

OpsHub Integration Manager for ServiceNow and Rally



System Type: Customer Relationship Management

System Description: ServiceNow Configuration Automation is an orchestration application that allows IT to manage third-party configuration management automation tools, including Puppet and Chef, through the ServiceNow Service Catalog and Configuration Management Database (CMDB). Configuration automation extensions let IT manage additional tools. The application incorporates ServiceNow Change Management to enforce policies and ensure compliance requirements are met. Together, ServiceNow and configuration management automation tools create a single system of record that drive governed, automated IT infrastructures. For more information, visit <http://www.servicenow.com>

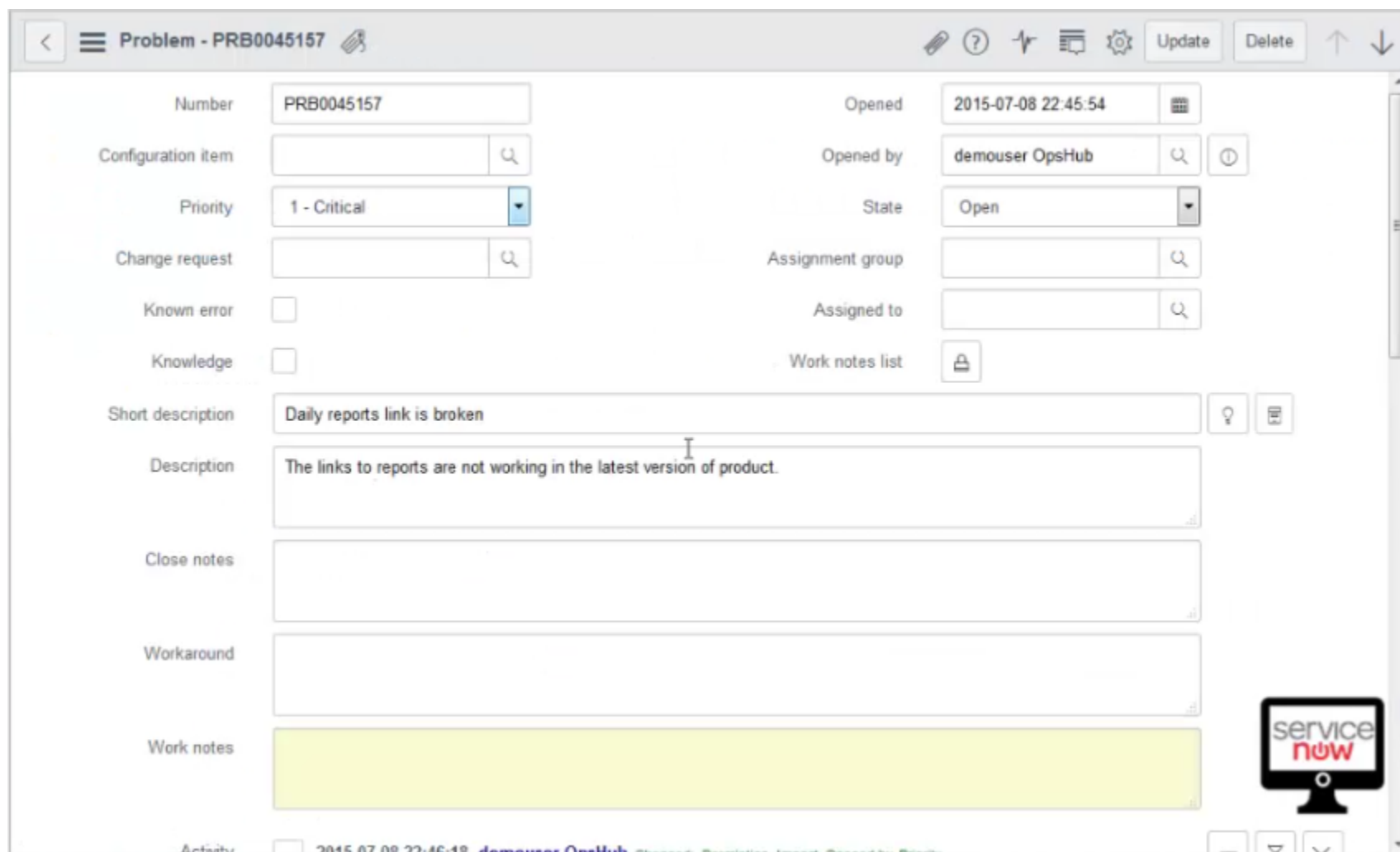
Integration Description: OpsHub Integration Manager (OIM) enables smooth collaboration between teams and to form a virtual bridge of communication between teams, OpsHub provides seamless integration between ServiceNow and Rally enabling organization to have smooth flow of operations between different teams and hence achieve goals and efficiency.

OpsHub supports the synchronization of Incidents, Changes, Problems, Folders and every item from ServiceNow which inherits Task and Knowledge Base entities to all the supported entities in Rally viz., Defects, User Story, Test cases, Test sets, Test Case Result (Only write support), Task. The item synchronization includes the bidirectional synchronization of field data, attachments, comments and linkage between items.

- Supports Unidirectional and Bidirectional synchronization between ServiceNow and Rally for all supported entities.
- The synchronization includes the field data, attachments, comments and issue-relationship traceability.
- Provides deployment options to fit the needs of business whether On-Premise or on Customer Cloud.
- Fully manageable and functional via the web based administration tool including defining entities for synchronization between ServiceNow and Rally.
- Maintains history of both systems. If any of ServiceNow or Rally becomes unavailable, it will reflect all transactions that occurred during that time once the system is operational again.
- Provides with templates and ability to define custom mapping between ALM systems to support mapping of fields and linkages.
- Supports number of replication models to support development organization such as master/slave, partitioned ownership, dynamic ownership, peer-to-peer and custom.
- Proactive conflict management with support for automated conflict resolution.

Integration Screenshot:

User creates a Problem in ServiceNow



The screenshot shows a ServiceNow interface for a Problem record. The record ID is PRB0045157. The form includes fields for Number, Configuration item, Priority (set to 1 - Critical), Change request, Known error, Knowledge, Short description, Description, Close notes, Workaround, and Work notes. The Short description is "Daily reports link is broken" and the Description is "The links to reports are not working in the latest version of product." The record is opened on 2015-07-08 22:45:54 by demouser OpsHub and is in the Open state. A ServiceNow logo is visible in the bottom right corner of the interface.

Number	PRB0045157	Opened	2015-07-08 22:45:54
Configuration item		Opened by	demouser OpsHub
Priority	1 - Critical	State	Open
Change request		Assignment group	
Known error	<input type="checkbox"/>	Assigned to	
Knowledge	<input type="checkbox"/>	Work notes list	
Short description	Daily reports link is broken		
Description	The links to reports are not working in the latest version of product.		
Close notes			
Workaround			
Work notes			

Problem is synced to Rally as Defect through OIM

DE74 Daily reports link is broken

Details Tasks Defect Suites Duplicates Discussion Revisions Test Cases Test Run Change Sets

DEFECT STATE* Open SCHEDULE STATE* [D] STATUS [] PLAN EST [] TASK EST 0 TO DO 0 COLOR []

DESCRIPTION

The links to reports are not working in the latest version of product.

DEFECT

ENVIRONMENT	PRIORITY	SEVERITY
-- No Entry --	Resolve Immediat	-- No Entry --
SUBMITTED BY	CREATION DATE	OPENED DATE
Amol G	13/07/2015	13/07/2015
CLOSED DATE	FOUND IN BUILD	FIXED IN BUILD
TARGET BUILD	VERIFIED IN BUILD	RESOLUTION

Feedback Switch Back Watch


OWNER -- No Owner --

PROJECT* Rally_ServiceNow

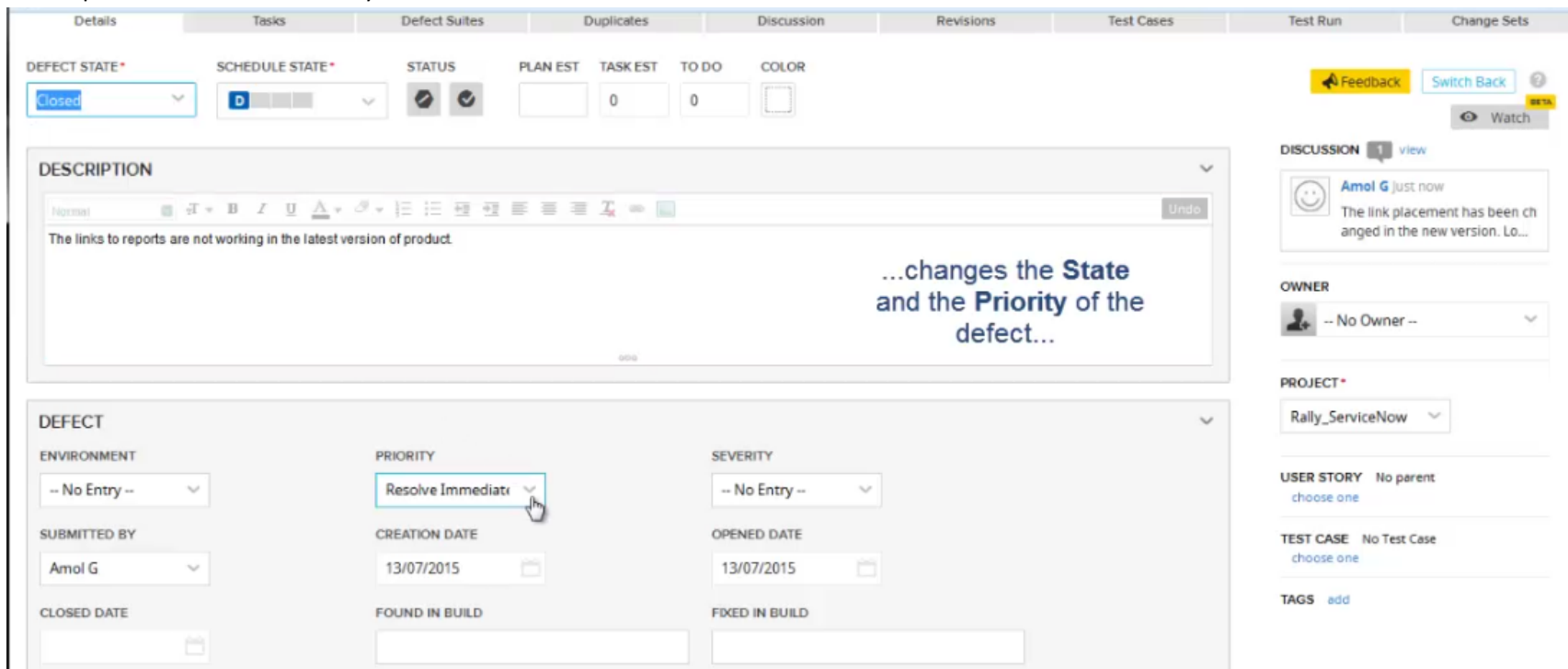
USER STORY No parent choose one

TEST CASE No Test Case choose one

TAGS add

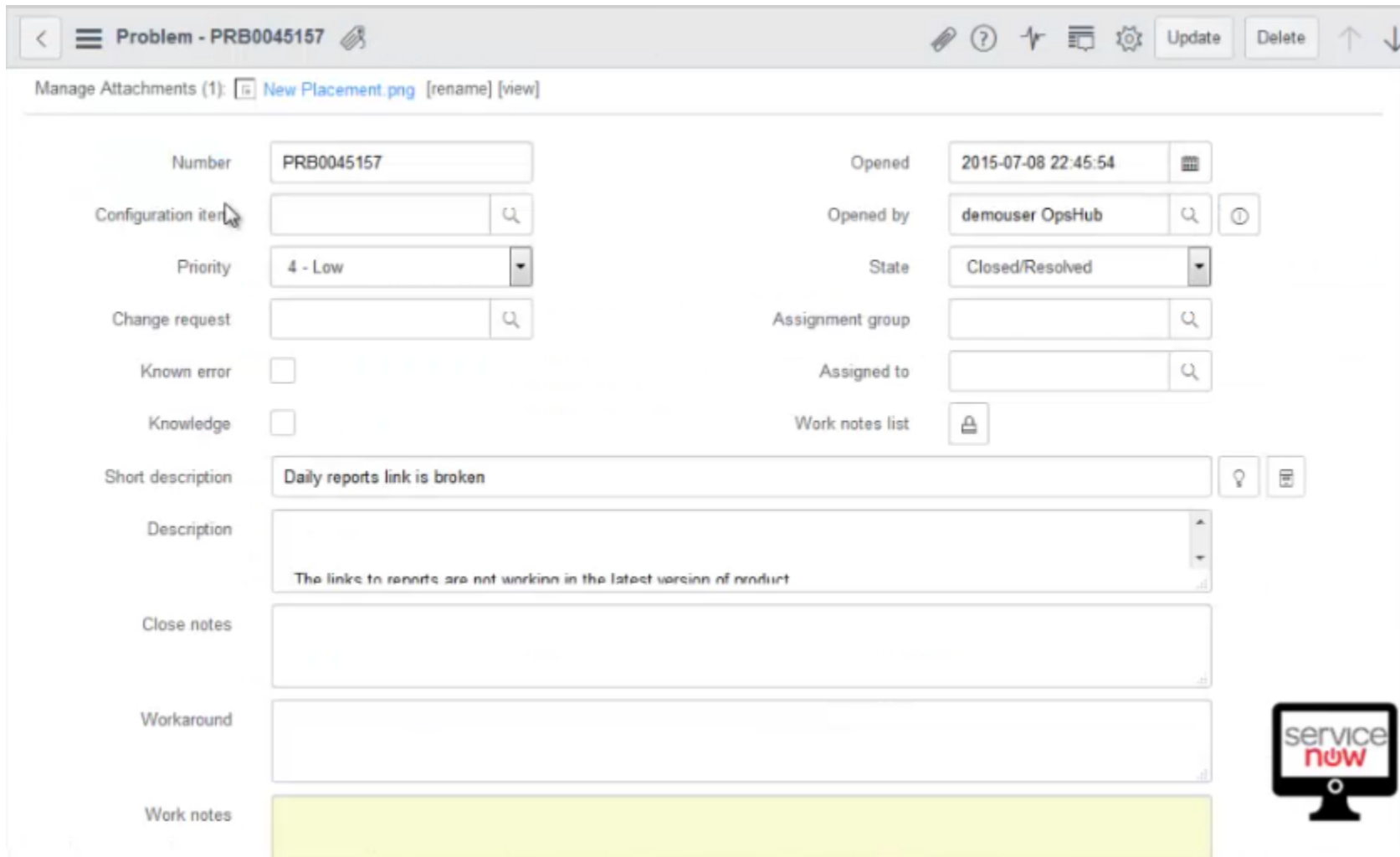


Developer resolves defect in Rally







The screenshot shows the Rally defect resolution interface. At the top, there are tabs for Details, Tasks, Defect Suites, Duplicates, Discussion, Revisions, Test Cases, Test Run, and Change Sets. Below the tabs, there are fields for DEFECT STATE (Closed), SCHEDULE STATE (D), STATUS (checked), PLAN EST (0), TASK EST (0), TO DO (0), and COLOR. The DESCRIPTION field contains the text "The links to reports are not working in the latest version of product." and a large blue text overlay that reads "...changes the State and the Priority of the defect...". The DEFECT section includes fields for ENVIRONMENT (-- No Entry --), PRIORITY (Resolve Immediate), SEVERITY (-- No Entry --), SUBMITTED BY (Amol G), CREATION DATE (13/07/2015), OPENED DATE (13/07/2015), CLOSED DATE, FOUND IN BUILD, and FIXED IN BUILD. On the right side, there is a DISCUSSION section with a comment from Amol G stating "The link placement has been changed in the new version. Lo...", an OWNER field set to -- No Owner --, a PROJECT field set to Rally_ServiceNow, a USER STORY field set to No parent, a TEST CASE field set to No Test Case, and a TAGS field set to add.


Status change is synced to ServiceNow



Problem - PRB0045157

Manage Attachments (1):  New Placement.png [rename] [view]

Number	PRB0045157	Opened	2015-07-08 22:45:54
Configuration item	<input type="text"/>	Opened by	demouser OpsHub
Priority	4 - Low	State	Closed/Resolved
Change request	<input type="text"/>	Assignment group	<input type="text"/>
Known error	<input type="checkbox"/>	Assigned to	<input type="text"/>
Knowledge	<input type="checkbox"/>	Work notes list	
Short description	Daily reports link is broken		 
Description	The links to reports are not working in the latest version of product		
Close notes	<input type="text"/>		
Workaround	<input type="text"/>		
Work notes	<input type="text"/>		



Integration Demo:

The video shows the integration of two systems and how easily a user can configure integration and maintain it. The integration flow shown in the video highlights the integration of ServiceNow Problem and Rally Defect. The video also shows how any comment or attachment added in either system is synced to the other system, how the developer working in Rally resolves the defect in Rally and the same is reflected in ServiceNow.

Video Link: http://www.opshub.com/ohrel/Resources/Videos/Rally/Rally_ServiceNow_Demo_Video.mp4