



## Automated Notification and Collaboration Workflows

### Quickly alert, respond, and resolve every incident.

When service-impacting incidents occur, getting key information to the right people quickly is crucial to keeping response times low and customers happy. Unfortunately, just determining the correct business owners to alert can consume valuable incident resolution time. Inconsistent data and siloed teams add to the inefficiencies and communications challenges, resulting in unassigned or misdirected service tickets and frustrated stakeholders.

You can avoid these issues by integrating ScienceLogic's AIOps and infrastructure monitoring platform with your messaging, notification, and collaboration tools. When issues are detected, SL1 automatically triggers ticketing and notification tools to create and route incidents, already populated with event details. At the same time, SL1 activates collaboration tools, kicking off collaborative troubleshooting with team members and notifying stakeholders.

By automating notification and collaboration workflows, SL1 reduces incident resolution times and improves alignment with stakeholders by:

- Improving ITSM, ITOps, DevOps, and SecOps team alignment
- Increasing accuracy and timeliness of event details and diagnostic data throughout troubleshooting process
- Allowing time for stakeholders to create mitigation plans in cases where customer services could be impacted

With the ScienceLogic AIOps platform, you can transform your organization to thrive on speed, efficiency, and innovation.

### Challenges

- Long incident resolution times
- Misdirected or unassigned service tickets
- Poor stakeholder visibility into potential business and customer impact due to IT service disruption

### Solutions

ScienceLogic SL1, Incident/Notification Workflow Automation

### Results

- Large US media publisher nearly **eliminated manual ticketing** which previously consumed up to 60% of IT workload
- Transportation company Rempres now **proactively fix 47% of issues** and find root cause faster with automated diagnostics
- Managed Service Provider NetDesign **reduced service desk work by 70%**, now redirected to enhance client value

### Integrations

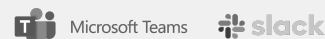
#### Notification Tools



#### Service Desk / CMDB Tools



#### Collaboration Tools



1. **Detect, Inform, Create Incident** – SL1 detects a critical severity event and creates an incident in Service Desk and Notification tools populated with event details. At the same time, SL1 creates a new collaboration post with event details (severity, diagnostics, object, urgency, etc). Non-IT stakeholders are informed so they can plan for potential business or customer impact.

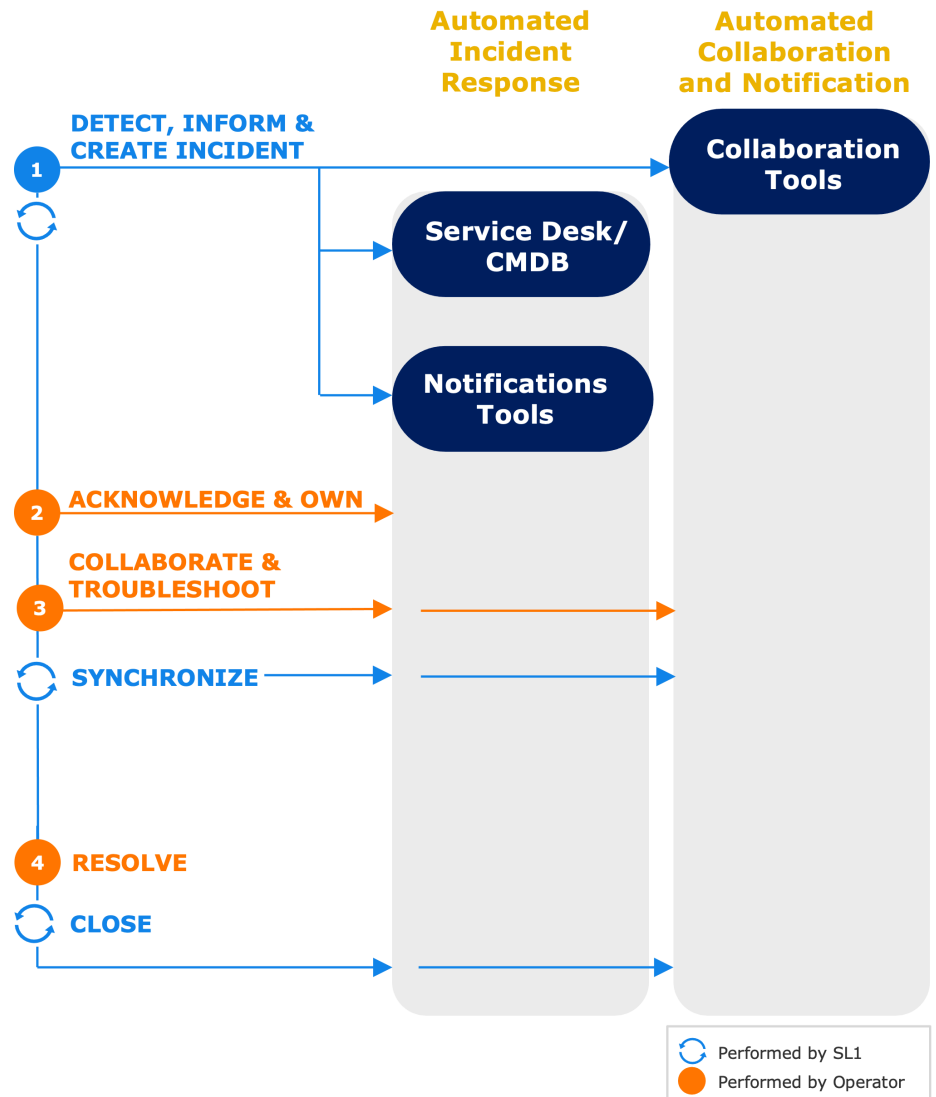
2. **Acknowledge & Own** – IT operator acknowledges and owns event in Service Desk or Notification tool or SL1.

3. **Collaborate & Troubleshoot** – IT operator acknowledges the incident, starts troubleshooting, collaborating in the channel as needed. Up-to-date and detailed incident diagnostic information is delivered directly to the people who perform the work, allowing for faster triage and resolution.

**Synchronize** – SL1 synchronizes across service desk, notification tools, collaboration channels. The entire incident ecosystem is kept current with a single source of truth across all channels.

4. **Resolve** – IT operator resolves and closes the incident in any one of the communication channels.

**Close** – SL1 closes the event and updates status across all channels, notifying collaboration teams.



## Continuous Improvement

ScienceLogic SL1 captures the entire issue resolution cycle: diagnostics, resolution steps, time consumed, and more. This audit trail helps identify opportunities for automation and highlights areas for improvement. You can track response and reaction times for SLA auditing and compliance, which benefits organizations in highly regulated industries.

## About ScienceLogic

ScienceLogic is a leader in AIOps, providing modern IT Operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its IT infrastructure monitoring and AIOps platform sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.