



# Trusted Runtime Truth: The Foundation for HaloITSM's AI

Trusted RunTime Truth - What AI needs to act on your infrastructure safely.

HaloITSM is trusted by 100,000+ users across 75+ countries — ITIL-aligned, all-inclusive, and built to standardize service delivery at scale. Every AI-driven capability it delivers depends on the accuracy of the configuration and service context behind each ticket, workflow, and decision. That is precisely what Virima's Trusted Runtime Truth provides — an authoritative, discovery-sourced, contextual CI layer that gives HaloITSM's AI the ground truth it needs to move from good predictions to defensible decisions.

## VIRIMA'S THREE PILLARS OF RUNTIME TRUTH

### Discover with Authority

Find every asset, track every attribute, flag stale records before they compound, resolve source conflicts automatically — so the data your AI agents rely on is not just a record of what was — but a reflection of what is.

# AI/ML

Discovery-driven accuracy, always current

### Understand in Context

Connect assets to services, dependencies, ownership, history, vulnerabilities, and blast radius. Move the conversation from visibility to live, actionable intelligence — the kind that drives real decisions and defensible actions.

# 360°

Blast radius visibility before every change

### Govern Every Action

Make trust visible. Explainability, change approval workflows, role-based access controls, secure discovery, and auditability — so every human and AI action is backed by verifiable, explainable discovery data.

# 100%

Accountability

## FEATURED HALOITSM CAPABILITIES

### AI Triage & Case Clustering

Automatically groups related tickets, prioritizes by service impact using sentiment and historical data, and generates case summaries — so agents spend time resolving, not triaging.

### Change Control

Standardize, approve, and track changes through ITIL-aligned workflows with automated risk assessments. The quality of every risk assessment depends on what the CMDB says about dependencies.

### Knowledge Discovery (RAG)

Retrieval Augmented Generation across internal and external knowledge sources — surfacing the right answer at the right moment for agents and end users alike.

# HOW VIRIMA POWERS HALOITSM

## Hybrid IT Discovery

Agent and agentless multi-protocol discovery across on-prem, cloud, and hybrid estates. Attribute-level authority with full source traceability and conflict resolution.

## Automated CMDB

Live, reconciled configuration records populated from authoritative multi-source discovery. CMDB health scoring and CI lifecycle tracking from deploy through decommission.

## ViVID™ Service Mapping

Dependency maps that stay current as infrastructure changes. Impact path tracing, blast-radius visibility, and change risk context — so you know what could break before it does.

## ITAM

Hardware and software lifecycle tracking with license compliance, end-of-service alerts, and asset financial visibility. The authoritative asset record AI agents need to govern licenses safely.

## ITOM

Streamline service delivery, change management, and problem management with contextualized visibility across your IT environment.

## Integrations & Connectors

Bi-directional HaloITSM integration plus dozens of cloud and system management connectors— feeding your full stack CMDB with live, governed operational context leveraging tools you already have.

## BETTER TOGETHER — USE CASES

### Change Management with Dependency Visibility

Before any change is approved, ViVID shows the full blast radius — making HaloITSM's risk assessment reflect what's actually deployed.

### AI Triage with Real Service Impact

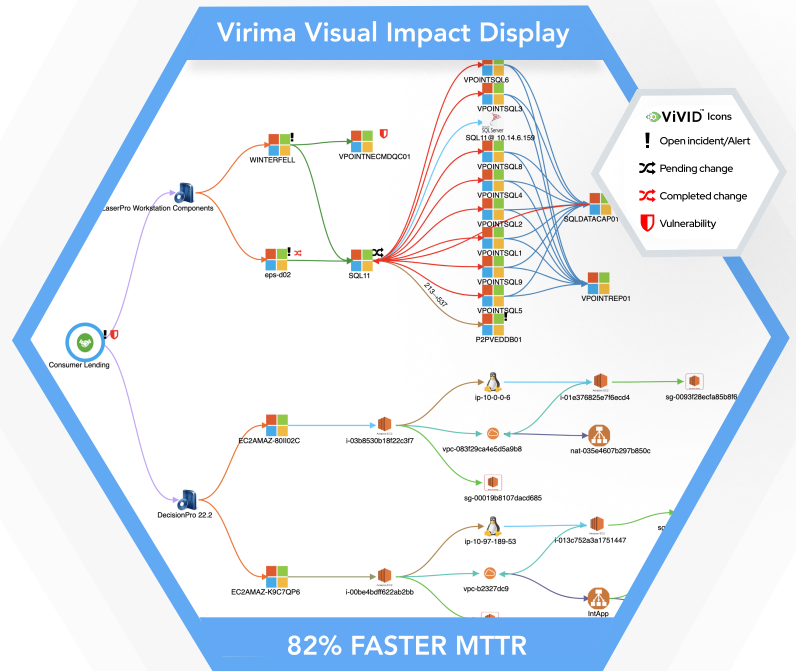
Virima's service maps give HaloITSM's AI the context it needs — so 'high impact' reflects real affected services, not just a ticket category.

### Virtual Agent Backed by CI Truth

Virima's bi-directional sync keeps CI state — owner, services, status — current for every virtual agent interaction.

### CMDB Built for AI, Not Just Audit

Virima populates HaloITSM's CMDB from discovery, not manual imports — so AI triage, the knowledge library, and RAG all reflect actual infrastructure.



## Virima Trusted Runtime Truth: The Foundation for HaloITSM's AI

Try Virima in your HaloITSM environment — first map in under 60 minutes.

