

JIRA Integration with ServiceNow

The integration of JIRA with ServiceNow helps the customer service and development teams communicate efficiently, in real time. This, in turn, helps resolve the customer issues faster.

Integration overview

In an Application Lifecycle Management (ALM) environment, the choice of systems and the collaboration between the cross-functional teams play a great role in delivering quality solutions. While the choice of systems impacts the productivity of a team, the cross-functional collaboration helps the teams get complete context of the business requirements.

Best-of-breed systems such as JIRA and ServiceNow bring rich functionalities to the ecosystem. By integrating JIRA with ServiceNow, enterprises can diminish collaboration barriers between development and customer service teams that otherwise lead to quality issues, delivery delays, and financial loss.

How JIRA - ServiceNow integration is beneficial for an enterprise

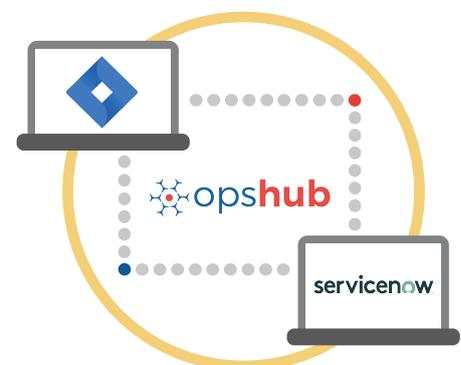
- Real-time access to customer issues and priorities
- Communication on the workitems from the native systems itself
- Real-time updates when a customer issue is resolved

With JIRA + ServiceNow integration, enterprises can:

- Make better and faster decisions
- Accelerate customer response time
- Ensure complete traceability of a 'requirement'
- Get full context of the customer requirements & priorities
- Leverage the best of functionality and collaboration in the delivery ecosystem

How OpsHub Integration Manager integrates JIRA and ServiceNow

OpsHub Integration Manager integrates JIRA and ServiceNow bidirectionally. It ensures that all historical and current data is available to each user, in that user's preferred system, with full context, in real-time. All 'tickets' from ServiceNow automatically synchronize to JIRA and all the entities and details associated with the 'tickets' synchronize back to JIRA.



Entities that can be synchronized between JIRA and ServiceNow

The popularly synchronized entities between JIRA and ServiceNow are on the left:

Benefits of integration for JIRA and ServiceNow users

JIRA users	ServiceNow users
Traceability for business requirements throughout the ALM tool chain	Access to the business requirements and associated updates from within ServiceNow
Visibility into customer issues and priorities	Easy to categorize and transfer customer tickets to JIRA
No dependency on manual communication for making decisions	No manual efforts needed to keep backend teams updated on customer issues and priorities

Features of OpsHub Integration Manager



Supports unidirectional as well as bi-directional synchronization between 50+ systems



Maintains complete history and audit trail among integrated systems



Allows traceability between code to requirement, tickets to defects, and many other entities



Provides a robust failure management and recovery mechanism



Can be hosted by OpsHub, installed on-premise, or deployed in a customer cloud

Pre-requisites to run OpsHub Integration Manager

Supported Operating Systems

Windows

- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 (64 bit)

Linux

- RHEL 5.2 + (64 bit)
- RHEL includes Cent OS and Fedora

Tested on the following versions:

- CentOS release 5.5 (Final)
- CentOS release 5.6 (Final)
- CentOS Linux release 7.1.1503 (Core)
- Fedora 20

Database Prerequisites

The underlying database should be installed to install and run OpsHub Integration Manager. The database user created for OpsHub Integration Manager should have schema level and read write privileges.

- MySQL Server
- MS SQL
- Oracle
- HSQLDB