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CLOUDWINKS · OPERATIONS & WORKFORCE

RapidResolve

Technical brief

RapidResolve is the IT service management and IT operations app: tickets, infrastructure monitoring, service levels, a knowledge base, a configuration inventory and automation rules.

1. Architecture in brief

RapidResolve is a company-owned app. It keeps the ITSM records: tickets, infrastructure monitoring results, service-level tracking, the knowledge base, the configuration inventory (CMDB) and automation rules. The work of a ticket is a TaskMaster task.

2. Service boundary and intake

A ticket is opened in RapidResolve and its work is carried as a TaskMaster task. The configuration inventory points at the asset application, which is the asset system of record, rather than keeping its own asset list.

3. Data handled

Tickets, monitoring results, service-level targets and measurements, knowledge articles, configuration items and automation rules.

4. Integrations and ownership

TaskMaster carries ticket work. The asset application is the system of record that configuration items point to. Workflow and notices go through the shared workflow and communications applications, TheBoss and BigTalk. Crux provides people and companies.

5. Security and access

Sign-in, roles and permissions come from KeyKook, and people and companies come from Crux. Each record belongs to a company, and other companies cannot see it. Any record shown through another app, a portal or a combined view still passes that app’s permission check, and money, security and company-account work always runs on the server.

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