



# Multi-Vendor IT Service Management Ticket Broker

## Overview

This whitepaper presents an industry first multi-phase approach to brokering tickets among multiple IT Service Management (ITSM) tools.

One of the key challenges facing large organizations is the integration, coordination, and sharing of information among their disparate Service Desks. This occurs when individual departments procure ITSM tools separately and tailor them to support their Service Desk processes. However, the effective maintenance of this model is extremely susceptible to re-orgs, mergers, and line of business re-alignment seeking to enhance efficiency, improve effectiveness, and incur savings. While a corporate-wide Service Desk with a single ITSM tool suite remains an option, it is often a “bridge too far” as this becomes a massive undertaking, laden with its own set of cost and risks. Another approach is to integrate each tool in a point-to-point fashion. This is also an arduous and expensive undertaking especially if there are more than two tools – and this does not even account for high on-going sustainment cost. A more pragmatic and cost effective approach, is to link the tools and processes to deliver an ITSM service in a seamless manner. This paper presents a capability to provide seamless ticket transfer between disparate ITSM tool suites, to include **ServiceNow, Service Manager, Remedy, and JIRA** (currently in test).

## Value Proposition: Ticket Broker

[Savli Group](#) developed a unique broker that allows customers to integrate multiple ITSM tools in a quick and easy manner. This technology leverages a backend platform, originally developed by Hewlett Packard Enterprises and subsequently enhanced by Savli Group, to achieve a true point-to-multi-point ticket exchange integration. The solution is flexible, scalable, and easily customizable to meet each individual implementation, and is not impacted by customizations of the existing ITSM tools. As the broker leverages Application Programming Interfaces and Web Services, risk and cost due to product upgrades/patches is mitigated.

## Business Enablers

- Huge ROI with immediate upfront cost savings
- Decreased time to deploy; facilitates the ability to phase rollouts.
- Substantial lower Total Cost of Ownership (TCO)
- Significantly lowers implementation risks
- Realizes immediately efficiencies in services support and delivery
- Scales to support additional ITSM systems easily
- Minimal training required for Service Desk or IT Staff to transfer tickets

## Technical Features

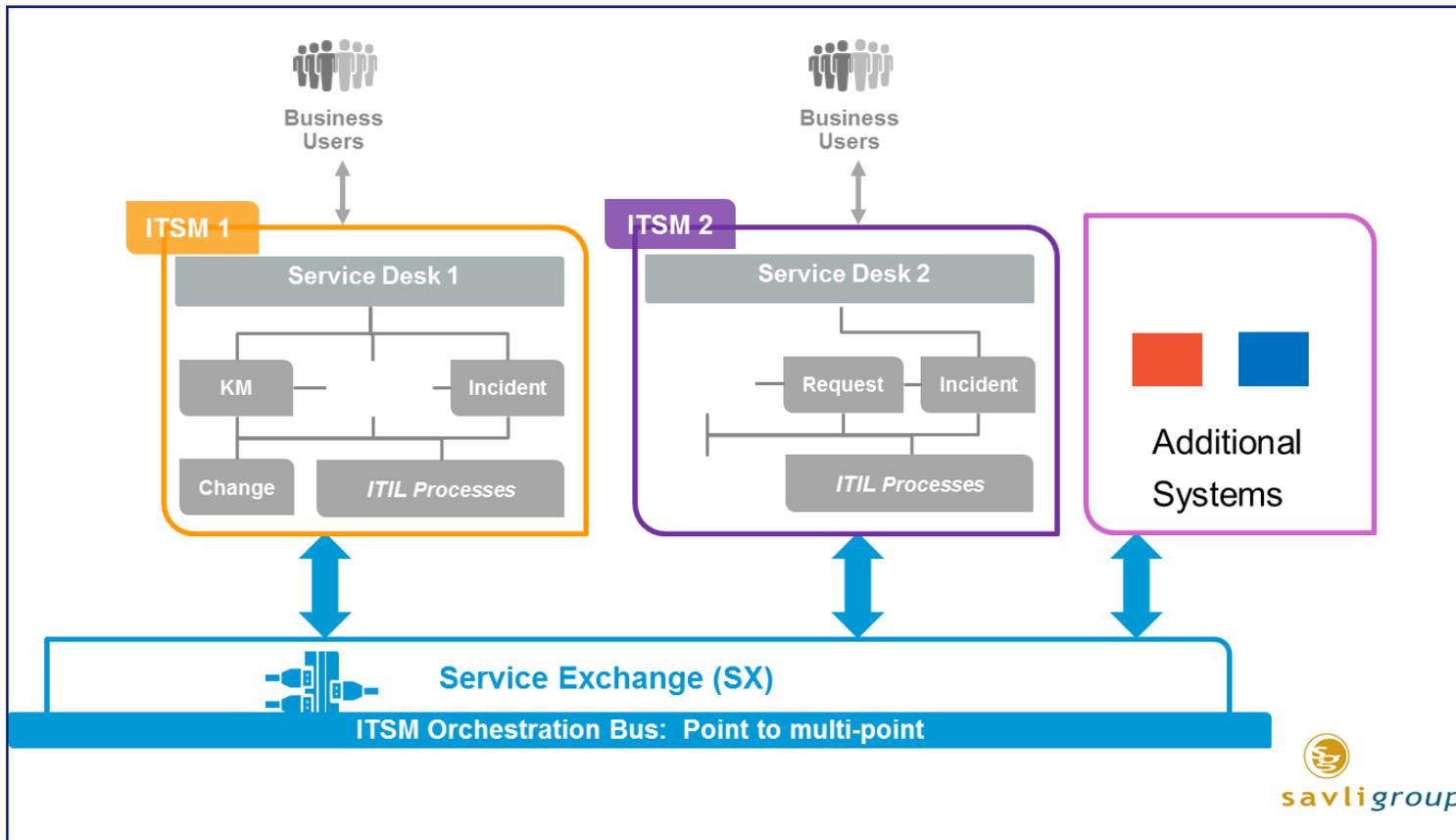
- Seamlessly integrates ticket exchange between ServiceNow, JIRA, HPE Service Manager, and Remedy
- Supports attachment transfers with tickets
- Enables threaded communications
- Provides bi-directional ticket visibility
- Can be expanded to support additional ITSM tools or other backend systems.

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## Sample Implementation Approach

### Overview

The following graphic depicts the key elements of the Savli Group Ticket Broker.



The heart of the capability is the Service Exchange (SX). Hosted on a server, this is initially integrated with a host ITSM system and then with additional systems. The SX is part of the backend technology developed by HPE that has been leveraged by Savli Group to enable the Ticket Broker.

### **Phase I - Install Service Exchange (SX) / Host System Integration**

The initial phase would involve standing up the SX server and configuring the Ticket Broker with an initial ITSM system and one additional ITSM system.

#### Outcome

At the conclusion of Phase I the expected outcome is:

- Service Exchange installed and configured on a dedicated server.
- Service Exchange configured to support the business needs (i.e. access controls, security hardening, etc.).
- Integration of the Service Exchange to both ITSM solutions.
- **Fully functional Service Exchange of tickets between each ITSM solution.**

## Phases II-x: Subsequent Integrations

Depending on business needs, subsequent integrations can either be accomplished in phases or done concurrently. Each integration to a system that is currently supported requires an additional ticket broker license.

### Outcome

At the conclusion of each Phase the following is expected to be completed:

- Full Integration between each subsequent ITSM system and all other integrated systems.
- Complete visibility in the host ITSM system of the status of all tickets being brokered.
- End-to-end transparency, measurement, and metrics reporting.

### Technical Specification and Workings

- When a ticket is created in one system, a linked ticket is automatically created in the other system and ticket ID identifier is used to link both tickets.
- When a ticket is updated in one system, the status of the synchronized ticket is automatically updated in the other system.
- When a ticket field is updated in one system, the status and external ticket information will change; work notes and comments are exchanged. This provides real-time status optics about the linked ticket without having to call the corresponding Service Desk staff.
- When Service Desk staff with wants to add a comment (e.g., activity log or journal entry) to a ticket logged against them in the other system, the linked ticket is also updated.
- When a file is attached to a ticket in one system, the file is automatically attached to the linked ticket in the other system.
- If ticket creation does not occur in the linked system, detailed error logging is captured and available in the Propel logs.
- For all linked tickets, locking is supported to insure one ticket cannot be resolved if the corresponding ticket remains open.
- Trigger conditions to exchange tickets can be configurable,
  - Which Service Desk or system the tickets need to be shared with. This is a drop-down field
  - Indicator field that the ticket needs to be brokered. This is typically a Boolean field (Y/N).

## Savli Recommendations

- Only pass those data elements to the external system that is required for ticket resolution.
- Be aware of attachment sizes. Limit them if applicable.
- Have an Interface Control Document agreed and signed between the organizations that share tickets.
- Confirm that the existing ITSM solution supports industry supporting web service.
- Craft OLAs for shared tickets to meet customer facing SLAs.
- Maintain and manage customer access at the initial entry point.
- If either ticketing system changes either its workflow or its fields, the integration will need to be re-validated.