Helix IT Service Management Adapter

Adapters · https://2yetis.net/docs/helix-it-service-management-adapter/

The helix ITSM adapter allows you to create records in any remedy form. The major use case for this is to create Incidents in remedy, but you can configure the adapter to your specific needs.

Configuration

Parameter	Type	Default	Description
username	string	n/a	The username used to connect to Helix ITSM / Remedy
password	string	n/a	The password used to connect to Helix ITSM / Remedy
form	string	HPD:IncidentInterface_Create	The form into which the data is going to be inserted
attributes	List of string		A list of attributes used to insert data into the configured form

Example:

```
- driver: "net.the2yetis.uvuyo.integration.helixItsm.HelixItsmEventAdapter"
  id: "helixItsmEventAdapter"
  name: "ITSM"
  dispatcherId: "fake2helix"
  active: true
  ruleModules: ["log","uvuyo2HelixItsm"]
  url: https://aena-dev-restapi.onbmc.com
  jwtRefreshInterval: 300
  username: "activationuser"
  password: "12n1V2N5s@22"
  form: "HPD:IncidentInterface_Create"
  attributes:
  - "First_Name"
  - "Last_Name"
  - "Description"
  - "Impact"
```

```
- "Urgency"
- "Status"
- "Service_Type"
- "Reported Source"
- "Created_By"
- "Assigned Group"
- "Assigned Support Organization"
- "Assigned Support Company"
```