ServiceNow-Jira Project Management Process Template



Jitterbit

Business Problems Solved:

- Automate creation of issues in Jira from cases created in ServiceNow
- Automate updates to cases in ServiceNow from issue changes in Jira

Business Outcomes:

- Harmonization of data between ServiceNow and Jira, eliminate manual reconciliation with automation
- Acceleration of service ticket resolution, better visibility into ticket queue and status

Pre-Packaged Template Value to Customers:

- Packaged solution enables speedy service ticket resolution
- Easily customize on top of pre-packaged templates Pre-built integrations accelerate your time to deploy by 50-80%
- Remove siloes between development and support teams and improve cross-team collaboration
- Shorten issue resolution timeframes, decrease human errors attributed to manual data entry
- Improve cross-team collaboration and communication
- Enhance customer experience

Template Workfows:

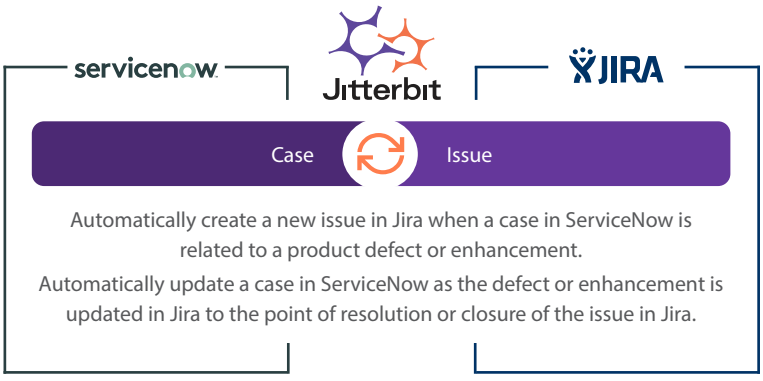
- Automate creation of issues in Jira from cases created in ServiceNow
    - ServiceNow -> Jira
        - Case created in ServiceNow
        - Issue creation in Jira
- Automate updates to cases in ServiceNow from issue changes in Jira
    - Jira -> ServiceNow
        - Issue update in Jira
        - Case update in ServiceNow

Introduction

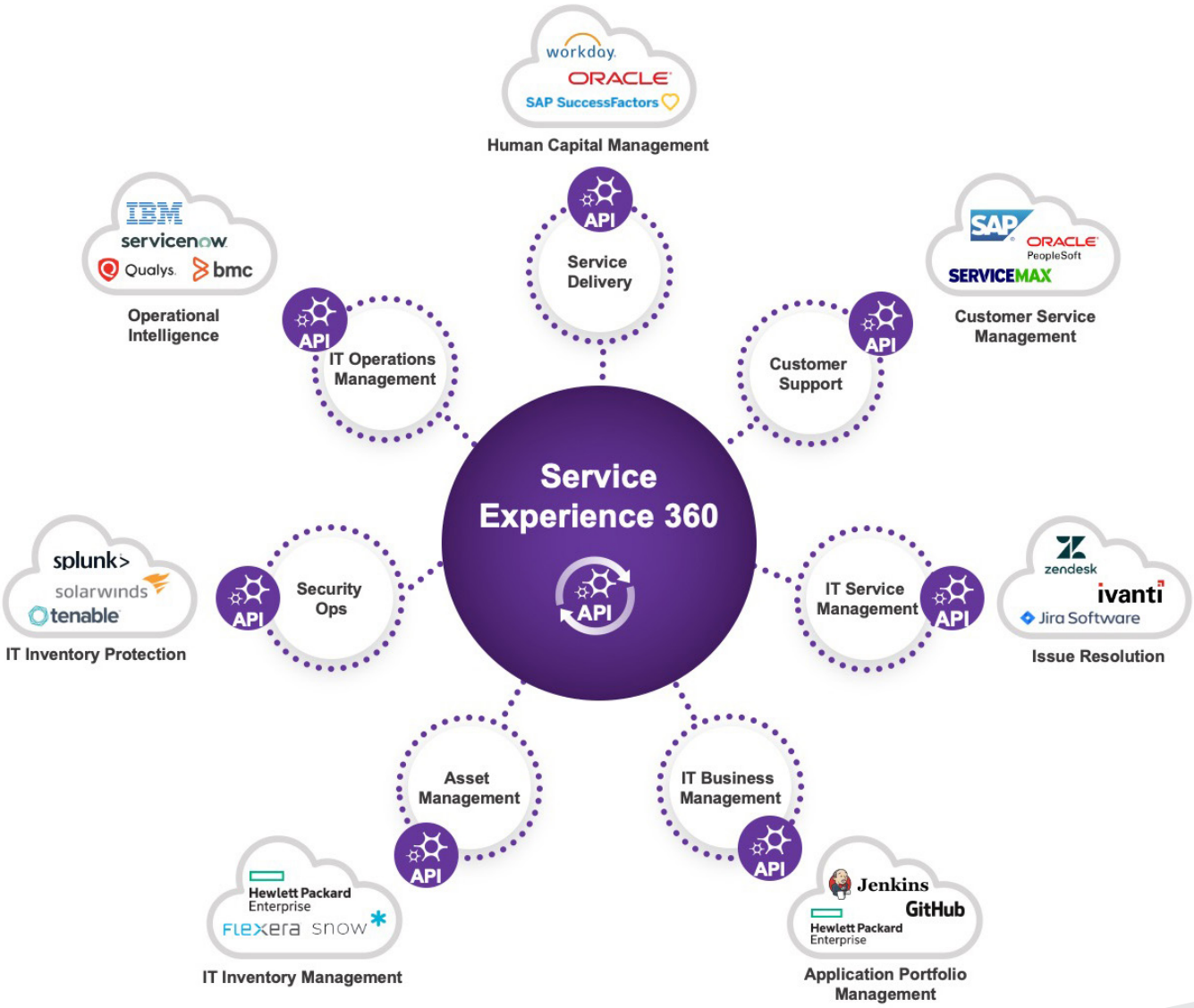
When it comes to servicing the needs of both customers and employees, time is of the essence. Customers expect fast resolutions to their issues, or they walk away and find somewhere else to spend their money. Likewise, if a new or veteran employee has an issue that needs to be addressed by service teams, they expect that issue to be resolved with lightning speed to preserve productivity and morale. Development and support teams must work together to fulfill these needs in an accurate and accelerated manner. Unfortunately, both the teams have their own unique tools they use to operate with, which makes it difficult for them to be in unison. The use of multiple tools may lead to time delays, manual errors, quality issues, and unsatisfactory customer experiences.

Jitterbit's ServiceNow-Jira Project Management process template improves collaboration by harmonizing data between ServiceNow and Jira. Both the development and support teams are able to work closely together, eliminating manual reconciliation of service tickets, and enabling them to be fast, efficient, and accurate in resolving issues. The template automates the creation of a new issue in Jira when a case is created in ServiceNow, which is related to a product defect or enhancement. The update to a particular case in ServiceNow is also automatically reflected when the product defect or enhancement is acted upon, and the associated issue is updated in Jira to the point of resolution/closure.

Jitterbit's ServiceNow-Jira Project Management Process Template is a pre-packaged solution for integrating critical service management data that creates harmony between development and support teams, enabling them to quickly resolve service tickets and provides better process visibility. The template helps boost efficiency and productivity while streamlining cross-team collaboration and improves the overall customer experience.



The *API Lifecycle* of Service



The number of applications used by corporations to manage and improve the customer and employee experience is growing exponentially. Unfortunately, managing them has become a resource-intensive balancing act involving the coordination of multiple sets of employee and service data located in many different applications. To stay competitive, Jitterbit Harmony connects data, people and devices together to streamline service management business processes and enable a seamless Service API360 experience.

Jitterbit



About Jitterbit

Jitterbit, the API transformation company, makes it quicker and easier for businesses to exploit data from any source, empowering them to rapidly innovate and make faster, more effective decisions. The Jitterbit API integration platform enables companies to quickly connect SaaS, on-premises, and cloud applications and instantly infuse intelligence into any business process.

To learn more, visit jitterbit.com or call 1-877-852-3500. You can also follow us on Twitter or read our blog.

© Jitterbit, Inc. All rights reserved. Jitterbit and the Jitterbit logo are trademarks of Jitterbit, Inc. All other registration marks are the property of their respective owners.