

# ITRP

## INTEGRATIONS

Many organizations have already migrated to ITRP to ensure that they can monitor the performance of their external service providers. When one of their ESPs also uses the ITRP service as its IT service management solution, they will be able to collaborate seamlessly without the need for an integration. In such cases, the customer organization is, for example, able to pass incidents to the service provider and the service provider is able to assign change approval tasks to the customer.

But when one of the organization's third party service providers is not using ITRP and a large number of assignments needs to be sent to this external company every day, then it makes sense to automate the passing of these assignments between the customer and this external service provider. That is typically accomplished by building an integration between the ITSM solutions of the two organizations. The trouble with such integrations is that they are expensive to develop, in constant need of maintenance, and notoriously unreliable (i.e. they are often unavailable).

To alleviate much of these issues, the ITRP Integrations service has been created. This service is completely separate from the ITRP service. Customers of the ITRP service can subscribe to the ITRP Integrations service when they need to establish an integration between their ITRP environment and the IT service management application of one of their external providers. Their ITRP Partner organization will then help them document the requirements and field mapping for the integration between the two ITSM solutions. After this the ITRP Institute:

- develops the integration
- automates the unit tests for this integration
- hosts the integration on a high-availability infrastructure that is load-balanced over two separate data centers
- monitors and supports the integration 24 hours a day, 7 days a week
- maintains the integration so that it continues to work as ITRP evolves

When the ITSM application of the external service provider, or ITRP, is temporarily not available, the ESP is automatically notified, and the transactions are queued until the issue has been resolved.

The developers of the ITRP Institute can also be asked to adjust the integration as needed to ensure that modifications to the external ITSM application are accommodated, or to extend the functionality of the integration (e.g. to also include change management tasks).

Because the ITRP Integrations service makes it possible to create new integrations in a fraction of the time that this normally takes, and because it is provided as a service that is fully supported, it is the ideal solution for organizations that prefer to leave the development and maintenance of such integrations to a company that specializes in it.

