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ServiceNow & Clarity | Integration Options

Your Guides: Tom Santos and Jerry Dolak

Introductions

- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself
- Business Cards



Agenda

- Open Mic / Why Integrate
- How you integrate
- Common Integrations
- Less Common Integrations
- What is the Future?

Open Mic

- How many have ServiceNow within your organization?
- If you are using ServiceNow
 - Are you using Incidents, Problem, Change?
 - Are you using Applications / CMBD?
 - Are you using Idea or Demand?
 - Tracking time worked?

Why Integrate ServiceNow & CA PPM

- Users are already using ServiceNow for ITSM requests, expanding to initiate Ideas/Demand may lead to higher adoption.
- Traceability of ITSM service based requests to Projects within Clarity, and traceability of Clarity Projects back to idea/incident/request.
- Create a unified process for end users, and a single place for interaction with the business.
- Leverage ServiceNow email survey capabilities.
- Remove dual entry when the source of a Clarity project is initial work done in ServiceNow.

Part I: How you integrate

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How you integrate (technically)



- ServiceNow is a development platform (Clarity is also a development platform)
 - Development on both platforms can make for rich integrations
 - ServiceNow offers an Integration Hub
 - It can be expensive
- ServiceNow offers a “mid-server” to cross firewalls
 - Cloud to On Premise or On Premise to On Premise
- You do no need a middleware solution

Part II: Most Common Integration Points

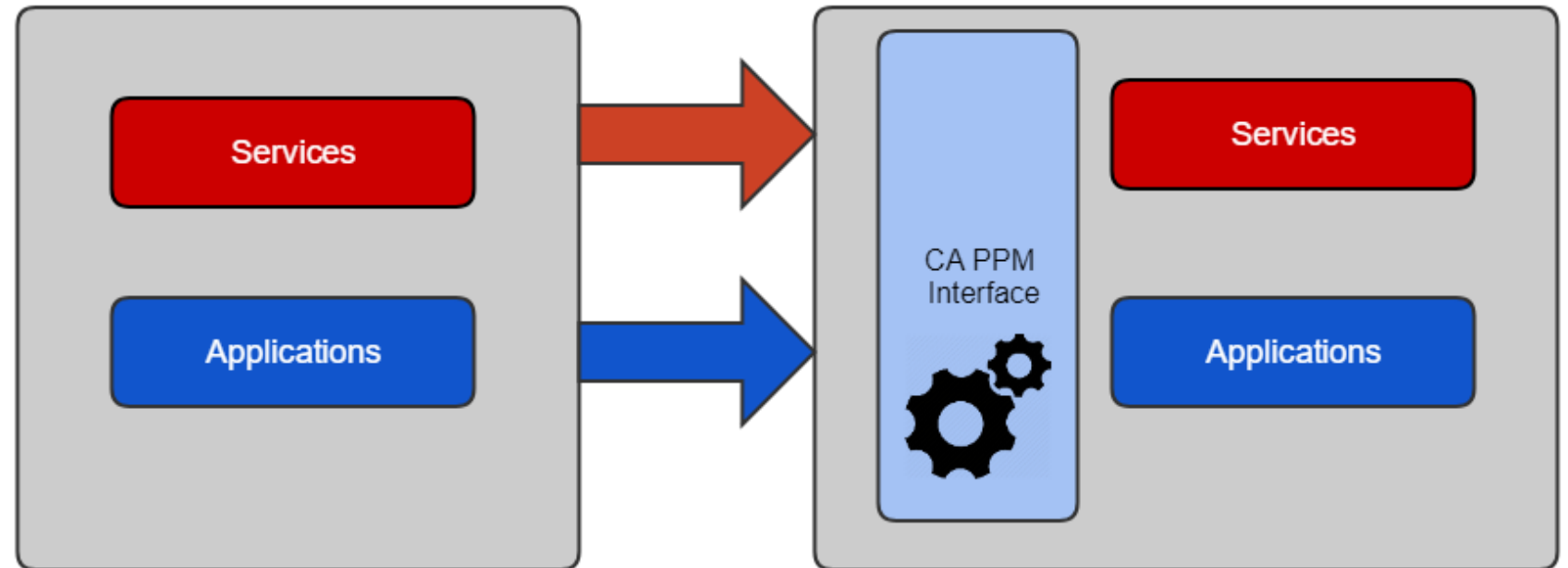


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Services and Applications Integration

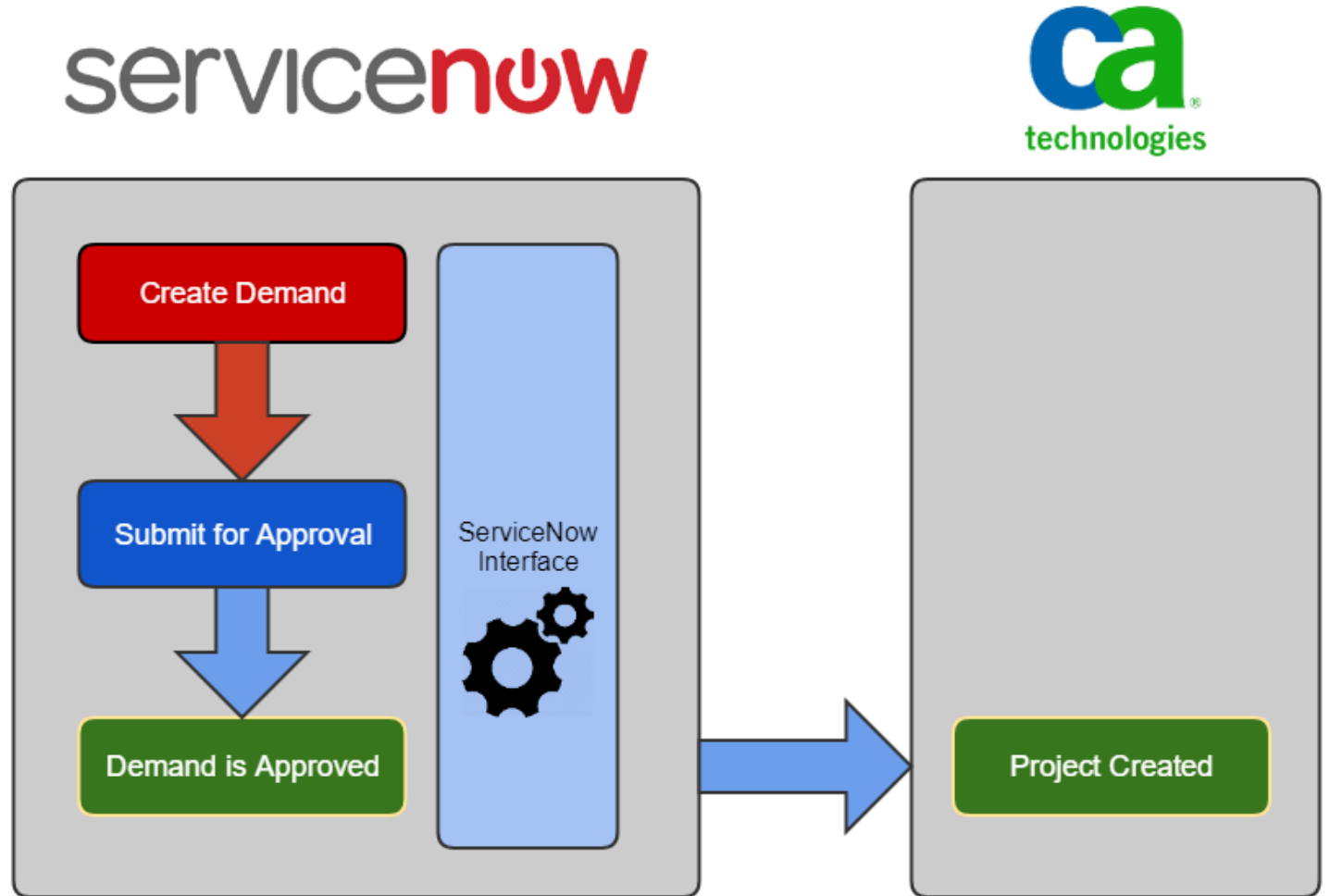
- ServiceNow commonly owns the master table of Services and Applications
- Import those to Clarity so projects have access to them
- Commonly imported into custom objects for the most flexibility

servicenow



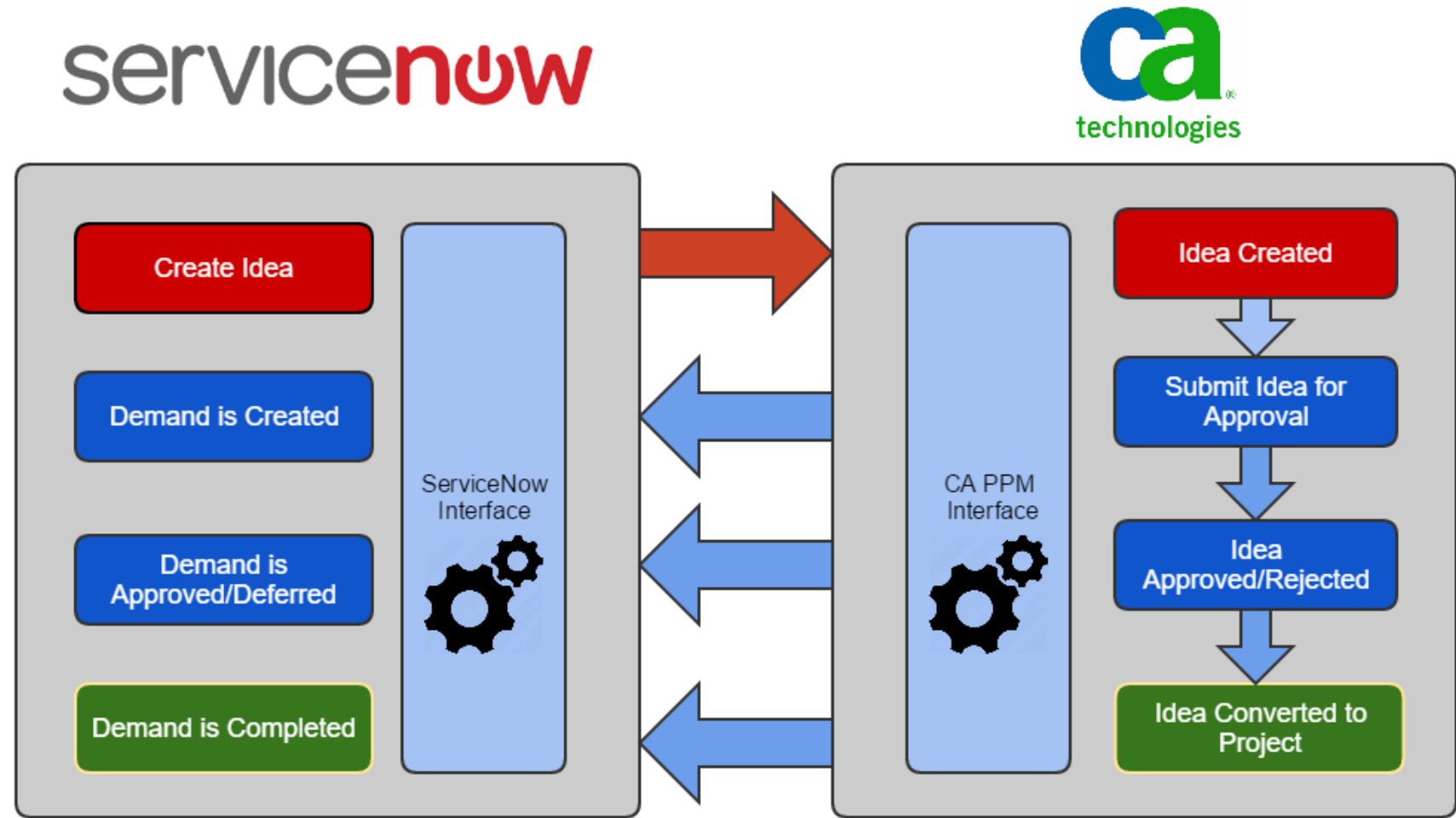
One way Demand to Project integration

- When ServiceNow is the gateway for ideas and/or demand
- No ideation is done in Clarity
- After a demand is qualified, a project is created in Clarity



Full bi-directional Idea/Demand integration

- Most common integration
- Harvest ideas from ServiceNow, qualify them in Clarity
- Continually update demand in ServiceNow
- Complete demand after a project is created



365 Document Management for ServiceNow or Clarity

- Integrated Document Management for Office 365 Users.
- Seamlessly work with documents and folder in-platform.
- Works in both ServiceNow and Clarity.

The screenshot displays the '365 Project Documents' interface. At the top, there are tabs for 'Dates', 'Details', 'Business Case', 'Financials', 'Score', 'Notes', and 'Preferences'. Below these is a 'Document Library' section with a dropdown menu set to 'Status Reports'. Action buttons include '+ New Folder', 'Upload File(s)', 'Delete File(s)', 'Open in SharePoint', and 'Refresh'. A table titled 'Status Reports' lists folders with their names, owners, modified by users, and last modified dates.

Name	Owner	Modified By	Last Modified
April 2019	Tom Santos	Tom Santos	2019-05-04
August 2019	Tom Santos	Tom Santos	2019-08-27
February 2019	Tom Santos	Tom Santos	2019-05-04
January 2019	Tom Santos	Tom Santos	2019-05-04
July 2019	Tom Santos	Tom Santos	2019-06-28
June 2019	Tom Santos	Tom Santos	2019-05-04
March 2019	Tom Santos	Tom Santos	2019-05-04
May 2019	Tom Santos	Tom Santos	2019-05-04

At the bottom of the interface, there are buttons for 'Save', 'Update', and 'Delete'.

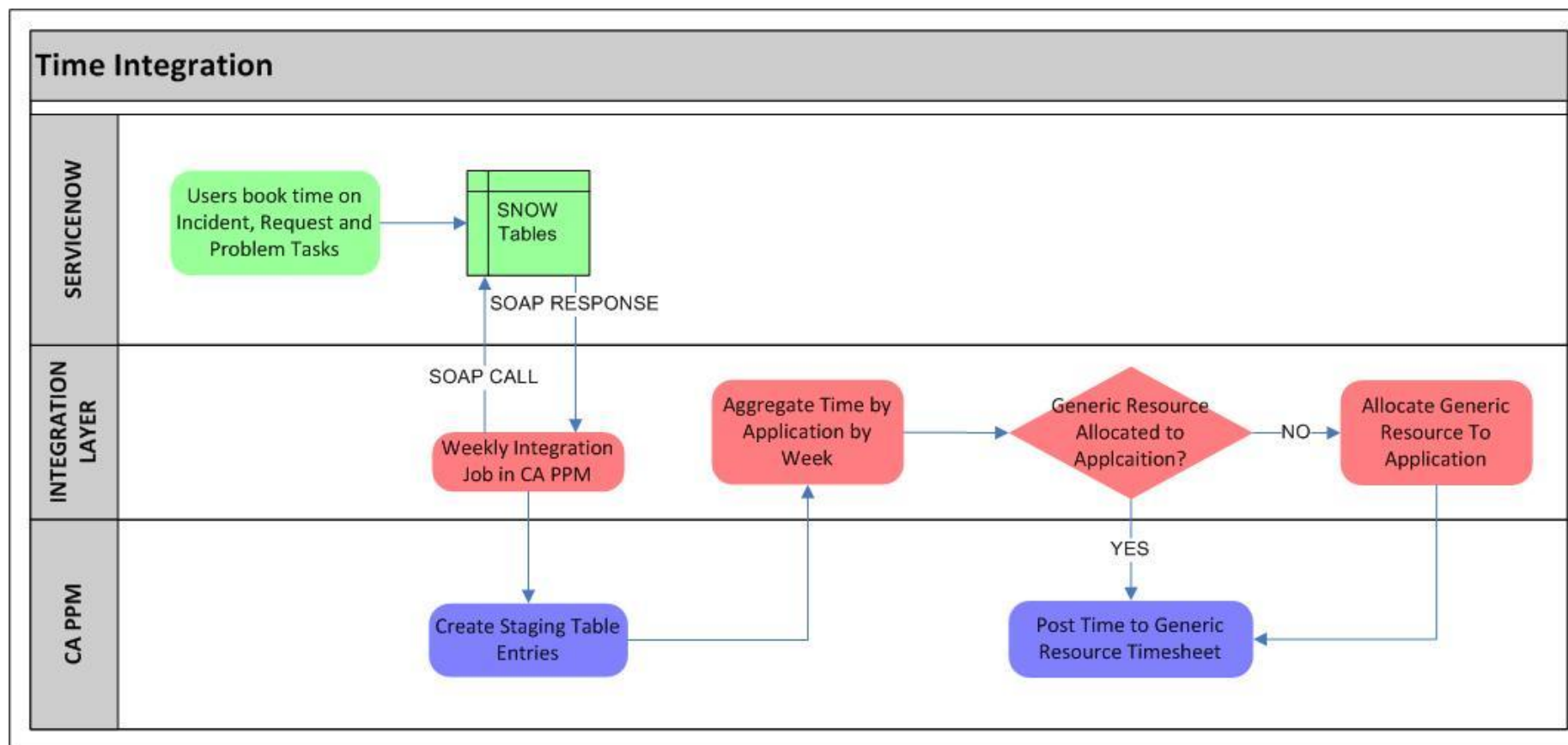
Part III: Less Common Integration Points



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Time Integration from ServiceNow

- Bring in time data from tickets into projects.
- Traditionally summarized ticket data for operational kinds of projects



Less Common Integrations - Time

- ServiceNow as a master system of Resource data
 - Integrating Clarity to master resources systems commonly is done via flat files
 - When ServiceNow is used, it can be connected to (SaaS to SaaS) to harvest master resources. No flat files needed.
 - ServiceNow has native connectivity to master HR systems where Clarity does not.
- Agile integration
 - In the event that Agile management is deployed in ServiceNow but traditional project management is not
 - Import in Epics, features, stories, etc.

What is the Future?

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Thoughts on Future Integrations

- What integrations would you like to see between ServiceNow and Clarity?
- Have you considered a more formal alignment for Application Portfolio Management?
- Are Clarity project financials shared to the a formal IT Financial Management tool?
- Additional Software Asset Management or Customer Service Support alignments?

Questions?



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- Class Name = **regoUniversity**
- Course Number = **Session Number**
- Date Started = **Today's Date**
- Date Completed = **Today's Date**
- Hours Completed = **1 PDU per hour of class time**
- Training classes = **Technical**
- Click on **I agree** and **Submit**



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