

# Case Study - Use Cases Summary of Kovair and ServiceNow Integration for a Major Chip Equipment Maker



**KOVAIR**

By Kovair Marketing

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# Introduction

ServiceNow is one of the most popular and widely used cloud based IT solutions for Enterprises. It includes Incident Management, Change Management and Problem Management which are disjointed modules of ITSM processes.

In an organization, Service Desk Managers need to ensure that the Help Desk teams working on Customers' Tickets are connected to the Development teams fixing Bugs or applying Change Requests, and the entire ticket resolution process runs smoothly. Also, for each change in support ticket status Customers should get an automatic update.

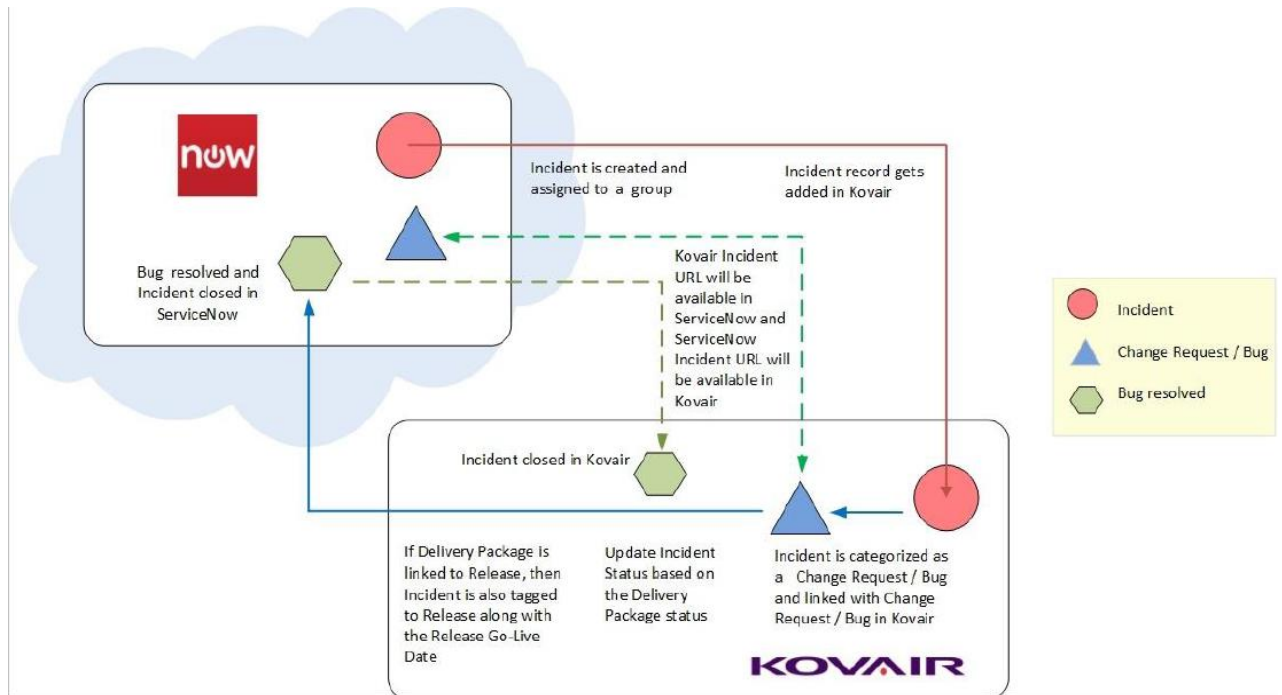
Without having a clear visibility throughout an Incident's lifecycle i.e. starting from an incident being recorded in ServiceNow to its release, it is not possible for a Manager to monitor the Bug resolution progress and team performance real-time. This may also lead to error in customer update and performance issue in support system.

Kovair Omnibus ensures that the Service Desk Manager gets a consolidated report on how many Incidents from ServiceNow have been recorded and addressed; how many of them are Bugs and Change Requests; what are the tentative Delivery Packages for a particular Bug or Change Request and the delivery date that developers suggest; what is the Release Go-Live date and finally, when the Bug is resolved and Incident is closed in ServiceNow.

Kovair Omnibus with its ServiceNow Integration adapter enables bi-directional synchronization of data between ServiceNow, Kovair and any other tools connected to Omnibus. This allows ServiceNow artifacts to be visible from Kovair and other development tools used by other teams.

## ServiceNow Data Flow Diagram

The following data flow diagram explains how a Service Desk Manager monitors Incident status in ServiceNow from its inception to release with the help of Kovair Omnibus platform.



## Kovair Omnibus Use Cases

Based on the above diagram, following are the use cases defined by Kovair to address the data flows.

### Use Case 1

An Incident is created in ServiceNow and assigned to a group.

Tool	Event	Action
ServiceNow	<p>An Incident is created in ServiceNow and then assigned to a group</p> <p><b>Event Condition</b> Assignment Group = "ALM Support Group"</p> <p><b>Other fields populated</b> Incident ID, Summary, Description, Status, Attachments</p>	
Kovair		<p>Add Incident</p> <p><b>Fields Mapped:</b></p>

Tool	Event	Action
		<i>ServiceNow. Incident ID &lt;-&gt;Kovair. Incident No</i> <i>ServiceNow. Summary &lt;-&gt;Kovair. Title</i> <i>ServiceNow. Description&lt;-&gt;Kovair.Description</i> <i>ServiceNow. Status&lt;-&gt;Kovair.Status</i>

**Note:**

- ❖ The ID of the ServiceNow Incident should be populated in a field (ServiceNow Incident No) in Kovair Incident entity.
- ❖ Status of the Incident Record is 'Assigned'.
- ❖ Once the Incident is added in Kovair, the Kovair IncidentURL should be synched back to ServiceNow.
- ❖ ServiceNow URL should be available in Kovair Incident Record.

## Use Case 2

### Incident Categorization

Tool	Event	Action
Kovair	An Incident is linked with an Change Request / Bug  <b>Event Condition</b> <i>If Incident is categorized as a 'Bug', then a Bug should be linked.</i>  <i>If Incident is categorized as a 'Change Request', then a Change Request should be linked.</i>	
Kovair		Linked Change Request / Bug is displayed in the Incident Record

## Use Case 3

### If Change Request / Bug is not linked to any Delivery Package

Tool	Event	Action
Kovair	On Linking Incident with an existing Change Request / Bug which is not linked to any Delivery Package	
Kovair		Incident Status is ' Design In Progress' is displayed

## Use Case 4

### If Bug is linked to a Delivery Package (Delivery Package is not tagged to a Release)

Tool	Event	Action
ServiceNow	On Linking Incident with an existing Change Request / Bug which is not linked to any Delivery Package	
Kovair		Incident Status is ' Design In Progress' is displayed

## Use Case 5

### If Bug is linked to a Delivery Package (Delivery Package is tagged to a Release)

Tool	Event	Action
ServiceNow	On Linking Incident with a Bug which is linked to a Delivery Package and Delivery Package is also tagged to a Release	

Tool	Event	Action
Kovair		<p>Incident Status 'Tagged To Release' is displayed</p> <p>Tagged Release of the Delivery Package is displayed in the Incident record.</p> <p>Release Date of the Delivery Package is displayed in the Incident record</p>

## Use Case 6

### Resolving Incident

Tool	Event	Action
Kovair	Bug is resolved in Kovair and Incident also gets resolved in Kovair	
ServiceNow		Incident Status is ' Resolved' is displayed

## Use Case 7

### Closing Incident

Tool	Event	Action
ServiceNow	Incident is closed in ServiceNow	
Kovair ALM		Incident is closed in ServiceNow

## Use Case 8

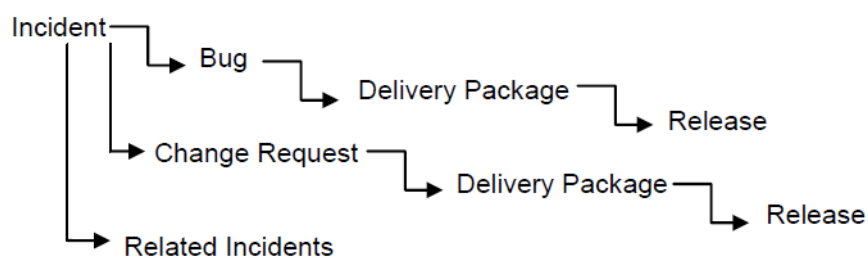
### Viewing Kovair Incident Record from ServiceNow

Tool	Event	Action
ServiceNow	Click on the Kovair Incident URL present in the Service Now Incident record	
		<p>Kovair Incident record is displayed with minimal fields in a Lite form.</p> <p>User only has view access to this form.</p> <p>User can view the list of Release, Change Request / Bug and Related Incidents with the Incident record.</p>

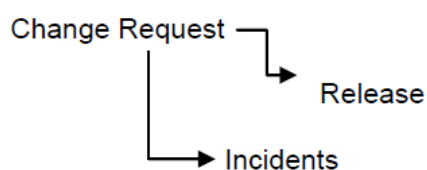
## Traceability Views from Kovair

ServiceNow users can derive the following traceability relationships from Kovair.

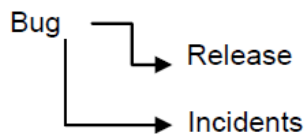
### 1. Traceability View 1



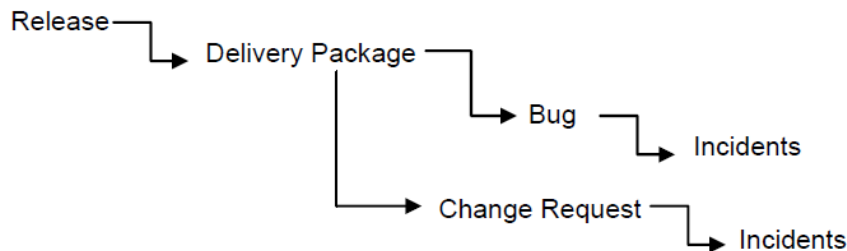
### 2. Traceability View 2



### 3. Traceability View 3



### 4. Traceability View 4



## Business Values

- ❖ End users who log incidents do not need Kovair license to view the Incident record and its status in Kovair
- ❖ Service Desk Manager can anytime review the status of any Incident record using Kovair interface.
- ❖ Release Number and Go-Live Date can be tagged with the logged Incident based on the Delivery Package (linked with Change Request / Bug) tagged with the Release.
- ❖ Notifications are sent to users on every status change of an Incident
- ❖ Users can also see list of Related Incidents that are already logged and linked with the Change Request / Bug.
- ❖ Users can establish and view end-to-end traceability relationships between Incidents, Change Requests / Bugs, Delivery Packages and Release.
- ❖ Reports can be generated which would display Incidents (group by Application/Priority) resolved after every Release goes live.

# About Kovair

**Kovair Software** is a Silicon Valley based software product company specializing in the domain of Integrated Application Lifecycle Management (ALM) solutions and supports global software development and management. Kovair's focus on integrating third party best-of-breed ALM tools enables creation of applications in a synchronized tools environment.

Kovair has partnered with leading technology brands like Microsoft, IBM, CA, BMC and more to provide customers a wide range of integration solutions.

**Product Portfolio:** Kovair's flagship products **Omnibus Integration Platform**, **ALM Studio**, **QuickSync** and **Integrated DevOps** are highly preferred solutions by some of the major corporations globally.

**Recognitions:** **The SD Times 100** has recognized Kovair as one of the top 100 software innovators in the domain of Application Lifecycle Management. Kovair's Innovations in ALM Tools and ALM Integrations are well recognized both in the industry and by analysts at places like **Gartner** and **Forrester**.

**Business Focus:** Application Lifecycle Management Products and Services, Integration Platform

**Industry Verticals:** IT Consulting and Services, Banking and Financial Services, Telecom, Manufacturing, Networking, Healthcare, Defense and Government.

**Contact:** For more information about product and services contact [sales@kovair.com](mailto:sales@kovair.com). You may follow Kovair updates on [Facebook](#), [LinkedIn](#), [Twitter](#), [Google+](#), [Slideshare](#) and [YouTube](#).

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