

Zendesk Integration with GitHub and VersionOne

The integration of VersionOne with GitHub and Zendesk 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 Zendesk, GitHub and VersionOne bring rich functionalities to the ecosystem. When GitHub is integrated with VersionOne and Zendesk, 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 VersionOne itself.

How Zendesk - GitHub - VersionOne integration 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 VersionOne & Zendesk workitems by automating the state transition on GitHub commit

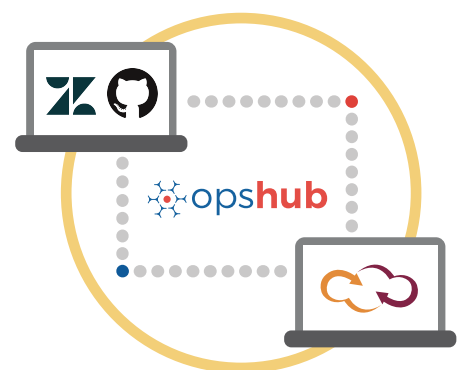
How OpsHub Integration Manager integrates Zendesk, GitHub and VersionOne

OpsHub Integration Manager integrates Zendesk with GitHub and VersionOne 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 the details related to a commit made against a work-item in VersionOne can be tracked from VersionOne itself. For example, for each commit that development team makes in GitHub, GitHub synchronizes a 'commit entity' linked to the specific requirement id back to VersionOne. Each 'commit entity' includes information such as 'who did the commit?', 'when was the commit done?', and 'which part of the code was committed?'. The support team, using Zendesk, is also up-to-date with the status of a ticket (incident, problem, or defect) raised by a customer.



With Zendesk + GitHub + VersionOne 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 Zendesk, GitHub and VersionOne

The popularly synchronized entities between Zendesk, GitHub, and VersionOne are shown on the left:

Benefits of integration for Zendesk, GitHub and VersionOne users

Zendesk & GitHub users	VersionOne users
Access and real-time updates to the development status within Zendesk	Traceability for business requirements throughout the ALM tool chain
Easy to categorize and transfer customer tickets to VersionOne	Direct visibility into customer issues and their priorities
No dependency on manual communication to Easy to trace relationship between various work entities	No dependency on manual communication

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