



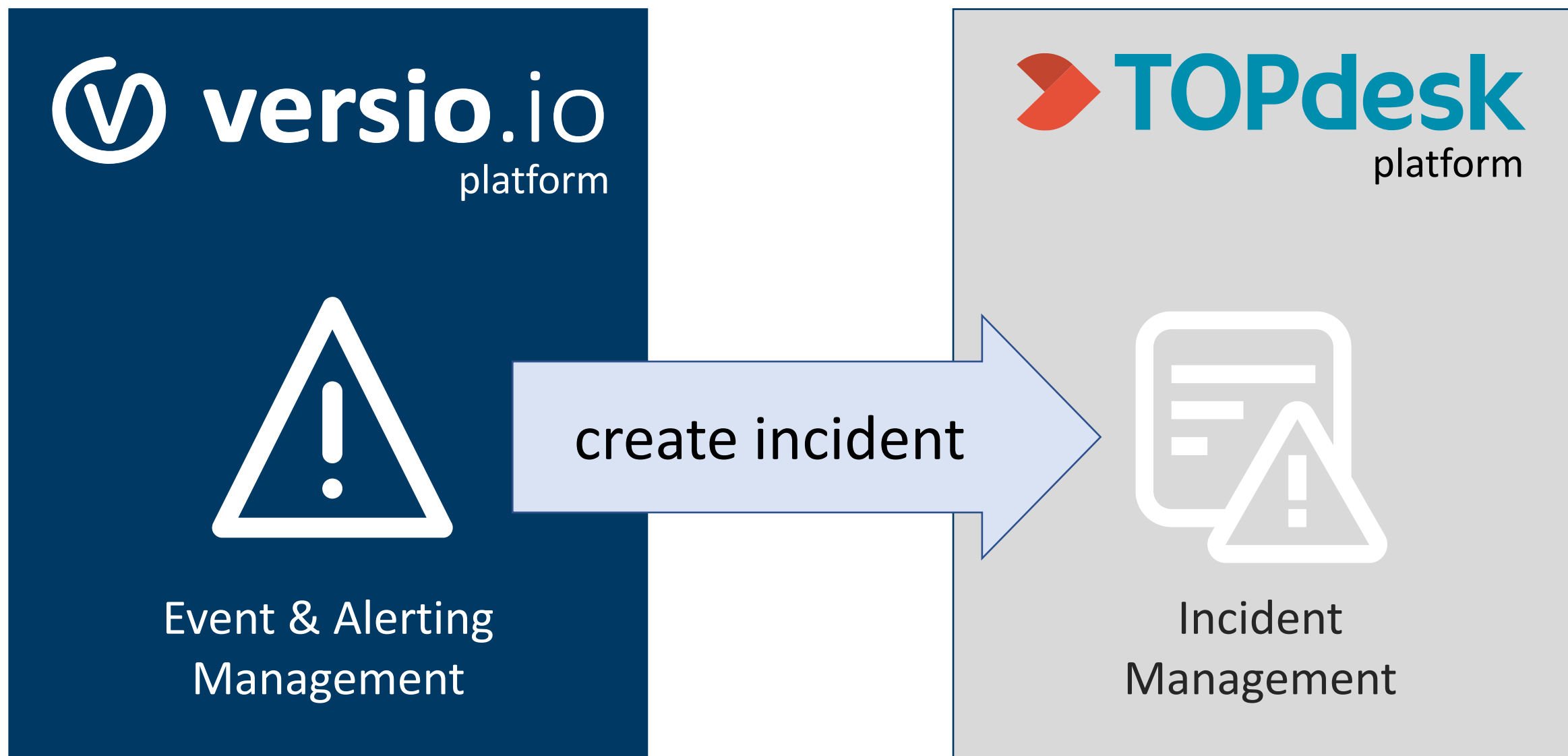
**Versio.io alerting
supports the creation
of TOPdesk incidents**

TOPdesk incident integration

The simple and seamless integration of various DevSecOps & ITSM solutions into the existing application landscape is a key criterion for vendor selection.

TOPdesk incident integration

Create TOPdesk incidents based on Versio.io events

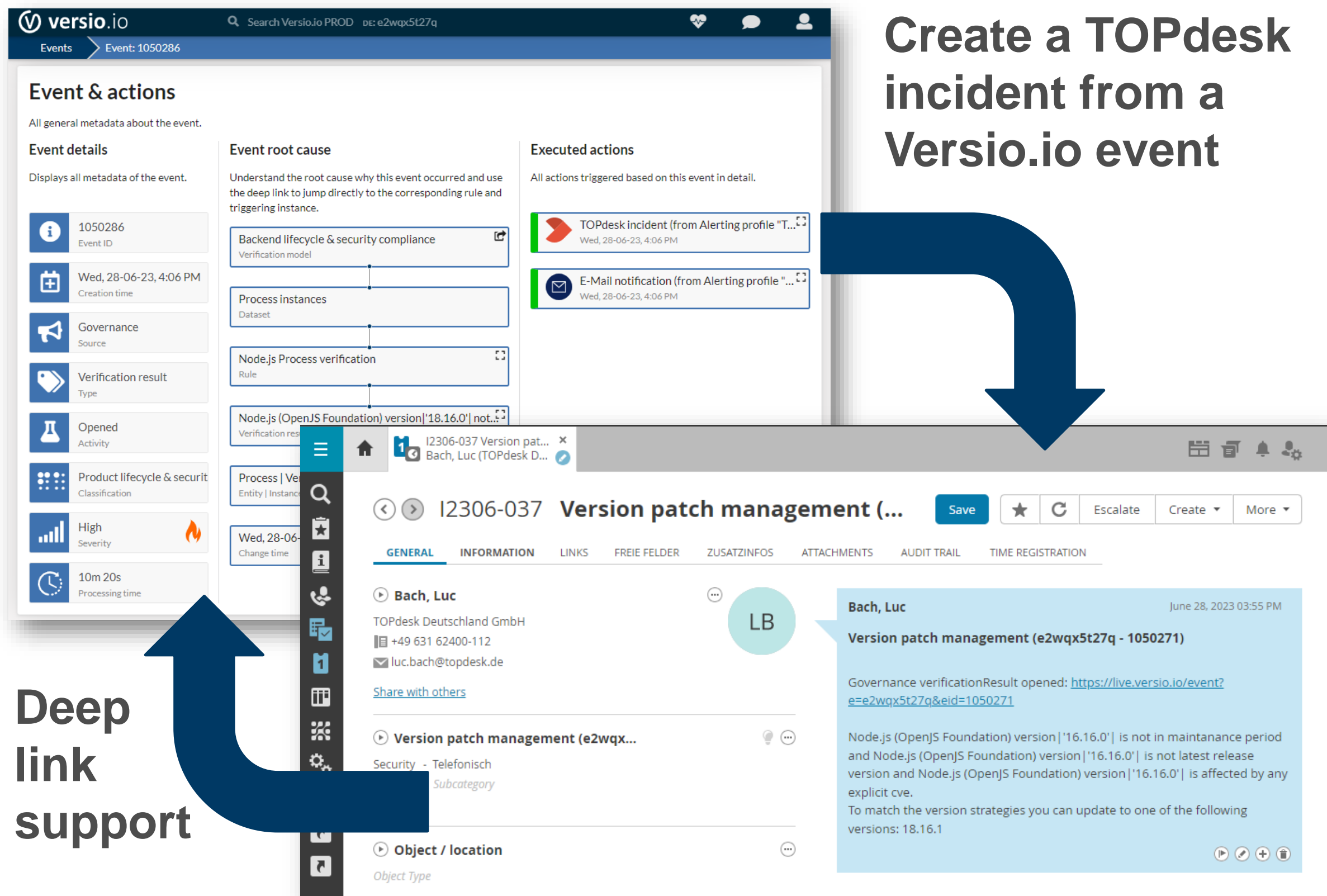


Event types:

- Out-of-date software products
- Identified IT security vulnerabilities
- Unsecure configuration
- Violations of naming conventions
- IT governance violations

Portfolio Versio.io

TOPdesk incident integration



The image shows a workflow for creating a TOPdesk incident from a Versio.io event. On the left, the Versio.io interface displays an event (ID: 1050286) with details such as creation time (Wed, 28-06-23, 4:06 PM) and severity (High). The event root cause is identified as 'Node.js (OpenJS Foundation) version |'18.16.0'| not...'. Executed actions include 'TOPdesk incident (from Alerting profile "T..."' and 'E-Mail notification (from Alerting profile "...'. A large blue arrow points from the Versio.io event page to the TOPdesk incident page on the right. The TOPdesk incident page shows a ticket titled 'I2306-037 Version patch management (...)' with a description: 'Governance verificationResult opened: <https://live.versio.io/event?e=e2wqx5t27q&eid=1050271>'. The description also states: 'Node.js (OpenJS Foundation) version |'16.16.0'| is not in maintenance period and Node.js (OpenJS Foundation) version |'16.16.0'| is not latest release version and Node.js (OpenJS Foundation) version |'16.16.0'| is affected by any explicit cve. To match the version strategies you can update to one of the following versions: 18.16.1'. A second blue arrow points from the Versio.io interface to the text 'Deep link support'.

Create a TOPdesk incident from a Versio.io event

Deep link support

TOPdesk incident integration

Easy setup customer specific TOPdesk integration

Type ▾

TOPdesk incident

TOPdesk server URL
europe-demo-145.topdesk.net

Caller E-Mail
luc.bach@topdesk.de

Status
First line ▾

Entry
Versio.io

Incident type
Governance

Credential (username + Application password)
TOPdesk API ✕