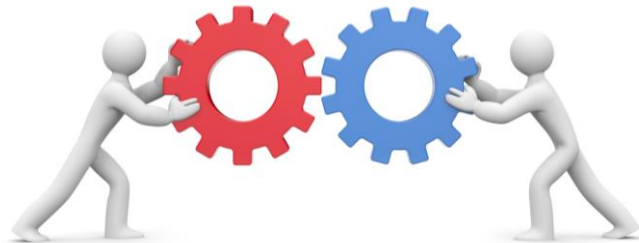# perspectium

Perspectium and DevOps

February 2019

At its heart, DevOps is about improving the relationship between development, quality assurance (QA) and IT operations by advocating better communication and collaboration between those business units. And done right, DevOps can bring significant benefits, including shorter time-to-market, improved customer satisfaction, better product quality, more reliable releases, improved productivity and efficiency, and the increased ability to push the right changes and update internal systems by fast experimentation. So why isn't it just the standard?

Well, aside from the notable cultural differences between the different groups, one of the biggest challenges has always been having the tools used by each group talk to one another. Within any operations department, there will be multiple disparate systems used to track and manage the day-to-day operations of IT. The same is true in QA and development departments: multiple tools for multiple purposes, and not connected together.

This was the challenge faced by a global insurance company, who needed a way to connect their service management system (ServiceNow) to multiple instances of their development issue-tracking tool (Atlassian JIRA Software). This couldn't be handled as a batch job: it needed to be a real-time, bidirectional integration including attachments, comments, workflow transitions and more. We heard a similar requirement at a mid-size service provider, who needed to consolidate issues from their customers' JIRA systems to their central ServiceNow instance. We have even found situations where our customers need to consolidate JIRA systems to ServiceNow instances *within* the same department.
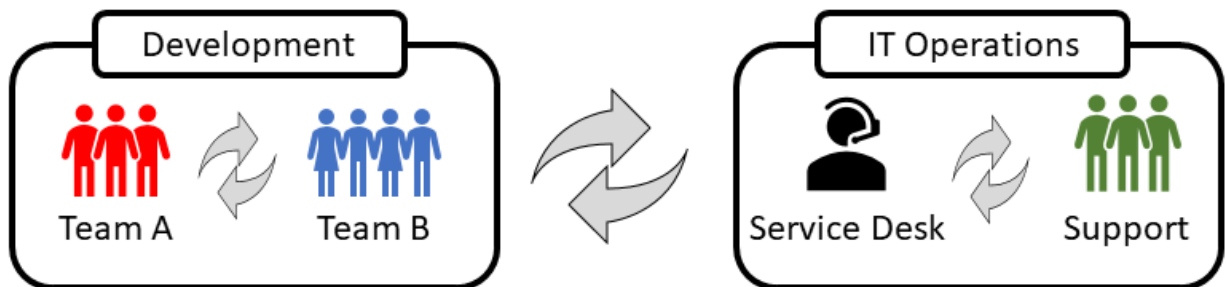
By connecting these systems together, our customers tell us they are able to automate processes that span development and operations teams. The operations staff can see where their escalated problems are going, and how they are being addressed by the developers. Similarly, developers become part of the service management process, with a clear line of sight to the issue that created the change request in the first place, or reprioritized stories within the backlog.

Only Perspectium gives you the real-time, bidirectional integration that you require to connect development, operations and QA in a meaningful way. One-way integrations only provide value for one team, which is NOT what DevOps is about, and batch data transfers could easily mean that your development team is spending time on a problem that had already been fixed.

DevOps Best Practices in Action

Palo Alto Networks, a leader in firewalls and other next-generation cybersecurity solutions, wanted to improve practices for internal user support and development resource planning.

The Problem

Palo Alto Networks needed to improve the visibility of incident and enhancement requests from their users. Requests were submitted into ServiceNow, and information was then manually created in Atlassian Jira via "swivel chair" integration. Often, the ServiceNow request would be closed out while the issue/request was being managed in Jira, which meant users could not see the status of their requests.

In addition, development teams needed a more accurate understanding of all demands being made on resources, relying on estimations without any consistent integration between their service management and development systems.

The Solution

After initially considering an in-house custom developed integration, Palo Alto Networks selected Perspectium as a provider for process integration. Being positioned to deliver support, guidance, and best practices for integrating ServiceNow and Jira, Perspectium worked with a two-person team at Palo Alto Networks to implement the integration.

Project Tips from Palo Alto Networks

- Simplify the initial project stages, avoiding the pull to overthink the scope

- Focus on best practices when getting started

- Communicate with all constituents throughout the process, not only during initial requirements gathering

The Payoff

Palo Alto Networks now provides clear status visibility for users after they submit requests and throughout the request cycle. According to the integration team at Palo Alto Networks, the integration "provides a consistent engagement model on how IT works with the customer." Customers no longer have to check status of their tickets in multiple tools, or search endlessly in their email. They also have an improved understanding of the development effort required to resolve the issues and changes being requested by the users, and can more accurately plan for resource allocation in the future.

The implementation is managed part-time by just one person in IT. Thanks to the simplicity of the implementation and the ease of use of the Perspectium service, this one staff member has had to spend very little time monitoring the integration. Coordinating with Perspectium, Palo Alto Networks will continue to enhance the integration between ServiceNow and Jira to satisfy any changing needs, while also considering the possibility of integrating ServiceNow into other key business applications.