

## Digital.ai VersionOne Integration with GitHub and Zendesk

The integration of Digital.ai 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 Digital.ai VersionOne, Zendesk, and GitHub 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 VersionOne - GitHub - Zendesk 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 VersionOne, GitHub, and Zendesk

OpsHub Integration Manager integrates VersionOne with GitHub and Zendesk 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 VersionOne + GitHub + Zendesk 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 VersionOne, GitHub, and Zendesk

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

## Benefits of integration for VersionOne and Zendesk users

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