

# SymphonyAI Summit Orchestration

## Orchestration

The IT Operations team is expected to innovate and deliver business value. However, the staff spends a lot of time resolving critical incidents, performing critical maintenance tasks, and other regular operational tasks, leaving very less room for initiatives that can add business value. As a set of technologies used to enhance operational efficiency, Orchestration helps automate time consuming tasks and reduce costs, while meeting IT service levels.

SymphonyAI Summit IT Orchestration (RBA) is designed to automate system and network operational processes, while interacting with infrastructure elements, such as applications, database, and hardware. RBA also enables workflows to automate defined processes. These workflows can be used directly to resolve Incidents or execute change or release processes or to automate any other manual tasks that the IT operations team performs regularly. If simple tasks, such as server restarts can be defined, they can be automated with RBA.

## Orchestration technology

Runbook creation is very easy in SymphonyAI Summit and is done using triggers. RBA is integrated with Incident Management and Service Management modules of the SymphonyAI Summit application. To automate a task, an Incident record, a Service Request record or a work order should be created in the SymphonyAI Summit application.

Triggers are created based on the description or any other attribute of the record created in the Incident and Service Request record. SymphonyAI Summit uses Parsing methodology to read the contents of the description field. Based on the content, rules are defined in the trigger for the system to execute the tasks via pre-defined scripts. For example, the system might have to perform task 'A' followed by task 'B' and task 'C' based on the output of task 'A'. This entire process can be fully automated without the intervention of Analysts using RBA.

**RUN BOOK AUTOMATION**
SUBMIT CANCEL

Name \*  
RBA 1

Module \*  
Incident

Department \*  
IT

Execute When  
Creation

Mode  
Automatic

Active

Step1 - Configure Criteria
Step2 - Configure Actions
Step3 - Auto Resolve

Execution Order \*

Script Type \*  
SELECT

Script Name \*

Protocol \*  
None

Target Platform \*  
CI

Retry Count

Retry Interval (mins)

Sequence \*

Data Source \*  
None

Optional

No Parameters

SAVE ACTION
CLEAR

Edit	Order	Script Type	Script	Target
	3	Software Installation	MyWidgetServiceSetup.msi	IncidentCI

ACTIONS

SHOW LIST

VIEW LIST OF INCID

## Examples of Orchestration

- An Incident record is created stating that "ABC Service on 'ACME' server is down". An administrator creates a trigger stating that if there is an Incident record with the message "ABC Service on 'ACME' server is down", the system should "Restart the Service". If the output is "Not Successful", the system should "Clear Temp Files" and "Restart the Service". If the output is still not successful, the system should "Restart the Server", and check if "ABC Service on 'ACME' server is up". If this is successful, the system resolves the Incident record automatically.
- The request process can be automated to a point where end users enter a request from the service catalog, and the automated process takes over from there to provide them with what they need. With RBA, the Request to Fulfillment processes can be reduced from hours to minutes using an automated, audited process that embeds all the approvals, notifications, and escalations, thereby, dramatically increasing the ability to provide enhanced, quick, and efficient services to the business.
- The "Onboarding" and "Exit" processes can be automated by using SymphonyAI Summit RBA. Traditionally, onboarding of people is a time-consuming process and it is very difficult to track SLA for onboarding of employees into the organization. Multiple departments, such as IT, HR, Facilities, Finance, etc., are involved in the process. However, with RBA, this entire process can be automated to a great extent. For example, email IDs, Windows accounts, File Server Storage allocations, access to a set of folders and access control IDs can be automatically created after all the required approvals are received.

INCIDENT DETAIL - 719835
SUBMIT CANCEL

**Ashok Subbarao**  
Bangalore  
91-9845663733  
ramamohanreddy.chilla@symphony...

Department: IT  
Source: Mail  
LogTime: 2014-11-03 01:36:55 PM  
Symptom: ehelpline access  
Description: Hi,  
Please provide ehelpline access to below employees for Travel and expense reimbursement workgroup.  
  
Santhosh Kumar  
Dilip Burnwal  
Vinayak Prabhu

Ashok S  
080-33071773

Status
New ✔ Assigned ✔ In-Progress ✔ Pending ✔ Resolved ✔ Closed

GENERAL
COMMUNICATION
CHECKLIST
RELATIONSHIP
PARTNER INFORMATION
ADDITIONAL INFORMATION
RUNBOOK AUTOMATION

Script Name	Status	Executed Time	Output	Next Run Time	Mode
Add AD user	Success			2014-12-11 06:00:18 AM	Automatic

ACTIONS

CATALOG DETAIL

SET APPROVER

JOURNAL

SEND E-MAIL

AUDIT LOG

USER COMMUNICA...

REMINDER

## Core benefits

- Frees up resources by allowing the IT operations staff to focus on strategic IT initiatives instead of spending time on repetitive, time-consuming tasks.
- Reduces resolution time by 60% with faster response to critical IT events, particularly during off-duty hours.
- Improves service quality up to 70% by taking actions automatically in response to user requests.
- Helps achieve compliance on regulatory requirements with automatic enforcement based on the defined profiles.
- Enforces IT standards by trigger predefines triggers and escalations.
- Empowers the level 1 Analysts (L1) to perform tasks that they would otherwise escalate.

## About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

**Request a demo or contact us for more information:**  
**[summit.sales@symphonysummit.com](mailto:summit.sales@symphonysummit.com)**