E-SRA Rescue Events for SM Tickets

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E-SRA Rescue Events for SM Tickets

ABSTRACT

E-SRA Rescue is a passively monitoring events tool which comes into the existence when the ticketing is delayed in SM (Service Manager) Ticketing Tool. When an event is not handled in a timely way, RESCUE is ready to catch events and forward them to the Support teams. When the Service Manager is down then the events are pushed into the Rescue which is then pulled by E-SRA Rescue event portal to see those tickets which were not created when the Service manager was down.

Problem statement

When Service Manager is unavailable or missing new events then customer faced the following problems.

P1: How to Manage incidents during degrades and outages.

P2: The tickets gets created through HPSX tool. If HPSX tool is down then it cannot pass the xml file which has the ticketing information to the SM and hence incident is not created.

P3: Difficulty in End to End tracking of the non-ticketing data status (Open/Update/Ack)

Our solution

There was no mechanism/way to keep a track of those incidents which are generated when the Service manager is down. To address these issues we developed a solution named ESRA (Extreme Service Resiliency Assured) Rescue (Restore Event Scrutiny & Care under Extraordinary Conditions) which not only keep a track of those incidents which are not generated by SM but also manage the whole incident until or unless SM service resumes.

RESCUE is a failsafe Bypass enhancement to the SRA toolset that provides a service safety net for Incident service.

For planned or unplanned loss of incident service event management

For service degrades and for service outage periods of the primary event management toolset

What does one do when new SM incidents are being generated, but no SM ticket is created for them?

With E-SRA RESCUE Business carries on Even when incident service is degraded or not running. E-SRA RESCUE provides a failsafe way to keep incident service protecting our customers.

- E-SRA RESCUE monitors all events.
- RESCUE passively monitors the progress success and timeliness of the incident service.
- RESCUE replaces ad hoc less reliable manual efforts to detect, track, and bypass tool failures that prohibit support teams from responding to an event. RESCUE will engage even if only one P1/P2 incident is missed.
**Key Achievements by using this solution**

**Build Client Business**
- Protect the customer's business services
- Protect and build Client reputation
- Reduced costs through sustained quality
- Smoother audits - Record kept of actions taken even when SM is down

**Reduce Cost of ES - Additional ES Revenue**
- Eliminate the need for some costly infrastructure upgrades and projects
- Reduce the "Cost and Fear" factor in new business pursuit with SRA
- Potential for fast onboarding using fast E-SRA plug-in as automated “eyes on glass” and faster “swivel desk”
Evidence the solution works

1. Application Screenshot

Disclosed by Tyagi Nishant, Hewlett Packard Enterprise