ServiceNow Integration with Slack and TFS

The integration of ServiceNow with Slack and Team Foundation Server (TFS) gives real-time visibility to the development and customer support teams into customer issues. 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 ServiceNow and TFS with Slack, enterprises can diminish collaboration barriers between development and customer service teams that otherwise lead to quality issues, delivery delays, and financial loss.

How ServiceNow – Slack – TFS integration is beneficial for an enterprise
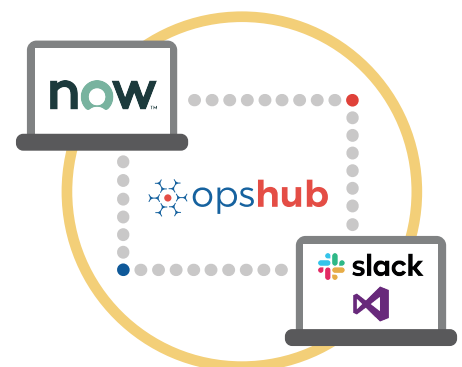
- Real-time access to customer issues and priorities
- Communication on the workitems from the native systems itself
- Real-time updates when a customer issue is resolved

With ServiceNow + Slack + TFS 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 ServiceNow, TFS, and Slack

OpsHub Integration Manager integrates ServiceNow, TFS, and Slack seamlessly. 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 Slack as cards with all the details. The backend team members using TFS also have access to cards in Slack. The details related to the entities discussed in the card also simultaneously synchronize to ServiceNow and TFS.

Commonly synchronized entities between ServiceNow, TFS, and Slack

The popularly synchronized entities are listed on the left:

Ticket

Cards

Work-items
(User Story, Defect, and Task)

Benefits of integration for ServiceNow, TFS, and Slack users

ServiceNow users	TFS users	Slack users (These are also either ServiceNow or TFS users in the ecosystem)
Access to the business requirements and associated updates from within ServiceNow	Traceability for requirements/features throughout the ALM tool chain	Instant information exchange between backend and customer facing teams
Instant transfer of customer tickets related details to backend team	Visibility into customer issues and priorities	
No manual efforts needed to keep backend teams updated on customer issues and priorities	No dependency on manual communication for making decisions	

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