Microsoft® System Center Service Manager
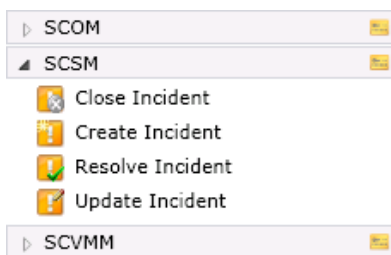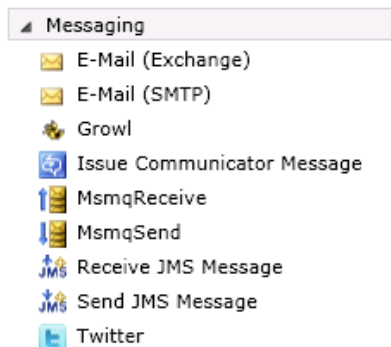
ActiveBatch®

ActiveBatch® and System Center Service Manager Provide Faster Time to Resolution and Improved Service Levels

ActiveBatch: Version 7 and above

Incorporate ActiveBatch Alert Notifications

A key capability of the ActiveBatch-Service Manager interface is the ability to incorporate System Center Service Manager into the ActiveBatch alert notification mechanism. Each ActiveBatch object has a series of alerts associated with it. Each alert, in turn, can have one or more delivery methods, such as an email or social media alert via Growl or Twitter.

Microsoft System Center Service Manager: IT Boundaries Identified

Time to resolution can have significant consequences on IT's ability to automate and run processes and workflows in real-time. ActiveBatch's ability to immediately create Incident Requests within System Center Service Manager, without outside or manual intervention, when key workflows and processes fail can easily assist in improving time to action and ultimately resolution.

Automate the Creation of Incident Requests Without Scripting

ActiveBatch® offers a set of Job Steps, alert actions and event triggers in support of System Center Service Manager, to allow developers and workflow authors to create an incident request within Service Manager without having to write code or custom scripts when using ActiveBatch's templated and reusable Job Steps.

System Center Service Manager is an integrated platform for automating and adapting IT service management best practices by providing built-in processes for incident and problem resolution, change control and asset lifecycle management. With ActiveBatch, all IT workflow and process issues can be reported to System Center Service Manager and can take advantage of the Incident Management operations of System Center Service Manager. Incident Management is the help desk facility of System Center Service Manager and enables help desks to restore normal operation as quickly as possible, with the least impact on the organization.

Easy Incident Management

ActiveBatch provides a series of Job Steps which facilitate the creation, maintenance and resolution of System Center Service Manager incidents. Through direct use of the Job Steps, ActiveBatch customers gain an easier entry to incident management by letting ActiveBatch do the heavy lifting of directly interfacing with the Service Manager APIs.

Use Case

If a critical ActiveBatch job fails or the connection to an Execution Agent goes down during a peak processing period, a System Center Service Manager incident can be automatically generated and assigned, thus removing complexity and shortening the time to resolution to minimize the impact on the organization.

ActiveBatch® Workflow for Microsoft System Center Service Manager
As displayed in the ActiveBatch Integrated Jobs Library

ADVANCED SYSTEMS CONCEPTS, INC.