

Rally Software Integration with ServiceNow

The integration of Rally Software with ServiceNow gives real-time visibility to the development and customer support teams visibility into each other's work. With this kind of visibility, the coordination between the teams become easier and customer issues are resolved faster.

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 in delivering quality solutions. While the choice of systems impacts the productivity of a team, the cross-functional collaboration enhances seamless communication between teams to take better decisions, faster.

By integrating Rally Software 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 Rally Software - 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

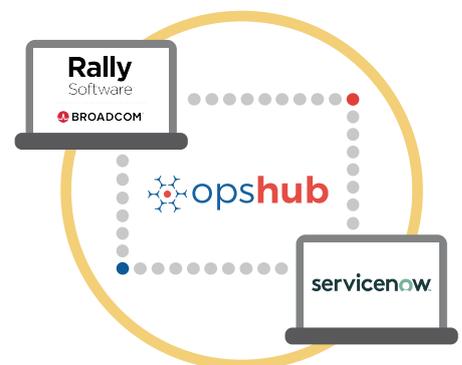
With Rally Software + ServiceNow integration, enterprises can:

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

How OpsHub Integration Manager integrates Rally Software and ServiceNow

OpsHub Integration Manager integrates Rally Software 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 Rally Software and all the entities and details associated with the 'tickets' synchronize back to Rally Software.



Popularly synchronized entities between Rally Software and ServiceNow

The popularly synchronized entities between Rally Software and ServiceNow are shown on the left:

Benefits of integration for Rally Software and ServiceNow users

Rally Software users	ServiceNow users
Traceability for requirements/features 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 Rally Software
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