

DATA SHEET

ServiceNow Integration with Plutora Release

IT service management (ITSM) tools such as ServiceNow have a proven track record of helping IT Operations to ensure the integrity of production environments and have matured the processes that unify 3rd party and internal team members in accomplishing that goal. ServiceNow provides a system that provides rigor around the change process and helps support applications after they go live.

Plutora integrates with ServiceNow bringing visibility from the entire planning and engineering process to the operations team. The unified release tracking enables both traditional and Continuous Delivery development processes to utilize Operation's matured workflows and helps the organization to work together more efficiently automatically coordinating work items, notifying stakeholders and tracking work items across the entire enterprise portfolio.

Integration Mappings

The ServiceNow integration supports both one and two-way synchronization that is query based. The objects listed below can be integrated with Plutora.

PLUTORA OBJECT	SERVICENOW TABLES
<ul style="list-style-type: none"> Release (Pipelines) Change (User stories) TECRs (Test Environment Change Requests) 	<ul style="list-style-type: none"> Standard Change Change Request Incident Problem Release Task

Integration Scenarios

- Initiate requests in Plutora to have work completed using ITSM processes and workflows in ServiceNow
- Initiate requests in Plutora to have work performed by outsourced providers utilizing ServiceNow
- Provide additional information about the release to inform the change advisory board (CAB) as part of the tracking and approval processes
- Include changes from ServiceNow to include in the release planning process in Plutora
- Connect Plutora deployment plans with ServiceNow expanding the reach of cutover beyond just ServiceNow users

Integrate Plutora Release with ServiceNow

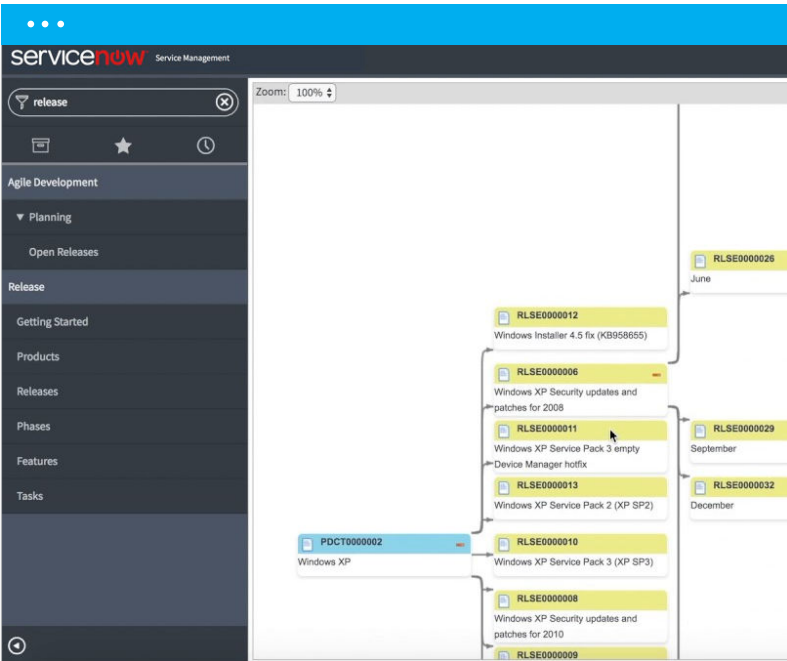
One of the most common integrations connects Plutora Releases with ServiceNow releases. Operation teams gain richer details and earlier visibility into release pipelines along with current progress details. CABs have more information being able to plan the approvals and practice cutover plans ensuring predictable delivery. The same release information can also be synchronized with Jira ensuring a unified and consistent view of release information between development, operations and the business.

Integrate Plutora Changes (User Stories / Scopes) with ServiceNow

By mapping Plutora Changes with ServiceNow Changes, operations can interact with release planning and scopes creating a tight link between the development and operations team. User stories and changes can also be synchronized with Jira creating one consistent view of the features and their progress.

Integrate Plutora Test Environment Change Requests (TECR) with ServiceNow

The integration allows for change requests for the test environments to be raised in Plutora and fulfilled by the test environment management team utilizing ServiceNow or vice-versa. In both cases, teams are unified in addressing software updates, hardware changes, and environmental outages. Artifacts and notes are preserved creating a complete history. TECRs can also be used to raise one-off incidents in ServiceNow.

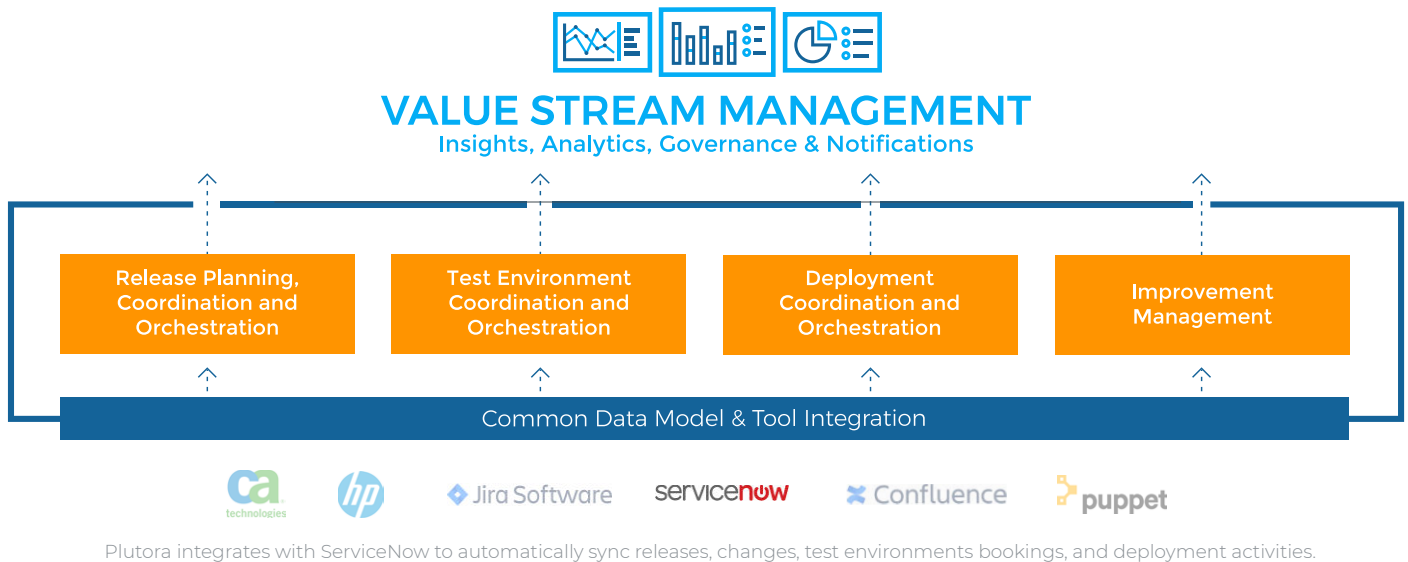
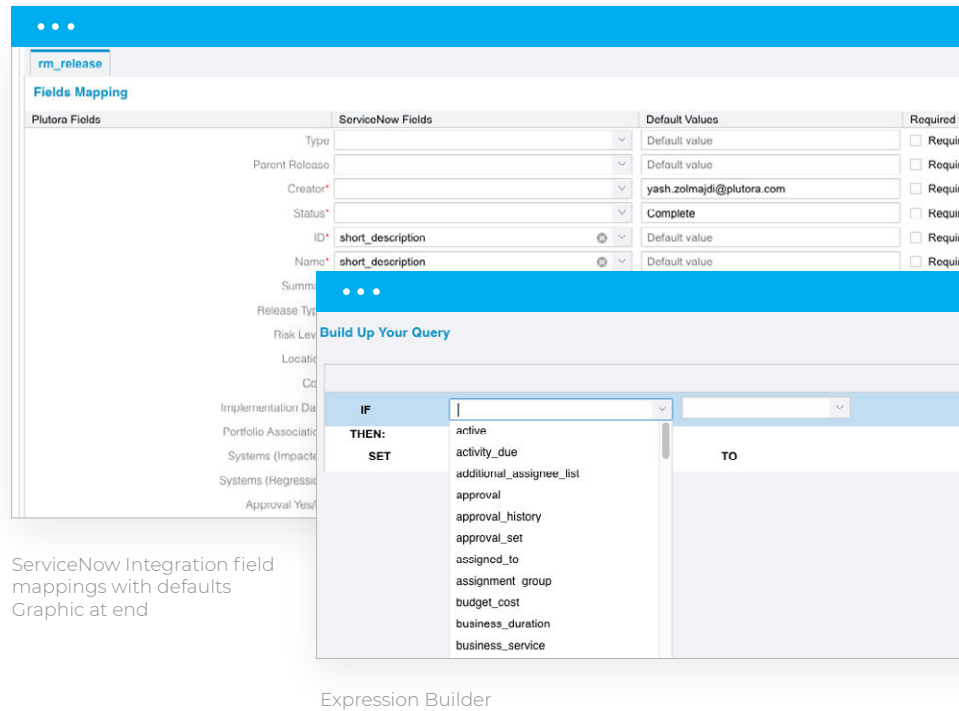


Unifying release information between Plutora and ServiceNow

ServiceNow Integration with custom filter

Customizable Filters and Mapping

The integration is highly configurable allowing for a wide range of scenarios. Records from each object/table are mapped using a custom filter enabling a subset of data to be pulled into Plutora. The expression builder provides advanced filtering options. Custom field mappings enable integration of both standard and custom fields in either system. Defaults can be assigned for new records. Required fields setting ensures data is captured in Plutora as defined in ServiceNow.



About Plutora

Plutora, the market leader of value stream management solutions for enterprise IT, improves the speed and quality of software creation by capturing, visualizing and analyzing critical indicators of every aspect of the delivery process. Plutora orchestrates release pipelines across a diverse ecosystem of development methodologies, manages hybrid test environments, correlates data from existing toolchains, and incorporates test metrics gathered at every step. The Plutora Platform ensures organizational alignment of software development with business strategy and provides visibility, analytics and a system of insights into the entire value stream, guiding continuous improvement through the measured outcomes of each effort.



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