

CA Clarity™ Project & Portfolio Manager

CA Clarity Service Connect Product Guide
v2.0.00



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CA Product References

This document references the following CA products:

- CA Clarity Service Connect

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Chapter 1: CA Clarity Service Connect Overview

This section contains the following topics:

[About CA Clarity Service Connect](#) (see page 7)

[How the Incident Process Flow Works](#) (see page 7)

[CA Clarity PPM Remedy Administrator User](#) (see page 8)

[CA Clarity PPM Remedy Administrator Access Rights](#) (see page 8)

About CA Clarity Service Connect

CA Clarity Service Connect is an add-in you can use to connect CA Clarity PPM with BMC Remedy Service Desk (Remedy). The primary objective of this add-in is to transfer cases from a Remedy server to a CA Clarity PPM server as incidents where they can be costed with effort charged back to the customer, or transformed into tasks and projects, if necessary.

Transfer cases from Remedy into CA Clarity PPM to:

- Track internal service requests. CA Clarity PPM can help you understand how those requests impact IT resources and the investments supported by those resources.
- Track and predict the incident-related costs of investments and projects managed in CA Clarity PPM.
- Monitor investment health by tracking the volume and severity of incidents.
- Manage the allocation and assignment of resources that work on unplanned incidents.
- Convert incidents into planned project work in CA Clarity PPM.
- Use one system to track the time and effort associated with IT resources, regardless if it is an incident or project work.

How the Incident Process Flow Works

The following process describes the flow of an incident through the default lifecycle:

1. The requestor submits a request in Remedy. The request becomes a Help Desk case and is routed to the appropriate assignee.

2. The assignee works on the case in Remedy and updates the record with information that is discovered during the troubleshooting process. When complete, the assignee sets the case status to "Closed".

See the BMC Remedy Service Desk documentation for more information on how to work on Remedy cases.

3. [The Execute Process job is scheduled to run.](#) (see page 27)
4. The incident manager opens and views the incidents in CA Clarity PPM, where they can be charged back to the customer, or otherwise have costs associated with them.

See the *Demand Management User Guide* for more information.

CA Clarity PPM Remedy Administrator User

The Remedy Administrator is a new CA Clarity PPM user included with and used by the CA Clarity Service Connect add-in. This user is included with the Remedy Admin User role. Any CA Clarity PPM user can be granted the appropriate rights to fill this role.

The Remedy Admin User role includes the following attributes:

First Name

The first name of the Remedy Administrator user.

Default: Remedy

Last Name

The last name of the Remedy Administrator user.

Default: Administrator

Full Name

The full name of the Remedy Administrator user.

Default: Remedy Administrator

Login Name

The login name of the Remedy Administrator user.

Default: remedyadmin

Email Address

The email address of the Remedy Admin user used by the process to send administrative messages.

CA Clarity PPM Remedy Administrator Access Rights

The CA Clarity PPM Remedy Administrator access right includes:

- Access to process administration with read/write access to the Default Remedy Clarity Integration Process.
- Access to the processes page to start new instances of the Default Remedy Clarity Integration Process.
- Access to the reports and jobs page with ability to schedule a process using the Execute Process job function.
- Access to the incidents page and the ability to work with any Incidents assigned by the process.

Chapter 2: Setup and Installation

This section contains the following topics:

[How to Set up the CA Clarity Service Connect Add-in](#) (see page 11)

[How to Set up Remedy for Connection to CA Clarity PPM](#) (see page 11)

[Install the CA Clarity Service Connect Add-in](#) (see page 15)

[The Default Remedy Clarity Integration Process](#) (see page 22)

How to Set up the CA Clarity Service Connect Add-in

The following steps describe the overall process of setting up the CA Clarity Service Connect add-in:

1. [Set up Remedy](#) (see page 11).
2. [Install the add-in](#) (see page 15).
3. [Configure the process](#) (see page 23).
4. [Run the process or schedule the process to run on a schedule](#) (see page 27).

How to Set up Remedy for Connection to CA Clarity PPM

You must install Remedy on top of the basic BMC Remedy Action Request system. CA Clarity PPM connects with Remedy using Web Services, which means that you must also install the Remedy Mid-Tier application.

See the Remedy documentation for more information on BMC Remedy Action Request and the Mid-Tier application.

Use the following process to set up Remedy for connection to CA Clarity PPM:

1. [Create a new Remedy Web Service query operation](#) (see page 11).
2. [Define the required query filter criteria](#) (see page 12).
3. [Select the data fields returned by Remedy Web Service](#) (see page 13).

Create New Remedy Web Service Query Operations

Remedy includes some default Web Services. However, these are basic services meant to be configured to include the filter criteria and data required by the client application.

For example, CA Clarity PPM must filter using Remedy's Status field, which is not possible using stock Remedy Web Services. To accomplish the task of filtering, create a new Web Service query operation that can take a generic filter argument, and output all the fields required by CA Clarity PPM.

Follow these steps:

1. Open the Remedy Administrator.
2. In the object tree, click the Web Services node.
3. Double-click HelpDesk_Query_Service.
4. Under Operations, click New.
5. Complete the following fields:

Name

Enter GetFilteredList.

Type

Select Get.

6. When prompted to map object changes, select Replace current mappings.

Define the Web Service Query Filter Criteria

Follow these steps:

1. Open the Remedy Administrator.
2. Click Input Mapping.
3. On the right panel, click on the root node, select New, and then Element.
A new node called element appears.
4. Click the element node.
The node opens.
5. In the Name field, enter Filter.
6. Look in the Object Properties window to make sure that the data type for this element is string (the default value).
7. Right-click the Case_ID element and select Cut to remove it.
8. Click OK.

The input mapping window opens.

9. On the Operations List, define the following field:

Qualification

Enter XPATH(/ROOT/Filter), where XPATH(/ROOT/Filter) is a fully dynamic qualification filter that allows the service client (CA Clarity PPM) to filter on any field.

Select the Data Fields Returned by Remedy Web Service

Follow these steps:

1. In the Remedy Administrator, click Output Mapping.
2. On the right panel, under ROOT, create the following elements:

Estimated_Total_Time

Type: int

Mapped to (left panel): Estimated Total Time

3. Continue to create the following additional elements:

Total_Time_Spent

The element on right panel.

Type: int

Mapped to (left panel): Total Time Spent

Resolved_Time

The element on right panel.

Type: dateTime

Mapped to (left panel): Resolved Time

Request_Impact

The element on right panel.

Type: string

Mapped to (left panel): Request Impact

Modified_Time

The element on right panel.

Type: dateTime

Mapped to (left panel): Modified Time

4. Click Map.

The elements are linked.

5. Click OK.
6. Save the changes.

The Web Service is now ready for CA Clarity PPM.

rem:timestamp - Generating Remedy Web Service Time Values

Remedy Web Service takes some data in its own format; use the rem:timestamp tag to simplify date conversions.

mode

Required. This can be "DATE_TO_LONG" or "FORMAT_TIMEZONE".

In Remedy, when a date, including time, is to be used as a query condition, instead of: `date > to_date("2005-01-2 12:23:12")`

Remedy uses: `date > 10234420304`

This provides the number of seconds since midnight of Jan. 1st, 1970. Use `mode="DATE_TO_LONG"` to get a number that is based upon a date.

In Remedy, when a date is obtained from a web service, it exists in the following format: `2005-04-01T13:44:12-08:00`, where `"-08:00"` at the end specifies the time zone and can only be understood by `SimpleDateFormat` (which is used in the `<gel:parseDate>` tag). Use `mode="FORMAT_TIMEZONE"` to generate a date string that is understandable by `<gel:parseDate>`.

Type: String

var

Required. The variable referred by this name contains the result:

- If `mode="DATE_TO_LONG"`, it is a Long.
- If `mode="FORMAT_TIMEZONE"`, it is a string.

Type: String

value

Required. The value to be converted:

- If `mode="DATE_TO_LONG"`, it is a date.
- If `mode="FORMAT_TIMEZONE"`, it is a string.

Type: Expression

Example

```
<rem:timestamp var="LastRemedyIncidentTime1" value="{LastRemedyIncidentTime}"
mode="FORMAT_TIMEZONE"/>
    <gel:parseDate dateVar="RDate" stringVar="LastRemedyIncidentTime1"
format="yyyy-MM-dd'T'HH:mm:ssZ"/>
    <rem:timestamp var="RemedyTime" value="{RDate}" mode="DATE_TO_LONG"/>
```

Install the CA Clarity Service Connect Add-in

This section describes the steps for installing the CA Clarity Service Connect add-in.

Installation Prerequisites

Before installing the add-in, read the following requirements for new and existing customers:

- New CA Clarity PPM customers. You must have CA Clarity r8.1.0 or CA Clarity PPM v12.0.0 installed before installing the add-in.
- Existing CA Clarity PPM customers. You must have CA Clarity PPM r8.1.0 installed. If not, you must upgrade to CA Clarity r8.1.0 or CA Clarity PPM v12.0.0 before you download and install the add-in.

See the *Installation Guide* for more information.

How to Install Add-Ins

This section describes the steps required to install add-ins from a .jar file so that the content is available to users. Complete the steps on your CA Clarity application server. Before installing an add-in, verify that the relevant CA Clarity PPM version is installed.

Important! If you upgrade from a previous version of the add-in, verify the compatibility chart in the add-in release notes to see if an upgrade for the add-in is required, or is optional.

The following process details how to install add-ins on your CA Clarity PPM server:

1. [Download the .iso image file](#) (see page 16).
2. [Extract the .jar file](#) (see page 17).
3. [Stop the services](#) (see page 17).
4. [Install the add-in](#) (see page 18).
5. [Start the services](#) (see page 19).

6. [Apply the add-in](#) (see page 20).

Perform the step if the add-in is installed, or CA Clarity PPM view is modified by installing the add-in.

Download the .iso Image File

All add-ins are .iso image files. The .iso image file includes a .jar file. The .jar file contains the files to install the add-in. The installer updates the existing CA Clarity PPM installation with the newly downloaded files.

To download the .iso image file, go to support.ca.com and download the .iso image to your computer, or an accessible network location.

Mount .iso Image Files Using Unix

On UNIX platforms, use the .iso image file directly through the DVD emulation provided with some of the operating environment DVD device drivers. For Linux systems, you can use the .iso image by mounting it on the .iso file system driver.

To mount the .iso image file using Unix, open a command prompt and issue a command similar to the following:

```
mount -t .iso9660 -o ro,loop,dev filename.iso /mnt/CAcd
```

The command mounts the .iso image file (filename.iso) at the /mnt/CAcd mount point. Hence, the DVD contents are accessible through the /mnt/CAcd directory.

Write .iso Image Files to DVDs

The .iso image files are DVD images containing exact binary copies of the original DVDs. Depending on the operating environment, you can use the files to create product DVDs, or you can use them in their original format.

A DVD writer and mastering software are required to recreate product DVDs. Most DVD authoring applications accept a preformatted .iso image file and write the contents of the ISO image to a DVD. This step generates an exact copy of the product DVD.

See the documentation on your DVD writer for more information about how to write .iso image files to DVDs.

Note: Neither Windows nor WinZip recognizes the .iso file format. To access the installation files in Windows, create a DVD with the .iso image file using a DVD Writer. Or, use a third-party software program like IsoBuster or Undisker as an .iso image file extractor. If you prefer not to create a DVD, use an .iso extractor program to extract .iso image files to a local file system.

Extract the .jar File

Once you access the .iso image file, extract the .jar file to a temporary directory location on the CA Clarity application server to complete the installation process.

The .jar file includes the following files:

install.sh

The UNIX installation script.

install.bat

The Windows installation script.

install.xml

The Ant installation script.

package

The directory of updated files.

tools

The directory of supporting files.

Follow these steps:

1. Open a command prompt, and issue the following command:

```
jar -xvf <filename>
```

The command extracts the contents of the .jar file to the same location where the .jar file resides.

2. For a UNIX environment, issue the following command:

```
chmod +x install.sh
```

This grants execution privileges for the install script.

Stop the Services

Before applying the add-ins, stop the CA Clarity Application (app) and CA Clarity Background (bg) services. Restart them from Clarity System Administration after having applied the add-in to CA Clarity PPM.

The following sections explain how to stop the services in different server configurations.

Important! If deployed on the server, do not stop the Clarity System Administration (nsa), the Database (db), the Beacon, and the Reports (reports) services.

Stop Services Using Apache Tomcat

Do the following to stop the CA Clarity Application (app) service and CA Clarity Background (bg) services that use Apache Tomcat as your CA Clarity application server.

Follow these steps:

1. Log in to CA Clarity System Administration.
2. Open Home, and click All Services.
3. Select the CA Clarity Application (app) and the CA Clarity Background (bg) service check boxes.
4. Click Stop.

Stop Services Using Oracle WebLogic/IBM WebSphere

Do the following to stop the application and background services in a configuration that uses the Oracle WebLogic, or IBM WebSphere as your CA Clarity application server.

Follow these steps:

1. Log in to CA Clarity System Administration.
2. Open Home, and click All Services.
3. Select the CA Clarity Application (app), and the CA Clarity Background (bg) check boxes.
4. Click Stop.
5. Stop CA Clarity System Administration and applications using the application server administration console.

See the J2EE vendor documentation for more information.

Install the Add-In

The following procedure installs the updates to objects, reports, and the database.

Important! Back up your CA Clarity PPM installation before installing this add-in so that you can restore the application to the prior version, if necessary. When you install an add-in, you can overwrite your customized views for out-of-the-box CA Clarity PPM objects, such as projects. If your organization has customized views, consider installing in a test environment before installing this add-in into your production environment. Once you have installed the add-in, you cannot uninstall it.

Follow these steps:

1. Open a Command Prompt window at the directory location where you extracted the .jar files, and issue the following command:
`install`
2. Press Enter.
The installation process begins.
3. Follow the on-screen directions to complete the add-in installation.

Start the Services

Stop the CA Clarity Application (app) and CA Clarity Background (bg) services before applying the add-in. Restart them after applying the add-in. Use CA Clarity System Administration to stop the application.

The following sections explain how to start the services in different server configurations.

Start Services Using Apache Tomcat (Single Server)

Do the following to start the CA Clarity Application (app) and CA Clarity Background (bg) services. The configuration of the services uses the Apache Tomcat as your CA Clarity application server. Also, all the services require to run on a single server.

Follow these steps:

1. Log in to CA Clarity System Administration.
2. Open Home, and click All Services.
3. Select the CA Clarity Application (app) and the CA Clarity Background (bg) service check boxes.
4. Click Start.

Start Services Using Apache Tomcat (Multiple Servers)

Do the following to start the CA Clarity Application (app) and CA Clarity Background (bg) services. The configuration of the services uses Apache Tomcat as your CA Clarity application server. All the services require distributing across multiple servers.

Follow these steps:

1. Log in to CA Clarity System Administration.
2. Open Home and click All Services.

3. Turn off any remote app and bg services.
4. Open the Distribution menu, and click Distribute All.
5. Select remote servers and click Distribute. Wait until the distribution is complete.
6. Open Home, and click All Services.
7. Select the CA Clarity Application (app) and CA Clarity Background (bg) service check boxes, and click Start.

Start Services Using Oracle WebLogic/IBM WebSphere

Do the following to start the CA Clarity Application (app) and CA Clarity Background (bg) services. The configuration of the services uses Oracle WebLogic, or IBM WebSphere as your CA Clarity application server.

Follow these steps:

1. Log in to CA Clarity System Administration.
2. Open the Installation menu, and click Install and Upgrade.
The install and upgrade database page appears.
3. Click Package Application Ear.
4. Click Create Package.
The application creates a package and the niku.ear.
5. Deploy the (niku.ear) package using the J2EE application server administration console.

Apply the Add-In

You can review changes to installed add-in items and review new add-in items using the details page for an add-in. The details page is available from the add-in page in Studio. If you have configured views when you install the add-in, the configurations remain and are not overwritten. You can decide which views to apply. If you are upgrading to the current add-in version, use the page to select new or modified items and apply them. Applying a view overwrites the configuration of the view.

Note: When you apply content from the add-in page, the access rights of your CA Clarity PPM system administrator user (admin) are used to install the content. Before using the add-in page to install content, grant or verify that the admin user has the appropriate Edit access rights for the type of content you are applying. For example, if you are applying project-based portlets, verify that the admin user has the Project - Edit Management – All access right.

This page lists all of the items that are included with the add-in. The following columns display on the page:

Status

Indicates if the add-in item is applied or not in CA Clarity PPM.

Values:

- Not Installed. New items that are new to the add-in version or that you did not apply from a previous add-in version.
- Upgrade Ready. Modified items that you applied from a previous add-in version and then configured. An update to the item is included in the current add-in version.

Important! Consider the configurations you have made to items before applying them. Applying modified items overwrites your configurations.

- Installed. Items that are installed.

Type

Indicates the item type.

Values: Object, Lookup, Tab, Query, Portlet, Page, Custom View, Group, Menu, Project, Process, Role, and Report/Job

ID

Displays the add-in item code, which is the identifier of the applied add-in item.

Follow these steps:

1. Log in to CA Clarity PPM.
2. Open Administration, and from Studio, click Add-ins.

The add-ins page appears.

3. Click the name of the add-in to apply items.

The details page for the add-in appears.

4. Review the items in the list and select for applying.

Note: By default, when you upgrade to the current add-in version, the items that are new or modified are selected.

5. (Upgrade Only) For all active process instances with the "Upgrade Ready" status, cancel and delete the process instance.

Contact your CA Clarity PPM administrator or see the *Administration Guide* for more information.

6. Click Apply.

Note: If a selected item has dependencies on other items, the dependencies are also updated.

A list of updated items displays on the confirmation or install page.

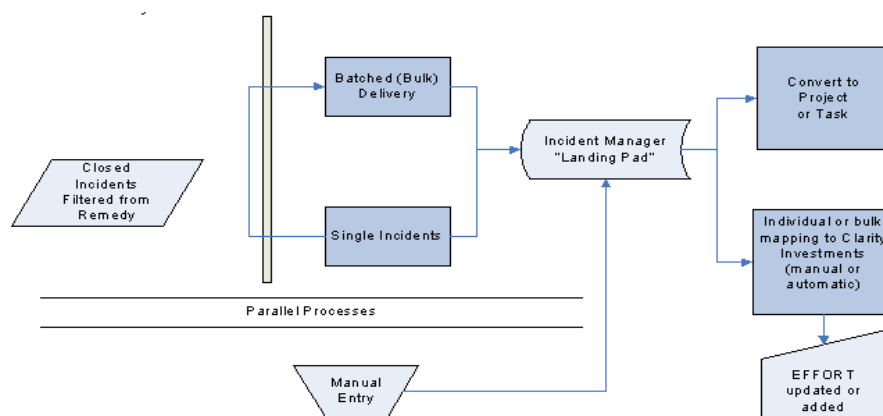
7. Click Yes.

If a user has previously changed an item listed on the confirmation or install page, publish the item before displaying the update to the users.

See the *Studio Developer's Guide* for more information.

The Default Remedy Clarity Integration Process

The Default Remedy Clarity Integration Process is included with this add-in. This process is built on the philosophy that you do your work in one place (that is, Remedy) and cost it in another (that is, CA Clarity PPM).



This process transfers cases from Remedy into CA Clarity PPM as incidents only after the assignee changes the case status to "Closed". If the assignee subsequently changes the case, you can run the process to transfer cases to CA Clarity PPM again. However, once a case is transferred to CA Clarity PPM, effort or changes you make to the case in Remedy are not tracked in CA Clarity PPM.

Fault Handling During Connection

You can incur errors during the connection and transfer of cases from Remedy to CA Clarity PPM incidents. The following is a list of possible errors and how the Default Remedy Clarity Integration Process handles them:

- The Remedy resource attached to the incoming case does not exist in CA Clarity PPM.

Handling: The incident is created and assigned to the Remedy Admin user. A message is logged in the process context. All such messages are mailed in a single batch to the Remedy Administrator.

- The Remedy category attached to the incoming case does not exist in CA Clarity PPM.

Handling: A new incident category is created with the specified name. A warning message is logged that states that the new category was created.

- Generic incident XOG error.

Handling: The error is logged and the CA Clarity PPM incident is not created or updated.

Configure the Default Remedy Clarity Integration Process

This Default Remedy Clarity Integration Process is designed to be useful and appeal to the widest possible audience. However, your company likely has unique requirements. You can configure this process to meet your company's needs.

You must configure the Default Remedy Clarity Integration Process to operate in your environment. To facilitate custom action process development, you can modify custom action scripts while the process is in Active mode or running.

Note: It is recommended that you save a copy of the process before configuring it so that you can later restore the process settings. To do this, click Save As, enter a different Process Name, ID, and Description for the process copy, and then click Save.

Contact your CA Clarity PPM administrator, or see the *Integration Guide* for more information.

Follow these steps:

1. Open the Administration Tool.
The administration home page appears.
2. Open the Data Administration menu, and click Properties.
The available processes page appears.
3. Click the name for the Default Remedy Clarity Integration Process.
The properties page of process definition appears.
4. From the Properties menu, click Steps.
The process definition page of steps appears.

5. For each step, do the following:

- a. Click the step name.

The step details page of process definition page appears.

- b. In the Actions section, click Edit Custom Script.

- c. Open the Properties menu, and click Custom Script Parameters.

The custom script parameters page appears.

- d. Enter the appropriate values:

Step 1: Get Remedy Cases

RemedyMidTierURL

Defines the URL of the Remedy Mid-Tier application (including protocol, host address and port).

Example: http://remedyweb.bigcorp.com:8080

RemedyHost

Defines the Remedy Action Request System server host address. This is not necessarily the same host used in the Mid-Tier URL.

Example: remedy.bigcorp.com

RemedyUsername

Defines the username used to invoke the Remedy web service for reading Help Desk cases.

RemedyPassword

Defines the password for the Remedy user.

Step 2: Create Incidents

XOGURL

Defines the application URL (including protocol, host address and port).

Example: http://myApp.bigcorp.com

XOGUsername

Defines the user name for invoking the XOG web service for creating incidents.

XOGPassword

Defines the password for the XOG user.

RemedyAdmin

Defines the username of the user performing the Remedy Administrator role.

Example: remedyadmin

Step 3: Send Email

EmailFrom

Defines the email address from which notifications from in the process are sent.

EmailFromName

Defines the name associated with the email address above.

EmailTo

Defines the email address to which notifications from the process are sent.

e. Click Save and Exit.

6. Open the Default Remedy Clarity Integration Process.

The properties page of process definition appears.

7. From the Properties menu, click Validation.

The process validation page appears.

8. Click Validate All and Activate to check for errors and activate the process.

Note: There should be no validation errors in the default process. For any validation errors, address them prior to continuing.

Your changes are saved.

Chapter 3: Import Case Data into CA Clarity PPM

This section contains the following topics:

[Import Case Data](#) (see page 27)

Import Case Data

You can import case data into CA Clarity PPM by scheduling the Default Remedy Clarity Integration Process to run at regular intervals. You can do this manually or by running the *Execute a Process* job in CA Clarity PPM. This job is scheduled in CA Clarity PPM and runs at regular intervals. It downloads and transfers case data from Remedy that have a change in case status to "Closed" since the last transfer and inserts them as incidents into CA Clarity PPM.

Follow these steps:

1. Click the Home icon to return to CA Clarity PPM.
The general page appears.
2. Open the Personal menu, and click Organizer.
The action items page of organizer appears.
3. Click Processes, and then click Available.
The available processes page of organizer appears.
4. Select the check box next to Default Remedy Clarity Integration Process, and click Start.
The process starts.

Appendix A: Field Mappings

The following table show how the fields in Remedy map to CA Clarity PPM using CA Clarity Service Connect add-in:

Remedy Field	Type	CA Clarity PPM Field	Notes
"REMEDY"	string	sourceCode	The external source for the incident; "REMEDY" in this case.
Assignee_Login_Name	string	assignedTo effort/resourceCode	Mapped to user login name.
Case_ID	string	externalId incidentCode	Use the "RMD_" prefix.
Case_Type	string	typeCode	Mappings from Remedy to CA Clarity PPM are: <ul style="list-style-type: none">■ Incident == INCIDENT■ Question == SERVICE_REQUEST■ Request == SERVICE_REQUEST■ Problem == INCIDENT
Category	string	categoryCode	
Create_Time	dateTime	startDate	
Description	string	description	
Estimated_Total_Time	int	estimatedEffort	Expressed in minutes.
Request_Impact	string	impactCode	Mappings from Remedy to CA Clarity PPM are: <ul style="list-style-type: none">■ Low == 1■ Medium == 2■ High == 3
Modified_Time	dateTime	effort/transactionDate	This is also used by the integration script.

Remedy Field	Type	CA Clarity PPM Field	Notes
Priority	string	priorityCode	Mappings from Remedy to CA Clarity PPM are: <ul style="list-style-type: none"> ■ Low == 1 ■ Medium == 2 ■ High == 3 ■ Urgent == 3
Request_Impact	string	impactCode	Mappings from Remedy to CA Clarity PPM are: <ul style="list-style-type: none"> ■ Low == 1 ■ Medium == 2 ■ High == 3
Request_Urgency	string	urgencyCode	Mappings from Remedy to CA Clarity PPM are: <ul style="list-style-type: none"> ■ Low == 1 ■ Medium == 2 ■ High == 3 ■ Urgent == 3
Requester_Login_Name	string	reportedBy	Mapped to user login name.
Resolved_Time	dateTime	resolution_Date	
Status	string	statusCode	Mappings from Remedy to CA Clarity PPM are: <ul style="list-style-type: none"> ■ New == NEW ■ Assigned == ASSIGNED ■ Work In Progress == WORK_IN_PROGRESS ■ Pending == ON_HOLD ■ Resolved == RESOLVED ■ Closed == CLOSED
Summary	string	subject	

Remedy Field	Type	CA Clarity PPM Field	Notes
Total_Time_Spent	int	effort/quantity	Quantity is expressed in hours (Total_Time_Spent / 60 = quantity) The first time that Total Time Spent is passed to CA Clarity PPM, it is sent as a financial transaction effort. When values change for that field in Remedy, they are not imported into CA Clarity PPM when this process executes again.

The following table shows the mapping between Remedy and CA Clarity PPM to the source object:

Remedy Field	CA Clarity PPM Field	Source Object
Time	Effort	Financial Transactions
Category	Category Code	Incident (references Incident Category)
Type	Type	Incident
Item	External ID	Incident
Summary	Subject /Short Description	Incident
Status	Status	Incident
Priority	Priority	Incident
Resolution	Note	Notes
Contact	Name	Resource
Email	Email	Resource Contact
Assigned To	Assigned To	Incident (references Resource)
Elapsed Time	not applicable	not applicable
Request ID	Tracking ID	Incident
Date Opened	Start Date	Incident
Resolution Date	Resolution Date	Incident
not applicable	Expected Resolution Date	Incident