

Products for Action Request Systems (ARS)

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1. Consulting

We'd like to help you out in your ARSystem projects in the following areas:

- (Sub-)Project Management
- Process Consulting for ITIL processes (specifically incident, problem, change, config and inventory management)
- ARSystem-API development
- CMDB: Design of class hierarchies, extending existing models, integration with external systems, monitoring production systems
- Managing instances of ARSystem: Monitoring tools, integration in your system management environment

2. Software Tools

During our projects, we have developed a couple of tools, that can ease your daily life and save tons of time.

2.1. Development

- We support your development team with our [automated test environment: ERTTest](#).
- translateViews: When you have to manage a multi language ARSystem application, our tool will help you by copying a master view to target views, translating fields and buttons on the fly. Currently we support German and English.

2.2. CMDB

The Atrium Configuration Management Database (CMDB) can be very complex. Our tools can help, to master this complexity.

- cmdb2asset: When you need to create your AST views for your own classes and run into problems with cmdb2asset, ask us. Our tool will read your template and then generate a 1:1 copy, extending this view by class specific attributes.
- cmdbhealth: This tool checks your cmdb according to criteria that we found useful in our projects to ensure CMDB is working properly.
- cmdb2uml: This tool takes a class hierarchy from your CMDB and exports it to UML modelling tools (e.g. Enterprise Architect, ArgoUML etc.).

2.3. Other

- When you want to ensure a professional and active management of your ARSystem, take [the system management tool: ER SysMan](#).

- entry@url: When you need access to your ARSystem data from a portal, this tool provides a REST-ful access.

2.4. Visualization of ARSystem code

In addition, we have developed some tools to bring more [transparency into your ARSystem applications](#).