

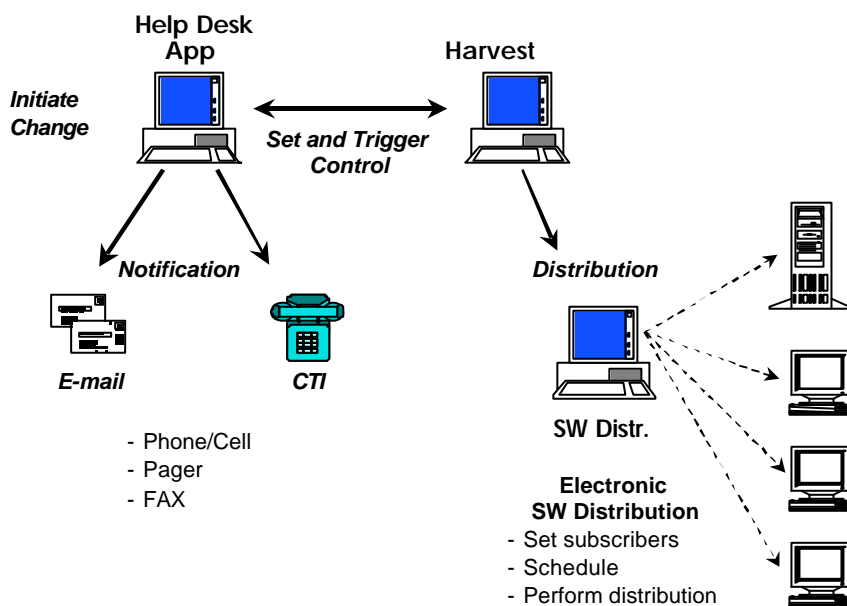
REMEDY INTEGRATION KIT [®] FOR ALLFUSION HARVEST

Overview

Many IT organizations have developed sophisticated customer support and / or help desk solutions for their clients. However, many of these solutions only handle problem requests and / or have poor change management functionality.

The **Remedy AR AllFusion Harvest Integration Solution Kit** provides IT organizations with the information and tools they need to successfully link their Remedy AR help desk application with one of the premier change control solutions on the market today, All Fusion Harvest. End-users no longer have to toggle between different software solutions to log problems and changes. The help desk application can be the single point of reference to handle all problem and change requests.

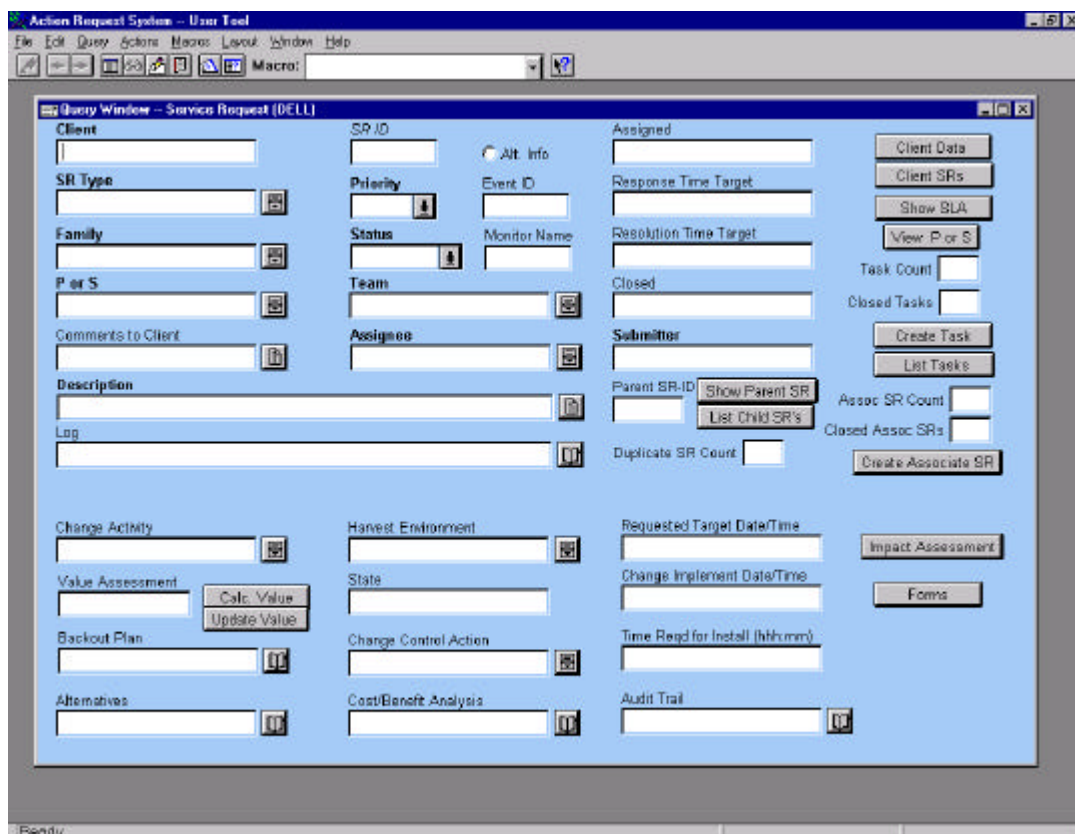
Below is a high level diagram illustrating the integration of a help desk, change control, and electronic software distribution solution:



All change requests are initiated, and documented, in the Remedy AR system. The change request is then created, simultaneously (via an API call), in the appropriate Harvest environment. The change request is then tracked through its lifecycle with all of the necessary Harvest commands being issued from Remedy. Users are able to promote / demote / approve change requests directly from the Remedy schemas.

The only time a user is required to access the Harvest interface would be when checking-in / out code or performing other version control tasks.

Below is an example of a Remedy AR Harvest schema:



Solution Kit Contents

The Remedy AR Harvest Integration Solution Kit contains the following components:

Remedy Help Desk Management Methodology

The Solution Kit includes a detailed 45-page design document that provides a complete model and process for the Remedy AR system. The model includes both the Harvest environment and the SCM information / fields that will be required in the help desk application.

The model includes detailed descriptions and functionality of:

- Policies & practices for effective help desk management
- Help desk management procedures
- Help desk role definitions
- Help desk responsibility definitions

Remedy Harvest Guide Book

In addition to the methodology, the Solution Kit provides a 25-page Remedy Harvest Guidebook that can be used as a template for creating a comprehensive user manual.

Software Components

The Solution Kit contains all of the necessary software components to perform the integration including:

- Harvest SIK functions
- Harvest command line functions
- Harvest environment definitions and user-defined processes (UDP's)
- Shell scripts
- Oracle database link information
- Remedy macros and schema modifications

Requirements

- AllFusion Harvest V4.12 or later
- Remedy AR V3.2 or later
- AIX, HP/UX, Solaris, or Windows NT 4.0 / 2000
- Oracle V7.34 or later

Pricing & Availability

For pricing and availability, please contact Ina Georgescu at Polaris Technologies Ltd., 403-264-5544, or email at igeorgescu@polaristech.com.

About Polaris Technologies Ltd.

Polaris Technologies is innovative software and consulting company that is committed to the successful implementation of SCM processes and tools in the corporate community. Working co-operatively with Computer Associates (CA), Polaris is providing SCM solutions to a wide range of applications across multiple disciplines and industries. Polaris is also a CA Consulting Partner and we offer a full line of AllFusion Harvest training, implementation, and consulting services.