Run Time	Status
[+]	Is a ticket open?	05/13 10:29:10 - 05/13 10:29:10	COMPLETE
[+]	Checking for automation	05/13 10:29:10 - 05/13 10:29:15	COMPLETE
[+]	Update Ticket	05/13 10:29:15 - 05/13 10:29:17	COMPLETE
[+]	Set Purpose to Escalation	05/13 10:29:17 - 05/13 10:29:17	COMPLETE
[+]	Escalate Ticket	05/13 10:29:17 - 05/13 10:29:18	COMPLETE
[+]	Success	05/13 10:29:18 - 05/13 10:29:18	COMPLETE

Ticketing system transfers the ticket manually, and sends acknowledgment to IPcenter to confirm transfer. IPcenter confirms the transfer acknowledgment. Ticketing system resolves the ticket, and sends the transaction to IPcenter. IPcenter send close transaction to Netcool, which clears the alert.

Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 10:29:20	05/13/2015 10:29:58	OPEN
[+] Bonding comment action.	ipautomata	05/13/2015 10:29:20	05/13/2015 10:31:01	COMMENT
[+] Bonding comment action.	ipautomata	05/13/2015 10:29:20	05/13/2015 10:31:02	COMMENT
[-] Updating Netcool	ebonding	05/13/2015 10:29:58	05/13/2015 10:30:04	UPDATE
<b>IPcenter Transaction ID:</b> 3226398				
<b>NETCOOL:</b>	SENT			
<b>NETCOOL_MSG:</b>	Sent to https://is1inta4.boulder.ibm.com/IPSoftNetcoolWS/DocHandlerServlet			
<b>Response Notes:</b>	IS update.			
<b>Sent ISM Num.:</b>	true			
<b>Update Description:</b>	Sending ticket number.			
[+] IS update.	Information Services	05/13/2015 10:39:15	05/13/2015 10:39:16	RESOLVE
<b>Current IPim TX ID:</b>	5639663			
<b>Ebond Action:</b>	RESOLVE			
<b>IPcenter Transaction ID:</b>	3226495			
<b>NETCOOL:</b>	SENT			
<b>NETCOOL_MSG:</b>	Sent to https://is1inta4.boulder.ibm.com/IPSoftNetcoolWS/DocHandlerServlet			
<b>TSRM:</b>	SENT			
<b>TSRM_MSG:</b>	Sent to https://is1inta4.boulder.ibm.com/IPSoftTSRMWS/DocHandlerServlet			
<b>Ticket Source:</b>	EXTERNAL			
<b>transaction.transactiondatetime:</b>	2015-05-13T02:39:00.0Z			
<b>transaction.transactionname:</b>	Provide_Problem_Information			
<b>transaction.transactionnumber:</b>	1431527940425			
<b>transaction.transactiontype:</b>	6			
<b>workflowstatus:</b>	RESOLVED			

The ticket is cleared in IPCenter.

Home

Service Design

Service Transition

Service Operation

Continual Service Improvement

Service Delivery Management

Service Technology

IPradar

New Request

My Radar

IIT

App

CRM

CSI

DB

ERP

IPT

Net

QA

R&D

Sec

SvcDes

SD

SvcOps

SvcOpt

SvcTech

ST

Unix

Win

Promnt

SpecOps

Shift Scorecard

Expand All

Pause All

IPradar

12H P: 0, 12H R: 3, MTD R: 9, Rads: 0, My Next ETA: N/A

Inst. (1)

Owners

Departments

Offices

Tags

Clients (1)

Skills

ST

IPim Q

Priorities

Status

TLkp

☐ Rads

Radar Q (4)

Type

--- Saved Views ---

Edit

--- IPmons ---

Go

Expand

Pause

Fix Criteria

Open

Ready Queue

0 - 0 of 0500 per page

No Tickets Match Criteria

Expand

Pause

Fix Criteria

Open

Work Queue

0 - 0 of 0500 per page

No Tickets Match Criteria

Expand

Pause

Fix Criteria

Open

Operations Queue

0 - 0 of 0500 per page

No Tickets Match Criteria

Expand

Pause

Fix Criteria

Open

Pending Queue

0 - 0 of 0500 per page

No Tickets Match Criteria

USE CASE 3: Automation exists, executes, but fails remediation



Netcool creates an alert, and sends it to IPcenter. IPradar receives the message, and automation creates an IPim ticket number. IPcenter sends acknowledgment to Netcool with IPim #, and sends create transaction to the ticketing system. Ticketing system creates a ticket using information passed from IPcenter. Ticketing system sends acknowledgment to IPcenter with the ISM ticket# aka external ID .

**[+] eBonding Ticket [Information Services :: IN10392835 :: RESOLVED / RESOLVE]**

eBonding ID:	545228	External System:	Information Services	External ID:	IN10392835
Customer:	mcd	State / Last Action:	RESOLVED / RESOLVE	IPim Ticket:	568069
Global Ticket Attributes					
Escalated:	true	Sent ISM Num.:	true		
transaction.acknowledge:	1	transaction.comment:	Success - No Errors Encountered		
transaction.statuscode:	0	transaction.transactiondatetime:	2015-05-13T02:43:00.0Z		
transaction.transactionname:	Problem_Submittal	transaction.transactionnumber:	3226567		
transaction.transactiontype:	3				
[+] Ticket Update					
[-] Ticket Log					
Description		Author	Start	End	Action
[-] Bonding create action.		ipautomata	05/13/2015 10:42:37	05/13/2015 10:44:15	OPEN
IPcenter Transaction ID:		3226567			
NETCOOL:		SENT			
NETCOOL_MSG:		Sent to https://is1inta4.boulder.ibm.com/IPSoftNetcoolWS/DocHandlerServlet			
Open Description:		IPcenter received following alert:  ** PROBLEM - mcd_ipsoft3.mcd/MCD:2:MCD_IPSOFT3:IPSOFT_VALIDATION::FAILEDREMEDIATION: is CRITICAL **  IPautomata is determining if automated solution available.  ----- Tracking ID:[576874][ibmna]			
Sync'ed:		Wed May 13 14:44:15 UTC 2015			
TSRM:		SENT			
TSRM_MSG:		Sent to https://is1inta4.boulder.ibm.com/IPSoftTSRMWS/DocHandlerServlet			

IPcenter eBonding saves the number, automation starts working, but does not resolve the incident, fails remediation .

Automata Executions for Ticket			
Name	Date	Creator	Status
-] MCD:GEN:TKT:D:W:Escalation Handler	05/13 10:42		Failed
Execution Complete			
Execution History			<a href="#">View as Text</a>
Name	Run Time	Status	
-] Dummy Ticket Handler MCD	05/13 10:42	Success	
Execution Complete			
Execution History			<a href="#">View as Text</a>
Name	Run Time	Status	
[+] Noop	05/13 10:42:27 - 05/13 10:42:27	COMPLETE	
[+] Create New Ticket	05/13 10:42:27 - 05/13 10:42:32	COMPLETE	
[+] Script	05/13 10:42:32 - 05/13 10:42:32	COMPLETE	
[+] Timed Wait	05/13 10:42:32 - 05/13 10:44:32	COMPLETE	
[+] Fork in the road	05/13 10:44:32 - 05/13 10:44:32	COMPLETE	
[+] To be handled	05/13 10:44:32 - 05/13 10:44:33	COMPLETE	
[+] Pretend to work automata	05/13 10:44:34 - 05/13 10:46:34	COMPLETE	
[+] Fork in the road part two	05/13 10:46:34 - 05/13 10:46:34	COMPLETE	
[+] To be escalated due to automata failing	05/13 10:46:34 - 05/13 10:46:35	COMPLETE	
[+] Success	05/13 10:46:35 - 05/13 10:46:35	COMPLETE	

IPcenter escalates the ticket. If the client doesn't have a ticketing system, the escalate is sent to Netcool, otherwise to the ticketing system. IPcenter waits for acknowledgment.

**[+] eBonding Ticket [Information Services :: IN10392835 :: OPEN / COMMENT requested]**

eBonding ID: 545228	External System: Information Services	External ID: IN10392835		
Customer: mcd	State / Last Action: OPEN / COMMENT requested	IPim Ticket: 568069		
Global Ticket Attributes				
Escalated: true	Sent ISM Num.: true			
transaction.acknowledge: 1	transaction.comment: Success - No Errors Encountered			
transaction.statuscode: 0	transaction.transactiondatetime: 2015-05-13T02:43:00.0Z			
transaction.transactionname: Problem_Submittal	transaction.transactionnumber: 3226567			
transaction.transactiontype: 3				
[+] Ticket Update				
[-] Ticket Log				
Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 10:42:37	05/13/2015 10:44:15	OPEN
[+] Updating Netcool	ebonding	05/13/2015 10:44:15	05/13/2015 10:44:23	UPDATE
[+] Bonding comment action.	ipautomata	05/13/2015 10:44:33	05/13/2015 10:45:28	COMMENT
[+] Bonding comment action.	ipautomata	05/13/2015 10:46:35	pending...	COMMENT

Ticketing system manually changes the status to other than QUEUED. Netcool sends clear event to IPcenter for alert, which updates IPim ticket with the clear event, and sends update to ticketing system.

**[+] eBonding Ticket [Information Services :: IN10392835 :: OPEN / UPDATE]**

eBonding ID: 545228	External System: Information Services	External ID: IN10392835		
Customer: mcd	State / Last Action: OPEN / UPDATE	IPim Ticket: 568069		
Global Ticket Attributes				
Escalated: true	Sent ISM Num.: true			
transaction.acknowledge: 1	transaction.comment: Success - No Errors Encountered			
transaction.statuscode: 0	transaction.transactiondatetime: 2015-05-13T02:43:00.0Z			
transaction.transactionname: Problem_Submittal	transaction.transactionnumber: 3226567			
transaction.transactiontype: 3				
[+] Ticket Update				
[-] Ticket Log				
Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 10:42:37	05/13/2015 10:44:15	OPEN
[+] Updating Netcool	ebonding	05/13/2015 10:44:15	05/13/2015 10:44:23	UPDATE
[+] Bonding comment action.	ipautomata	05/13/2015 10:44:33	05/13/2015 10:45:28	COMMENT
[+] Bonding comment action.	ipautomata	05/13/2015 10:46:35	05/13/2015 10:48:31	COMMENT
[+] Bonding IPmon update.	ebonding	05/13/2015 10:52:25	05/13/2015 10:53:21	UPDATE

Ticketing system confirms that the status has not changed. Ticketing system resolves the ticket manually, and sends resolved transaction to Ipcenter, which sends acknowledgment to the ticketing system, and close request to Netcool. IPcenter send close transaction to Netcool. Netcool clears the alert.

**[ - ] eBonding Ticket [Information Services :: IN10392835 :: RESOLVED / RESOLVE]**

eBonding ID: 545228	External System: Information Services	External ID: IN10392835
Customer: mcd	State / Last Action: RESOLVED / RESOLVE	IPim Ticket: 568069

**Global Ticket Attributes**

Escalated: true	Sent ISM Num.: true
transaction.acknowledge: 1	transaction.comment: Success - No Errors Encountered
transaction.statuscode: 0	transaction.transactiondatetime: 2015-05-13T02:43:00.0Z
transaction.transactionname: Problem_Submittal	transaction.transactionnumber: 3226567
transaction.transactiontype: 3	

[+] Ticket Update

[-] Ticket Log

Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 10:42:37	05/13/2015 10:44:15	OPEN
[+] Updating Netcool	ebonding	05/13/2015 10:44:15	05/13/2015 10:44:23	UPDATE
[+] Bonding comment action.	ipautomata	05/13/2015 10:44:33	05/13/2015 10:45:28	COMMENT
[+] Bonding comment action.	ipautomata	05/13/2015 10:46:35	05/13/2015 10:48:31	COMMENT
[+] Bonding IPmon update.	ebonding	05/13/2015 10:52:25	05/13/2015 10:53:21	UPDATE
[+] IS update.	Information Services	05/13/2015 10:57:52	05/13/2015 10:57:53	RESOLVE

The ticket is cleared in IPradar.

#### USE CASE 4: Automation exists, but fails execution

Netcool creates an alert, and sends it to IPcenter. IPradar receives the message, and automation creates an IPim ticket number. IPcenter sends acknowledgement to Netcool with IPim #, and sends create transaction to the ticketing system. Ticketing system creates a ticket

using information passed from IPcenter. Ticketing system sends ack to IPcenter with the ISM ticket# aka external ID .

[-] eBonding Ticket [Information Services :: IN10392867 :: RESOLVED / RESOLVE]				
eBonding ID: 545263	External System: Information Services	External ID: IN10392867		
Customer: mcd	State / Last Action: RESOLVED / RESOLVE	IPim Ticket: 568104		
Global Ticket Attributes				
Escalated: true		Sent ISM Num.: true		
transaction.acknowledge: 1		transaction.comment: Success - No Errors Encountered		
transaction.statuscode: 0		transaction.transactiondatetime: 2015-05-13T02:57:30.0Z		
transaction.transactionname: Problem_Submittal		transaction.transactionnumber: 3226766		
transaction.transactiontype: 3				
[+] Ticket Update				
[-] Ticket Log				
Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 10:57:05	05/13/2015 10:58:27	OPEN
[+] Updating Netcool	ebonding	05/13/2015 10:58:27	05/13/2015 10:58:31	UPDATE
[+] Bonding comment action.	ipautomata	05/13/2015 10:59:07	05/13/2015 10:59:59	COMMENT

IPcenter eBonding saves the number, automations fail to execute, and escalates the ticket. If the client doesn't have a ticketing system, the escalate is sent to Netcool, otherwise to the ticketing system.

None			
Automata Executions for Ticket			
Name	Date	Creator	Status
[-] MCD:GEN:TKT:D:W:Escalation Handler	05/13 10:57		Failed
Execution Complete			
Execution History			<a href="#">View as Text</a>
+ / -	Name	Run Time	Status
[-]	Dummy Ticket Handler MCD	05/13 10:57	Failed
Active Execution Pointers			
State		State Type	
Case 4 - failure		NoopState	
Execution History			<a href="#">View as Text</a>
+ / -	Name	Run Time	Status
[+]	Noop	05/13 10:57:01 - 05/13 10:57:01	COMPLETE
[+]	Create New Ticket	05/13 10:57:01 - 05/13 10:57:06	COMPLETE
[+]	Script	05/13 10:57:06 - 05/13 10:57:06	COMPLETE
[+]	Timed Wait	05/13 10:57:06 - 05/13 10:59:06	COMPLETE
[+]	Fork in the road	05/13 10:59:06 - 05/13 10:59:06	COMPLETE
[+]	To be handled	05/13 10:59:06 - 05/13 10:59:07	COMPLETE
[+]	Pretend to work automata	05/13 10:59:07 - 05/13 11:01:07	COMPLETE
[+]	Fork in the road part two	05/13 11:01:07 - 05/13 11:01:07	COMPLETE
[+]	Case 4 - failure	05/13 11:01:07 - 05/13 11:01:07	COMPLETE

Ticketing system transfers the ticket to the manual queue, and sends acknowledgment to IPcenter to confirm transfer.

[-] eBonding Ticket [Information Services :: IN10392867 :: OPEN / UPDATE]				
	eBonding ID: 545263	External System: Information Services	External ID: IN10392867	
	Customer: mcd	State / Last Action: OPEN / UPDATE	IPim Ticket: 568104	
Global Ticket Attributes				
	Escalated: true		Sent ISM Num.: true	
	transaction.acknowledge: 1		transaction.comment: Success - No Errors Encountered	
	transaction.statuscode: 0		transaction.transactiondatetime: 2015-05-13T02:57:30.0Z	
	transaction.transactionname: Problem_Submittal		transaction.transactionnumber: 3226766	
	transaction.transactiontype: 3			
[+] Ticket Update				
[-] Ticket Log				
	Description	Author	Start	End
	[+] Bonding create action.	ipautomata	05/13/2015 10:57:05	05/13/2015 10:58:27
	[+] Updating Netcool	ebonding	05/13/2015 10:58:27	05/13/2015 10:58:31
	[+] Bonding comment action.	ipautomata	05/13/2015 10:59:07	05/13/2015 10:59:59
	[+] Bonding IPAutomata failure.	ebonding	05/13/2015 11:01:07	05/13/2015 11:01:38
				Action
				OPEN
				UPDATE
				COMMENT
				UPDATE

Ticketing system resolve the ticket, and sends resolved transaction to IPcenter. IPcenter sends close request to Netcool, which clears the alert.

[-] eBonding Ticket [Information Services :: IN10392867 :: RESOLVED / RESOLVE]

eBonding ID:	545263	External System:	Information Services	External ID:	IN10392867
Customer:	mcd	State / Last Action:	RESOLVED / RESOLVE	IPim Ticket:	568104
Global Ticket Attributes					
Escalated:	true	Sent ISM Num.:	true		
transaction.acknowledge:	1	transaction.comment:	Success - No Errors Encountered		
transaction.statuscode:	0	transaction.transactiondatetime:	2015-05-13T02:57:30.0Z		
transaction.transactionname:	Problem_Submittal		transaction.transactionnumber:	3226766	
transaction.transactiontype:	3				
[+] Ticket Update					
[-] Ticket Log					
Description		Author	Start	End	Action
[+] Bonding create action.		ipautomata	05/13/2015 10:57:05	05/13/2015 10:58:27	OPEN
[+] Updating Netcool		ebonding	05/13/2015 10:58:27	05/13/2015 10:58:31	UPDATE
[+] Bonding comment action.		ipautomata	05/13/2015 10:59:07	05/13/2015 10:59:59	COMMENT
[+] Bonding IPAutomata failure.		ebonding	05/13/2015 11:01:07	05/13/2015 11:01:38	UPDATE
[+] IS update.		Information Services	05/13/2015 11:07:14	05/13/2015 11:07:15	RESOLVE

The ticket is cleared in IPradar.



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Home

Service Design

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My Radar

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SvcOps

SvcOpt

SvcTech

ST

Unix

Win

Promnt

SpecOps

Shift Scorecard

Expand All

Pause All

IPradar

12H P: 0, 12H R: 3, MTD R: 9, Reds: 0, My Next ETA: N/A

Inst (1)

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Type

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Edit

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Go

Expand

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Fix Criteria

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Ready Queue

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No Tickets Match Criteria

Expand

Pause

Fix Criteria

Open

Work Queue

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No Tickets Match Criteria

Expand

Pause

Fix Criteria

Open

Operations Queue

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No Tickets Match Criteria

Expand

Pause

Fix Criteria

Open

Pending Queue

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No Tickets Match Criteria

**USE CASE 5: Automation** does not exist, bad group provided by Netcool, IS uses default group.

Netcool creates an alert, and sends it to IPcenter. IPradar receives the message, and automation creates an IPim ticket number. IPcenter

sends acknowledgment to Netcool with IPim #, and sends create transaction to the ticketing system.

eBonding 1 ticket

Ticketing system creates a ticket using information passed from IPcenter. Ticketing system sends acknowledgment to IPcenter with the ISM ticket# aka external ID #. IPcenter eBonding saves the number, automations fail to execute, and the ticket is escalated. If the client doesn't have a ticketing system, the escalate is sent to Netcool, otherwise to the ticketing system.

IPautomata			
Available Automata			Create New
Matching Automata Classes/Templates			
None			
Automata Executions for Ticket			
Name	Date	Creator	Status
[-]	MCD:GEN:TKT:D:W:Escalation Handler	05/13 11:10	<div>Success</div>
Execution Complete			
Execution History			<div>View as Text</div>
+ / -	Name	Run Time	Status
[+]	Is a ticket open?	05/13 11:10:31 - 05/13 11:10:31	COMPLETE
[+]	Checking for automation	05/13 11:10:31 - 05/13 11:10:37	COMPLETE
[+]	Update Ticket	05/13 11:10:37 - 05/13 11:10:38	COMPLETE
[+]	Set Purpose to Escalation	05/13 11:10:38 - 05/13 11:10:38	COMPLETE
[+]	Escalate Ticket	05/13 11:10:38 - 05/13 11:10:39	COMPLETE
[+]	Success	05/13 11:10:39 - 05/13 11:10:39	COMPLETE

Ticketing system transfers the ticket to the manual queue, sends acknowledgment to IPcenter to confirm transfer.

**[+] eBonding Ticket [Information Services :: IN10392898 :: OPEN / UPDATE]**

eBonding ID: 545303	External System: Information Services	External ID: IN10392898		
Customer: mcd	State / Last Action: OPEN / UPDATE	IPim Ticket: 568153		
Global Ticket Attributes				
Escalated: true	Sent ISM Num.: true			
transaction.acknowledge: 1	transaction.comment: Success - No Errors Encountered			
transaction.statuscode: 0	transaction.transactiondatetime: 2015-05-13T03:22:30.0Z			
transaction.transactionname: Problem_Submittal	transaction.transactionnumber: 3227051			
transaction.transactiontype: 3				
[+] Ticket Update				
[-] Ticket Log				
Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 11:22:19	05/13/2015 11:25:20	OPEN
[+] Bonding comment action.	ipautomata	05/13/2015 11:24:15	05/13/2015 11:25:53	COMMENT
[+] Updating Netcool	ebonding	05/13/2015 11:25:20	05/13/2015 11:25:25	UPDATE
[+] Bonding IPautomata failure.	ebonding	05/13/2015 11:26:16	05/13/2015 11:26:56	UPDATE

Ticketing system resolves the ticket, and sends resolved transaction to Ipcenter. Ipcenter sends close request to Netcool, which clears the alert.

**[+] eBonding Ticket [Information Services :: IN10392898 :: RESOLVED / RESOLVE]**

eBonding ID: 545303	External System: Information Services	External ID: IN10392898		
Customer: mcd	State / Last Action: RESOLVED / RESOLVE	IPim Ticket: 568153		
Global Ticket Attributes				
Escalated: true	Sent ISM Num.: true			
transaction.acknowledge: 1	transaction.comment: Success - No Errors Encountered			
transaction.statuscode: 0	transaction.transactiondatetime: 2015-05-13T03:22:30.0Z			
transaction.transactionname: Problem_Submittal	transaction.transactionnumber: 3227051			
transaction.transactiontype: 3				
[+] Ticket Update				
[-] Ticket Log				
Description	Author	Start	End	Action
[+] Bonding create action.	ipautomata	05/13/2015 11:22:19	05/13/2015 11:25:20	OPEN
[+] Bonding comment action.	ipautomata	05/13/2015 11:24:15	05/13/2015 11:25:53	COMMENT
[+] Updating Netcool	ebonding	05/13/2015 11:25:20	05/13/2015 11:25:25	UPDATE
[+] Bonding IPautomata failure.	ebonding	05/13/2015 11:26:16	05/13/2015 11:26:56	UPDATE
[+] IS update.	Information Services	05/13/2015 11:30:52	05/13/2015 11:30:53	RESOLVE

The ticket is cleared in IPadar.

Expand Pause Fix Criteria Open Ready Queue 0 - 0 of 0 500 per page

[Expand](#)
[Pause](#)
[Fix Criteria](#)
[Open](#)
Work Queue 0 - 0 of 0 500 per page

Expand

Pause

Fix Criteria

Open

Operations Queue

0 - 0 of 0 500 per page

No Tickets Match Criteria

Expand
Pause
Fix Criteria
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500
per page