

Modern Requirements4DevOps Integration with ServiceNow

The integration of Modern Requirements4DevOps with ServiceNow helps the customer service and product management teams communicate efficiently, in real time. This, in turn, helps resolve the customer issues faster.

Integration overview



In an Application Lifecycle Management (ALM) environment, 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 helps the teams get complete context of the business requirements. Best-of-breed systems such as Modern Requirements4DevOps and ServiceNow bring rich functionalities to the ecosystem.

By integrating Modern Requirements4DevOps and ServiceNow, the customer service and product management teams would be able to collaborate better on the customer issues reported on the requirements. As the overall collaboration in the ecosystem would increase, the response time will go down and the quality of response would improve.

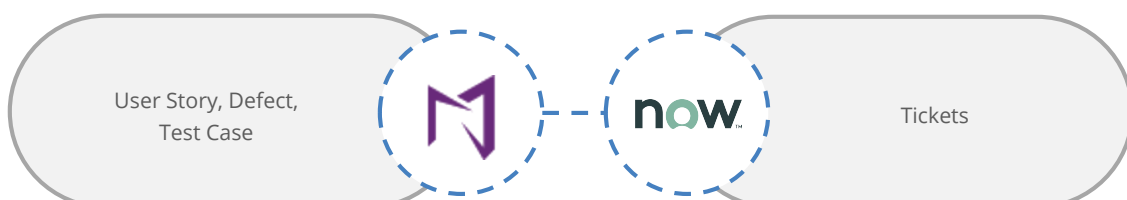
How OpsHub Integration Manager integrates Modern Requirements4DevOps and ServiceNow

OpsHub Integration Manager integrates Modern requirements4DevOps 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 Modern Requirements4DevOps and all the entities and details associated with the 'tickets' synchronize back to Modern Requirements4DevOps.

How Modern Requirements4DevOps + 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

Commonly synchronized entities between Modern Requirements4DevOps and ServiceNow



Benefits of integration for Modern Requirements4DevOps and ServiceNow users

| Modern Requirements4DevOps users | ServiceNow users |
|---|---|
| Traceability for business requirements throughout the ALM tool chain | Access to the business requirements and associated updates from within ServiceNow |
| Visibility into the progress of development work | Easy to categorize and transfer customer tickets to backend teams |
| Reduced dependency on manual communication for business decision making | No manual efforts needed to keep product management teams on customer issues and priorities |

Features of OpsHub Integration Manager



Bi-directional sync with conflict resolution



Support for the largest number of entities



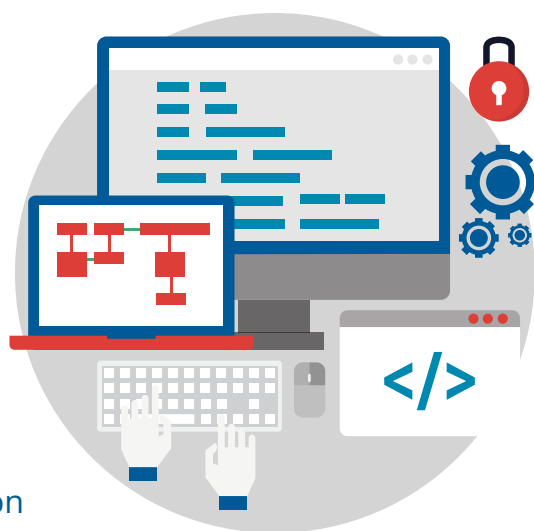
Database-class reliability and recovery



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



- 2010, 2012, 2013, 2015 (up to Update 3), 2017, 2017 Update 2, 2018, 2019

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