iET® Integration Center
Flexible Data Integration Capabilities for Service Management

Import and export of data

iET Integration Center

iET Web-services

Interface Procedure
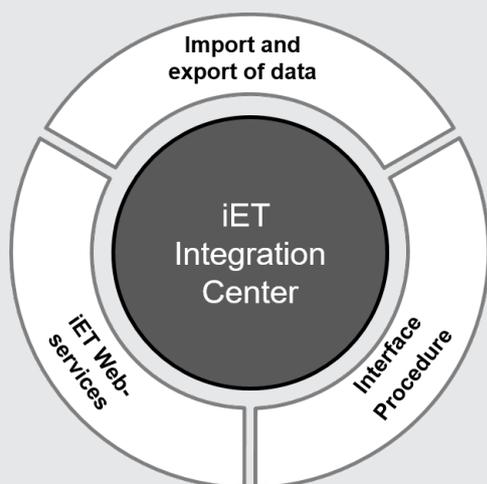
iET Integration Center: Your Benefits:

▶ smooth exchange of data and information

▶ technical infrastructure data is used in a target-oriented way for process information

▶ exchange, comparison and integration of data based on standard protocols

Complete Solution for Continual Service Improvement

iET Solutions provides a flexible and comprehensive out-of-the-box service management solution. Fully integrated, highly configurable and built to scale, iET ITSM can easily meet any organization's needs – on-premise or cloud-based.

With additional modules for smartphone access, phone system integration, and software asset management, iET Solutions offers the most complete package for continual service improvement. Every business is unique and our solutions are built to work the way you do.

Data Integrity through Integration with Third Party Systems

iET Integration Center is an add-on module that seamlessly connects data from third party systems into iET ITSM. By seamlessly integrating data from HR systems, materials management and purchasing systems, organizations are able to reduce the time spent on repetitive processes and ensure data integrity. iET Integration Center is composed of the following modules:

▶ data import

▶ data export

▶ iET Webservices

▶ interface procedure

All modules can be used individually or in combination as required.

Data Import and Data Export: Automated Data Transfer

Data import/data export provides organizations with a quick and easy way to standardize data synchronization with XML, Excel or CSV files, relational databases or web services. It can be used to link iET ITSM with an ERP system to synchronize critical information across multiple business units such as materials management and purchasing. It automatically delivers business-critical information to the ERP system by updating the master data and the configuration management database (CMDB) via two-way structured data exchange. This approach allows information to be automatically transferred to the ERP system.

Data import/data export requires unlimited access any system requiring integration with iET ITSM. Alternatively, external systems can deliver their data to iET ITSM while retaining control over their data. Data integration is:

▶ standardized

▶ easy to execute

▶ fast to implement

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Flexible Data Integration Capabilities for IT Service Management

Benefits and Technical Specifications

▶ extensive functionality for mapping and merging data

▶ full integration with iET ITSM time control (storage of complex time schedules in the iET Task Scheduler)

▶ intelligent, process-driven aggregation of data from a wide variety of sources

▶ configuration of data sources in the iET ITSM graphical user interface

▶ definition of mapping rules in the business layer

▶ comprehensive test mechanisms

▶ connection to all LDAP 3.0 compatible directory services such as Active Directory, NDS, Notes Domino, ADAM and Sun eDirectory

▶ data import from an FTP server or via HTTP request

▶ SSL protocol extension to strengthen security

▶ central rights management through integration with company-wide rules and identity and access management processes

▶ streamlined operation through the intuitive iET ITSM user interface
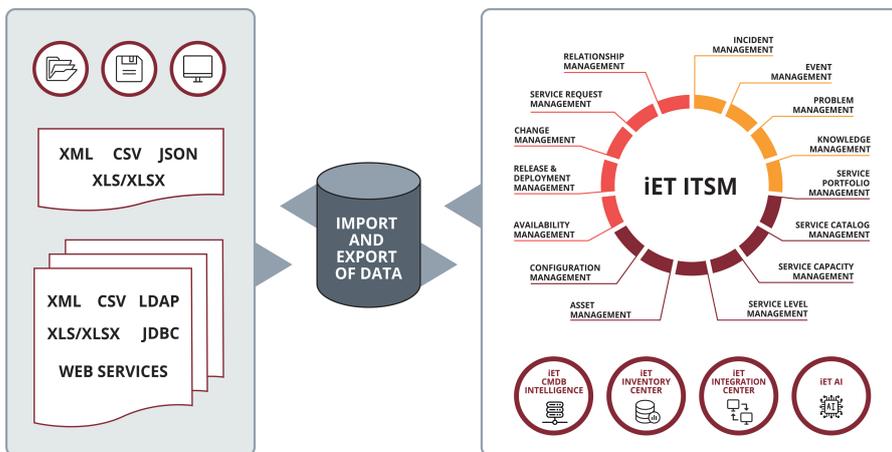
iET Webservices:
Event-Driven Data Exchange in Real Time

With iET Webservices, data can be exchanged between companies. iET Webservices can be used, for example, when a company wants to exchange data with its service provider in real time. Once iET ITSM has been installed at the customer site, it can be connected to the service desk system of the service provider. If an end user in the company logs an incident, it can be automatically transferred to the service provider for further processing. The internal service desk and the service provider can access the incident at any time, view the status and/or edit it. Users still have the option of viewing their incidents whenever they wish. Data transfer takes place in real time. This standardized interface offers enterprises the advantage of being able to switch service providers quickly and easily, as all data remains available within the organization.

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Benefits and Technical Specifications:

▶ integration of iET ITSM with any external data source

▶ event-driven data exchange based on common standards such as REST and SOAP

▶ generic web services interface

▶ adoption of the entire iET ITSM process model

▶ configuration in the iET Developer Studio graphical development environment

▶ extensive test capabilities

▶ based on .NET and ASP.NET

▶ improved data quality and integrity

▶ reduced implementation time

Interface Procedure: Configurable, Automated Actions

Interface procedures can be used to quickly integrate interfaces and the required actions into existing forms such as the Incident form. Embedding only requires a small code snippet in the Java implementation of the relevant form. Standard actions, such as invoking a web service or a PowerShell script, are already implemented and only need to be configured. Further actions can be added using virtual form definitions. This keeps form changes to a minimum and the integration of interface actions is encapsulated; it also makes it easy to react to changes in forms and on the interface counterpart.

iET Integration Center delivers advanced email management for automatic logging and updating of e.g. incidents or changes, based on the Interface Procedure module. Incoming emails are parsed according to predefined email content using regular expressions or XPath queries. The results can be validated by using database queries. After validation, the verified content can be utilized to execute interface actions.

Benefits and Technical Specifications

▶ integration with iET ITSM processes through JAVA API

▶ faster implementation of interfaces to external systems

▶ encapsulation of the interface implementation

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