

## Helix Core Integration with Helix ALM and ServiceNow

The integration of Helix Core with Helix ALM and ServiceNow provides the project management team complete traceability for any ticket (incident, problem, or defect) raised by a customer.

### 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 Helix Core, Helix ALM, and ServiceNow bring rich functionalities to the ecosystem. When Helix Core is integrated with Helix ALM and ServiceNow, all stakeholders have real-time visibility into the commits made by the development team. It is also easier to enforce authentic commits against each work item, and access the changes/edits made to the commit files from Helix ALM itself.

### How Helix Core - Helix ALM - ServiceNow is beneficial for an enterprise

- Track commit volume, track commit trends and edits/changes to commit files in real time
- Enforce authentic commits to make sure each commit is happening against a scheduled and open workitem
- Eliminate manual effort to close workitems in Helix ALM and ServiceNow by automating the state transition on Helix Core commit

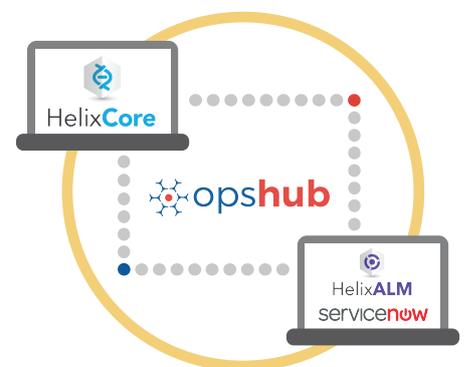
### How OpsHub Integration Manager integrates Helix Core, Helix ALM and ServiceNow

OpsHub Integration Manager integrates Helix Core, Helix ALM, and ServiceNow – each system with the other 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 the details related to a commit made against a work-item in Helix ALM can be tracked from Helix ALM itself. For example, for each commit that development team makes in Helix Core, Helix Core synchronizes a 'commit entity' linked to the specific requirement id. The support team, using Service Now is also up-to-date with the status of a ticket raised by a customer.



### With Helix Core + Helix ALM + 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



### Entities that can be synchronized between Helix Core, Helix ALM, and ServiceNow

The popularly synchronized entities are listed on the left:

## Benefits of integration for Helix Core, Helix ALM, and ServiceNow

Helix Core users	Helix ALM users	ServiceNow
Each commit can be traced back to its respective workitem at any given point in time from Helix Core itself	Traceability for business requirements throughout the ALM tool chain	Access and real-time updates to the development status within ServiceNow
Enforced checkpoints ensure that no mandatory steps/checks are missed while making a commit – this leads to high success rate for commits	Direct visibility into customer issues and their priorities	Easy to categorize and transfer customer tickets to development team
	No dependency on manual communication	No dependency on manual communication

## Features of OpsHub Integration Manager



Unidirectional as well as bi-directional synchronization



Full history and audit trail for integrated systems



Complete traceability of work items as well as non-work items



Robust failure management and recovery mechanism

## 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