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 OpsHub Integration Manager integrates Helix Core - Helix ALM and ServiceNow

OpsHub Integration Manager integrates Jira with Helix Core and Jenkins – 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 Jira can be tracked from Jira 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 back to Jira. Each commit entity' includes information such as 'who did the commit?', 'when was the commit done?', and 'which part of the code was committed?'.

How Helix Core + Helix ALM + ServiceNow 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 workitems in Helix ALM and ServiceNow by automating the state transition on Helix Core commit

Commonly synchronized entities between Helix Core - Helix ALM and ServiceNow

Commit Information
(Read only support)

Work items
(Backlog Item, Story, Defect, etc.)

Ticket

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

Helix Core users	Helix ALM users	ServiceNow users
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

- Bi-directional sync with conflict resolution
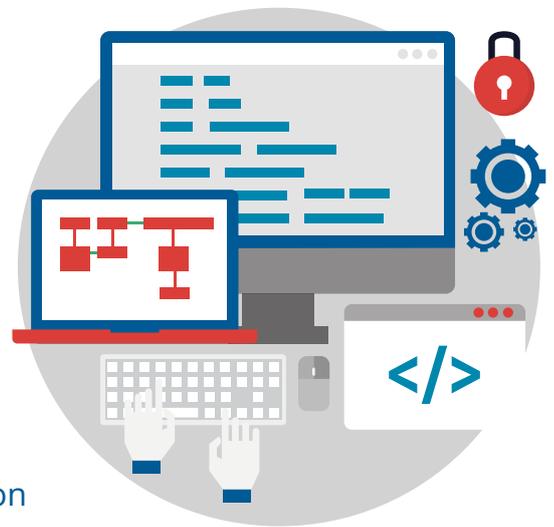- Support for the largest number of entities
- Database-class reliability and recovery
- Support from 50+ systems and growing
- History preservation and Process customization

Pre-requisites to run OpsHub Integration Manager

Supported Operating Systems

Windows
- Windows Server 2008 R2 and above (64 bit)

Linux
- RHEL 5.2 + (64 bit), RHEL includes Cent OS and Fedora

Database:
- MySQL Server, MS SQL, Oracle, HSQLDB

Supported System Versions

HelixCore
- 2009.2, 2013.1, 2015

HelixALM
- 2013, 2015, 2016, 2017, 2018

servicenow
- Till Fuji* Patch 5, Geneva Patch 7, Helsinki, Istanbul, Jakarta, Kingston, London, Madrid, New York, Orlando, Paris, Quebec, Rome
  * Version Fuji requires OpsHub Professional Services

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