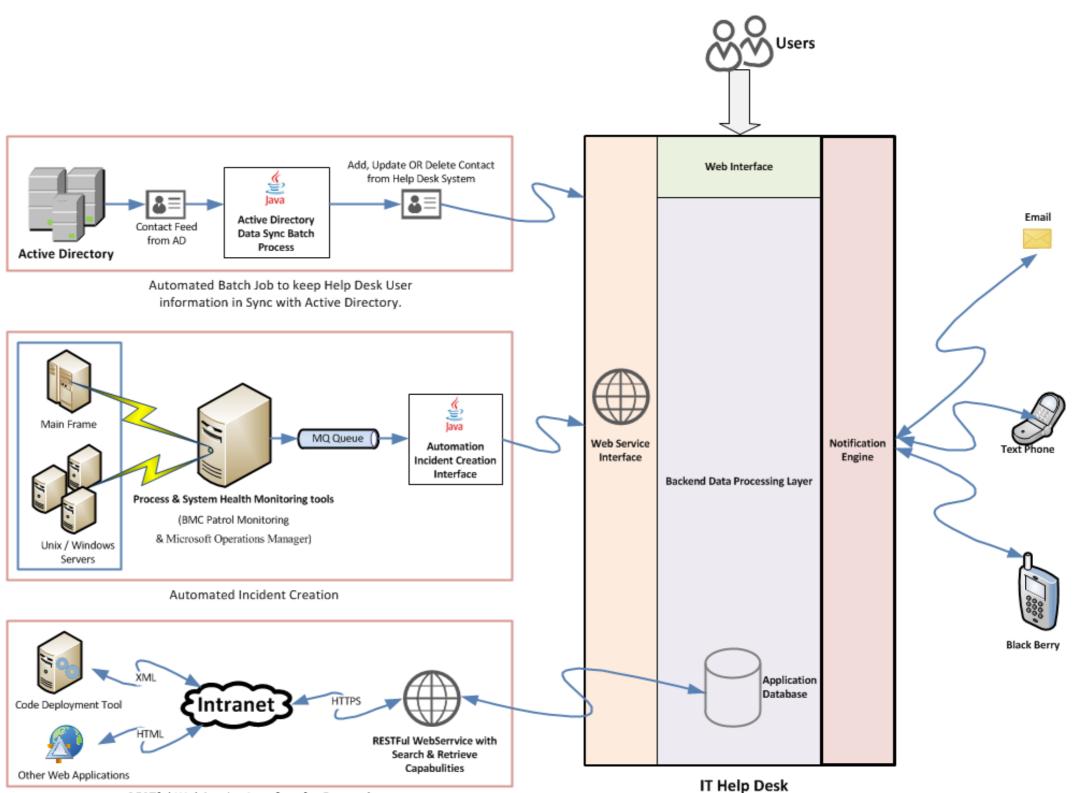# Help Desk Integration for a Large Multinational Bank

Dawn Technologies worked closely with one of the largest multinational bank in designing and developing middle ware components to integrate their existing IT Help Desk Application with the banks other enterprise systems. These integrations helped our client in automating many manual processes and get better leverage out of their current infrastructure. Below are few highlights

- Integration with Active Directory to automate Creation, Update & Deletion of Users in the Help Desk application. This ensures all user data and access privileges are kept up to date on a daily basis.

- Automated Incident Creation enables existing monitoring tools like BMC Patrol, Control-M & Microsoft Operation Manager to automatically Open Incidents when a Job Abends OR Process goes down OR A Server becomes Resource constrained due to unexpected load. This alerts the Support teams immediately reducing time to respond and there by enabling higher availability of critical enterprise services.

- There are several Enterprise applications that needs access to data stored in the IT Help Desk system. So a new RESTful WebService Interface was built to enable external applications to access this information. As an example , we were successful in integrating the Enterprise Code Deployment tool to the Help Desk Application VIA this new Webserice interface. This enables the deployment tool to check if the Change Order associated wit this Code Package is approved. The Code push will abend if the Change Order is not in Approved Status.

Automated Batch Job to keep Help Desk User information in Sync with Active Directory.

Automated Incident Creation

RESTful WebService Interface for External Application Integration with Help Desk