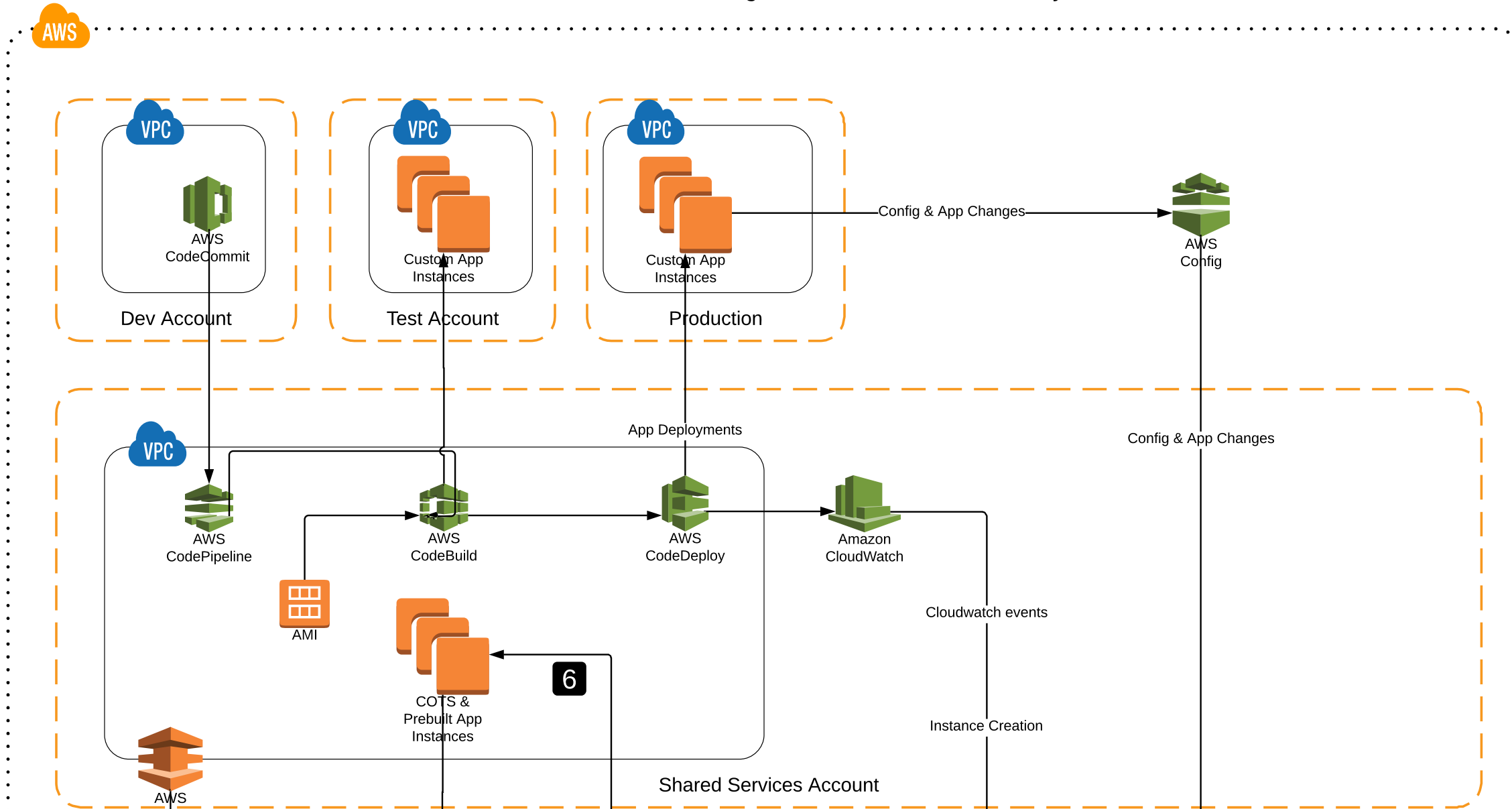# ITSM Architecture

1. CA probe provides integration from Cloudwatch to Spectrum.
2. Lambda listens for CodePipeline deployments which need to converted to CIs in CA . This could also perform the tag validation and correction function.
3. New Configuration Item API service will add CIs to CA SDM
4. Configuration and App Changes are captured by Config and integrated to CA as change orders through the new CO API service.
5. Resource tags are validated against a database.
6. Resource tags are corrected if necessary.

Shared Services Account

2 Tag Correction — Lambda **5** Tag Validation — DynamoDB

ITSM Microservice

3 API Gateway — CI Service — Lambda

4 API Gateway — CO Service — Lambda

1 Amazon CloudWatch — Alerts — CA Probe

AWS Direct Connect

CI Updates

Change Orders

Alerts

DATA CENTER

Oracle | NAGIOS | Perf Mgr | SCOM

Alerts

Alerts

NEXA ← Spectrum

REST API

SDM → CMDB

ca technologies