

## TFS Integration with ServiceNow

The integration of TFS with ServiceNow enhances collaboration between the customer service and development teams. This, in turn, helps resolve the customer issues faster and gives visibility to both teams into customer priorities.

### Integration overview

In an Application Lifecycle Management (ALM) ecosystem, the choice of systems and the collaboration between the cross-functional teams play a great role. 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 TFS and ServiceNow bring rich functionalities to the ecosystem. By integrating TFS 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 TFS - ServiceNow integration is beneficial for an enterprise

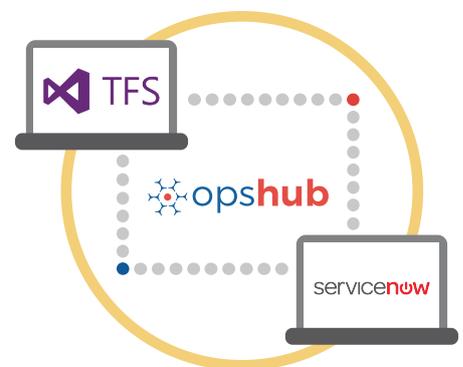
- Real-time access to customer issues and priorities
- Communication on the workitems from the native systems itself
- Real-time updates when a customer issue is resolved

### With TFS + 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 TFS and ServiceNow

OpsHub Integration Manager integrates TFS and ServiceNow bi-directionally. 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 TFS and all the entities and details associated with the 'tickets' synchronize back to TFS.



### Entities that can be synchronized between TFS and ServiceNow

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

## Benefits of integration for TFS and ServiceNow users

TFS 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 ServiceNow
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