KOVAIR

Rally Integration with BMC Remedy through Kovair Omnibus

Document Version History		
Release	Date	Reason
Version 1.0	09/17/2014	(Initial Release)

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Automating IT Service Management and creating connectivity between ITSM processes and other ALM tools or processes are of paramount importance for productivity gains and customer responsiveness. Introducing an integrated ALM-ITSM strategy can enhance collaboration among all stakeholders involved with the various ITSM phases and thereby ensures Customer satisfaction.

By integrating Rally with other ITSM and ALM tools, organizations can sync data across the connected tools. This integration removes functional silos, reduces manual handoff, functional dependencies, and in the process enhances teams' productivity.

Kovair integrates SaaS version of Rally with BMC Remedy ITSM by using its ESB-based Omnibus Integration Platform.

About Rally

Rally Software offers cloud computing-based solutions for managing agile software development. The company's offerings include Application Lifecycle Management (ALM), Project Portfolio Management (PPM) platform and products.

About BMC Remedy

BMC Remedy is the most comprehensive and capable ITSM software solution available in the market. The BMC Remedy ITSM suite automates the operations of ITSM process areas and enables organizations to align their business services with their IT infrastructure.

Kovair Integration with Rally

Rally is exposed to the Kovair Omnibus Integration Platform through **Kovair Rally Integration Adapter**. The Adapter is responsible for integrating Rally with all the tools that are connected to the Omnibus integration platform. Kovair provides integration support for the SaaS version of Rally using API version 2.0.

By integrating Rally with other tools, organizations can sync data across the tools which are used for different phases of application lifecycle and IT Service Management.

This Kovair-Rally integration offers value-added Agile experience!

Features of Kovair Rally Integration Adapter

- Bi-directional synchronization of Rally artifacts with other tools.
- Light weight adapter capable of handling heavy data flow.
- Uses light-weight JSON Data for communication.
- Easy to configure.
- Detects and handles conflicts.

Omnibus Support for Rally Artifacts

Entities Exposed	Events Collected	Actions Supported	Relations Supported
❖ **Projects** ❖ **Release** ❖ **Iteration** ❖ **User Story** ❖ **Defect** ❖ **Defect Suite** ❖ **Test Case** ❖ **Test Folder** ❖ **Test Case Result** ❖ **Test Step** ❖ **Portfolio Item** ❖ **Task**	**Each Entity supports Add, Modify, and Delete events for Object and Relations. For Project, Release and Iteration entities, Delete event/action are not exposed.**	**Each Entity has Add, Modify, and Delete actions for Object and Relationships.**	**All the relations between Artifacts, Project, Iteration, Releases are exposed.**

Kovair Integration with BMC Remedy

Kovair is the **TAP Premier Partner** of BMC Software and provides integrations aligned with BMC Remedy. Kovair Omnibus can increase the value of your Remedy investment and help to align Remedy with your broader organizational goals. Kovair provides integration support for the following versions of Remedy- 7.6.04, 7.1, 7.6 and 8.1.

'**Kovair Remedy Integration Adapter'** integrates Remedy ITSM Suite with other tools that are connected to the Kovair Omnibus platform. The adapter automatically handles essential Remedy events on the different artifacts like Incidents, Problems, Change, Release in the background and updates the Omnibus platform. The Omnibus platform can route those events to other tools hooked in the ecosystem.

Features of Kovair Remedy Integration Adapter

- Drastically reduces the time and cost for integrating applications based on BMC's Remedy Action Request System (ARS) with other operational systems.
- Bi-directional synchronization between Remedy and other connected tools.
- Filter objects are deployed in Remedy to trap events occurring in Remedy.
- Exhibits minimal impact to application performance.

Omnibus Support for Remedy Artifacts

Entities Exposed	Events Collected	Actions Supported	Relations Supported
❖ Change ❖ Release ❖ Incident ❖ Problem ❖ Known Error	❖ Add ❖ Modify ❖ Delete	❖ Add ❖ Modify ❖ Delete	All Available Relations In Remedy Application For The Exposed Entity.

System Requirements

Operating Systems	Databases	IIS	.Net	Other software
Windows Server 2008 Windows Server 2008 R2	❖ SQL Server 2008 ❖ SQL Server 2008 R2	IIS 7.0 / 7.5	.Net 4.0	No

Key Benefits of Remedy-Kovair-Rally Integration

1. ALM-ITSM Convergence

The Business Need - Most organizations satisfy their Application Development and Technical Support teams with disparate, best-of-breed tools that act as silos. Organizations need to introduce an integrated ALM-ITSM strategy so that development team can have better visibility of requirements and support team can have better visibility of development activities.

Kovair Solution - Kovair bridges the data communication gap between Operations team using Remedy and Development team working in Rally and connects them together on a real time basis irrespective of their locations or time zone differences. This leads to a very easy adoption of Dev Ops for all organizations that are using Agile as a

development methodology and wish to incorporate their customer user stories real time from their ITSM Incident or Problem Management modules into their Agile tools such as Rally here..

2. Integrated Service Desk

The Business Need - Service Desk plays an important role in running critical business operations. Handling Customer support tickets is the most sensitive and critical function that needs 100% accuracy, real-time monitoring of issue resolution progress and regular customer updates.

The problem compounds when there are multiple Service Desks in an organization and that are not tightly integrated with the Development and other functional teams working on the same Customer issue.

Kovair Solution - The synchronization between Rally and Remedy improves collaboration between Development teams and Technical Support teams to accelerate the correction of customer-reported issues. This helps avoid miscommunication between the teams that arises due to excessive manual intervention.

3. Increased Visibility

Business Need – In an IT service organization, Help Desk teams and Development teams work in isolation in their own tools' environments. Therefore, none of the tools' users get real-time visibility of the artifacts, which leads to delays and errors in customer communication.

Kovair Solution - By integrating Rally with Remedy, the teams can have better visibility of processes across the tools without leaving the comfort of their own tools' setup. Changes in artifacts inside any tool get reflected in both the tools connected through Kovair.

4. Traceability and Cross-tool Reporting

Business Need – Service based IT Organizations often need to analyze the performance of their Customer Support System. The Help Desk manager needs to draw traceability relationship between issues that developers work on and the Customer tickets in question.

Using the traceability functionality, the management can have a better visibility to either trace forward or backward from an Incident to a Change in Remedy, to a User Story, Test Cases and Defects in Rally. Additionally, the traceability relationship established between Remedy Incident and Rally User Story helps in automatic update of the Incident status in Remedy, as and when the developer updates the status of the linked User Story in Rally.

Gathering the cross tool artifacts under a single repository, one can derive reports based on the linked cross tool artifacts getting managed in Remedy and Rally. Through a single report, Management gets the clear visibility about the volume of effort invested in resolving a Ticket and enables it to take necessary corrective actions.

Kovair Solution – Kovair provides a Platform and Services for integrating multi-vendor tools for a Unified Software Development Environment. It provides an integrated view of Application Lifecycle Management (ALM) Tools, a Central Repository for managing traceability of the cross-tool artifacts and generates Reports and Dashboards based on the accumulated data.

Integration Scenario between Rally and BMC Remedy

The following diagram explains that when Remedy and Rally are integrated through Kovair Omnibus, how a Ticket raised by a Customer in Remedy Service Desk automatically flows into the Rally as a User Story where developer fixes the code, and then notifies the Help Desk Manager on the resolution of the Ticket.
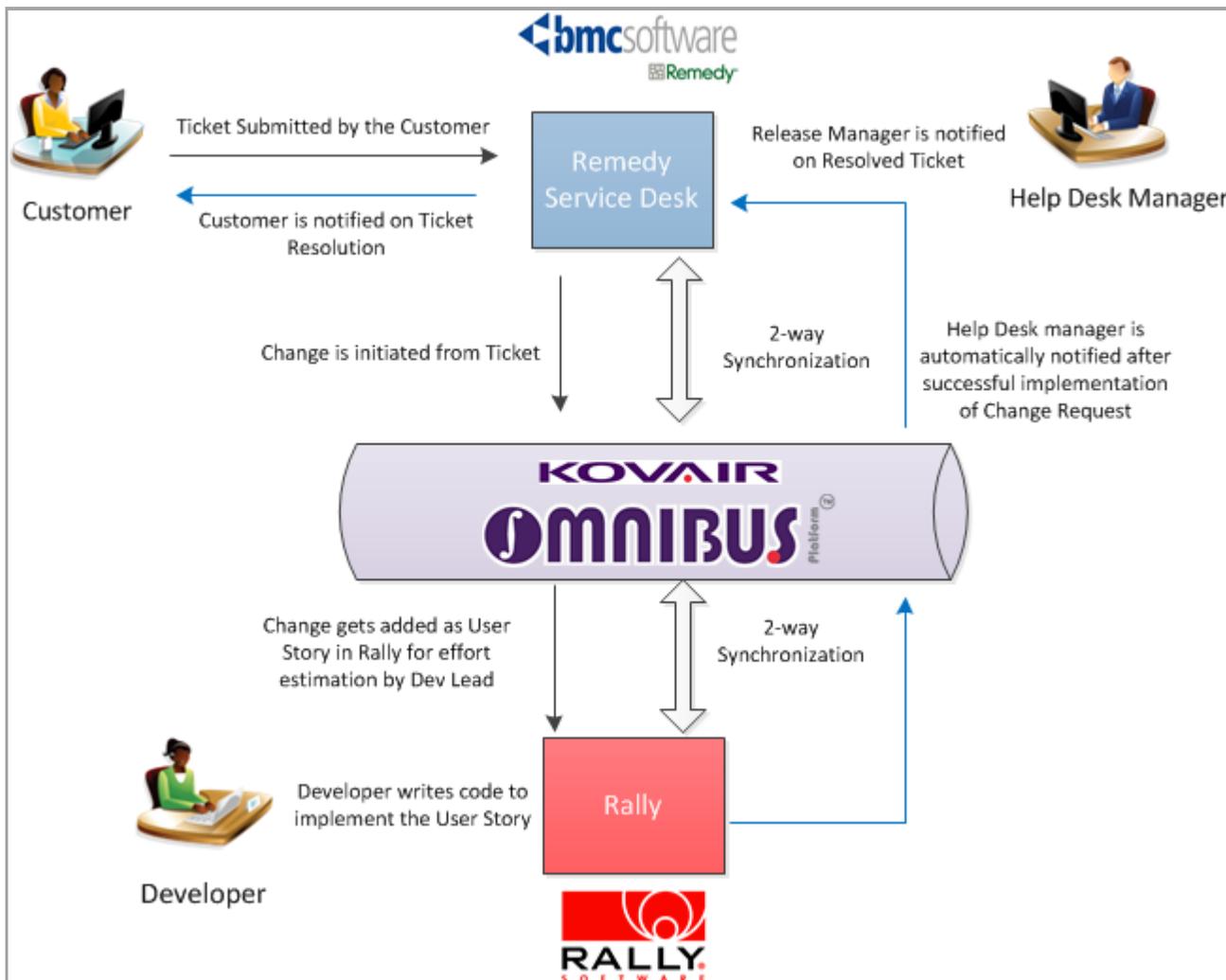
Fig: Rally and Remedy Integration work flow with Kovair Omnibus

The Rally-Remedy Integration Workflow through Kovair Omnibus

1. A Support person submits a Customer ticket in Remedy.
2. The ticket on verification is identified as a Change and the Change Request is submitted in Remedy.
3. The Change Request on submission automatically gets added as a User Story in Rally.
4. The Development Lead prioritizes and estimates the effort required to implement the User Story.
5. The modified information on the User Story is automatically updated to Remedy.
6. The Help Desk manager notifies the Customer based on the information (for example expected delivery date) automatically received from Rally.
7. Now the Developer writes codes to implement the User Story.
8. The Help Desk manager gets real-time status of the development artifacts in Rally from within Remedy.
9. Help Desk manager gets notification on the resolved ticket and therefore automatically updates the Customer.

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As efficient collaboration is established between Development and Operations teams, Customers get benefitted by the real-time status of their tickets from Operations team. This goes one step ahead in managing profitable Customer relationship.

Note: The Rally and Remedy adapters as developed and offered by Kovair follow the subject tools' standard specifications. Any deviations from the tools' typical use pattern may not have been anticipated in our off-the-shelf product. For any customization or special configuration needs, please contact Kovair Sales - sales@kovair.com.