exalate

JIRA AZURE DEVOPS INTEGRATION

THE COMPREHENSIVE GUIDE

Keeping track of the vast quantities of information circulating around your business can be a headache, but also an opportunity if you know how to sync data and collaborate effectively with other teams.

Let's say you're working in **Azure DevOp**s and you need to **integrate** with another team in **ServiceNow**. An Azure DevOps ServiceNow integration is what can make everything run way more smoothly.

Connecting your teams effectively is definitely a big challenge. So in this guide, we'll walk you through a step-by-step process to learn how to integrate two of the most popular work management systems with the least fuss possible.

We also have this and other tutorials in a video format

CHECK OUR INTEGRATION VIDEOS →

Table of contents

1.

Why Integrate Azure DevOps with ServiceNow?

Azure DevOps

What is Azure DevOps

Azure DevOps is an outstanding tool that can be used for a range of purposes, including managing servers and websites, as well as product development.

It is hugely popular with engineers and makes running projects much easier. Packed with features, it includes versioning, project and requirements management, build automation, and is designed to help with the full application lifecycle.

There are all sorts of ways to use it, but it is likely to be used by technically adept teams working on various kinds of software projects. There are two versions of it. It can be used in the cloud or teams can host it on their own server.

It has a marketplace full of apps that let you add features and integrate it with other platforms. It can also be extended directly via its SDK.

servicenow

What is ServiceNow?

ServiceNow also has a strong range of capabilities, but where Azure DevOps caters to developers, ServiceNow is mostly focussed on service and support.

Using ServiceNow is a great way to handle customer requests and organize the way your customer support team interacts with clients. It lets you keep track of incidents and problems and allows your team to stay on top of all the information generated by customers.

Why Integrate Azure DevOps with ServiceNow?

Often your teams will need to share issues, and the specifics of what they need to know will differ. Keeping them on the same page without duplicating or losing information is quite a challenge. So a tool that can take care of it automatically will be a huge asset.

The customer service team usually becomes aware of problems that the engineers need to know about, and will pass the issues on to the support team. The engineers will fix these problems afterward, and the customer service team can then pass the result on to the clients.

This data can be exchanged manually but there are several problems with doing that. It's time-consuming, some issues may not be passed on, duplicate information may be shared and data might be passed in the wrong format, or with the wrong level of detail for the person receiving it to use.

With an automated system, you can ensure that data is transferred between teams when it is captured by either platform. You can set the conditions for exchange, meaning you can filter what is shared.

By letting an integration tool take control of the process, you can save yourself work and ensure data is exchanged consistently under the conditions you specify.

2.

How to Choose the Right Technology for Setting up an Azure DevOps ServiceNow Integration

There is an increasing number of software integration solutions available to help you integrate different platforms. When picking one, it is important to clarify exactly what problems you need to solve. There are three particular criteria to bear in mind when choosing a solution for an Azure DevOps ServiveNow integration.

1. Decentralized Integration (Autonomy)

Teams need to be able to change the configuration of their integrations independently. It is inconvenient to have to double-check everything with other teams, particularly if they are not in the same company, or don't speak the same language.

The systems should also allow teams to maintain privacy, so they only share the information they want to. If a solution can guarantee your autonomy, then there'll be no need to leave your familiar environment even when integrating with other companies and other platforms.

2. Reliability

The integration solution must be able to cope with downtime or problems on either side of the connection and to recover when things are back up. Outages happen when working online, and the system should be capable of rescheduling data exchange without anything being lost, and without engineers needing to become involved.

3. Flexibility

The teams on either side of the connection will likely discuss their requirements when the integration is set up, but these will change over time. They may want to expand the range of data shared or tune it, as the teams grow and requirements change.

They may also change the format of information entered into their system. The integration must be able to handle these changes and adapt to the needs of users on each end of the connection.

For our integration, we've chosen Exalate, a solution built to solve these three particular challenges. It is designed to be robust, flexible, and to allow your teams to operate independently.

> *“The best feature is definitely its flexibility. We can do a lot of scripting which we use a lot at this moment. The scripting makes Exalate as flexible as a solution can be.*
>
> **CHRISTOF CUYPERS | GANTNER**

READ FULL STORY →

> *“Take your time to dive into what's possible. There's so much more under the hood that you could do - if you keep it simple and use the defaults, it's only 5% of what you can do, you could build crazy and cool stuff.*
>
> **MAARTEN CAUTREELS | DPG MEDIA**

READ FULL STORY →

exalate

Bi-directionally connect your work across multiple work management system in real-time

→ A frictionless collaboration across **internal teams** and **outside company borders**

→ Complete **autonomous control** over both outgoing and incoming information

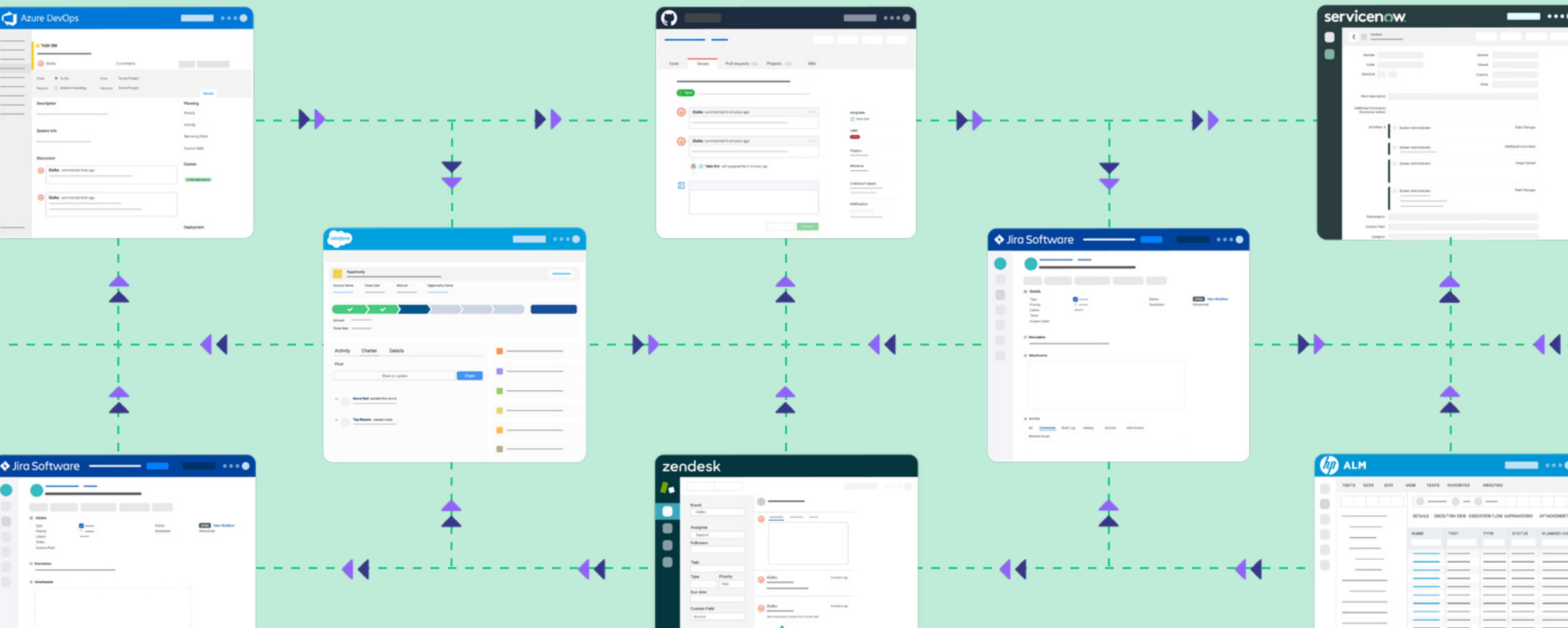
→ **Maximum security** due to complete control over the data being shared with the other systems

→ **Limitless customizability** to fit your unique and complex integration needs

→ Set up a synchronization between multiple work management systems. Available for Jira, Salesforce, Azure DevOps, ServiceNow, Zendesk, GitHub, HP ALM & more

BOOK A DEMO

TRY IT FOR FREE

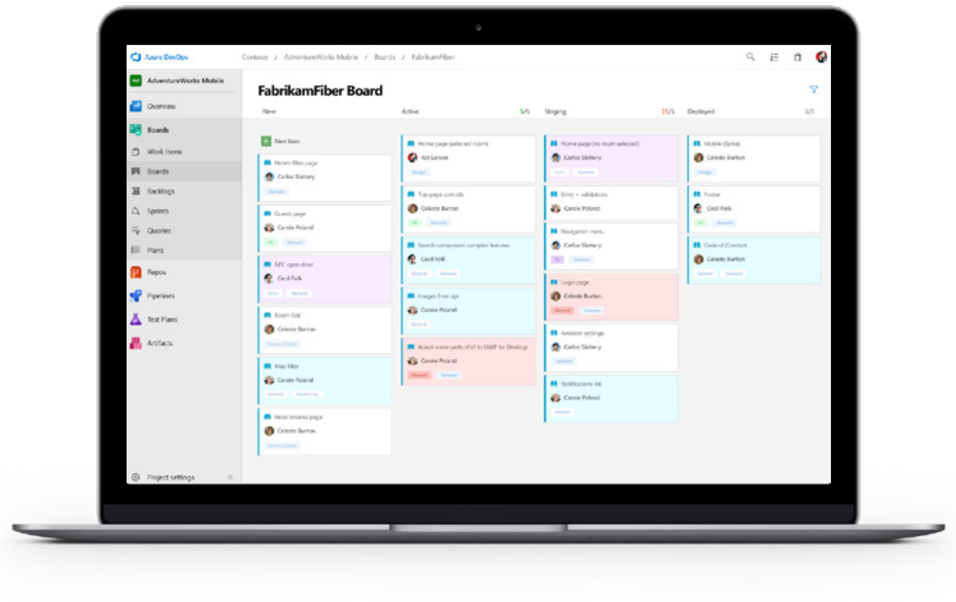


3.

How to Set up an Azure DevOps ServiceNow Integration

(a Step by Step Process)

To set up our integration, we'll go through several steps. First, we'll install Exalate on both platforms. Then we'll create a connection between them. After that, we'll look into the connection settings in more depth to configure what data is being sent and received. We'll also see how to control the conditions for data exchange.



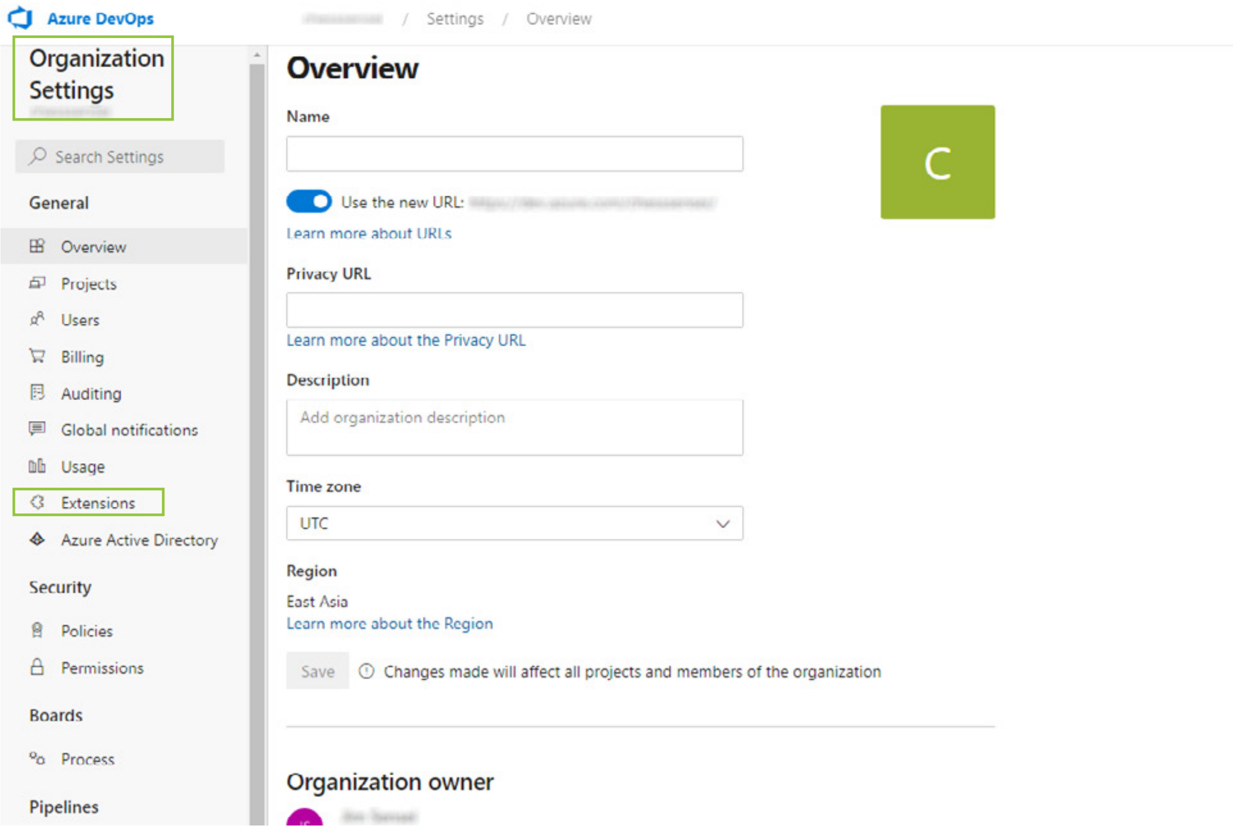
1. Install Exalate on Azure DevOps

First of all, we need to install Exalate on our Azure DevOps instance. For more detail, read the Exalate documentation on Azure DevOps.

You can install Exalate via the Microsoft Azure marketplace which will deploy the node onto the Exalate cloud. Alternatively, you can also install Exalate via Docker, in which case, you can go ahead and read this.

For the purposes of this guide, we'll install directly from the market-place. Read this doc for more information.

First of all, make sure you are logged in as an admin. If you look at the bottom left of the screen after logging in, there's a cog icon and a link saying 'Organization settings'. You might need to scroll down if you can't see it. Click it. On the screen that follows, click 'Extensions' in the left-hand menu.



Overview

Name

Use the new URL: [redacted]
Learn more about URLs

Privacy URL

Learn more about the Privacy URL

Description

Add organization description

Time zone

UTC

Region

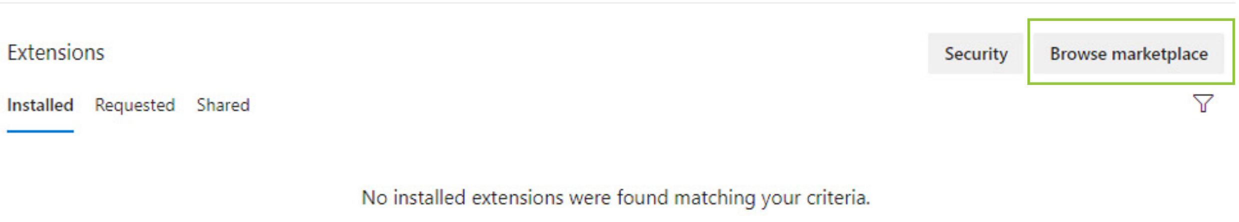
East Asia
Learn more about the Region

ⓘ Changes made will affect all projects and members of the organization

Organization owner

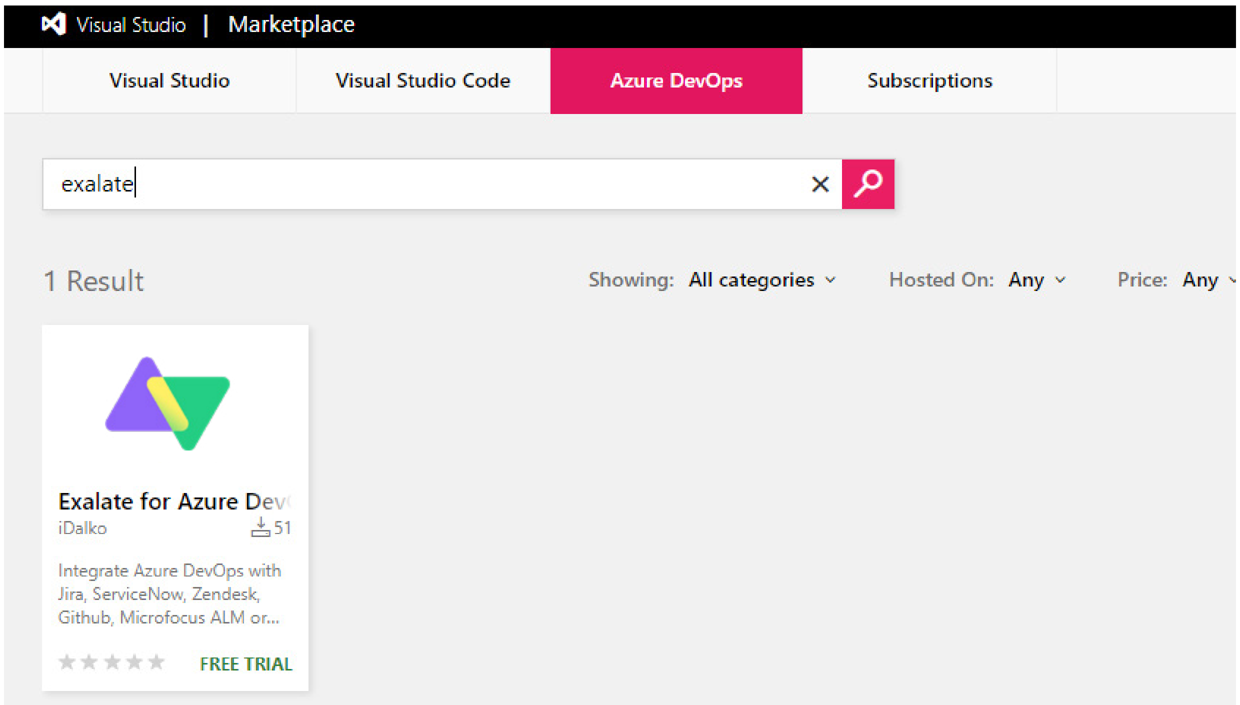
[redacted]

On the extensions screen, click the ‘Browse marketplace’ in the top right.



No installed extensions were found matching your criteria.

In the marketplace search field, look for Exalate for Azure DevOps.



exalate

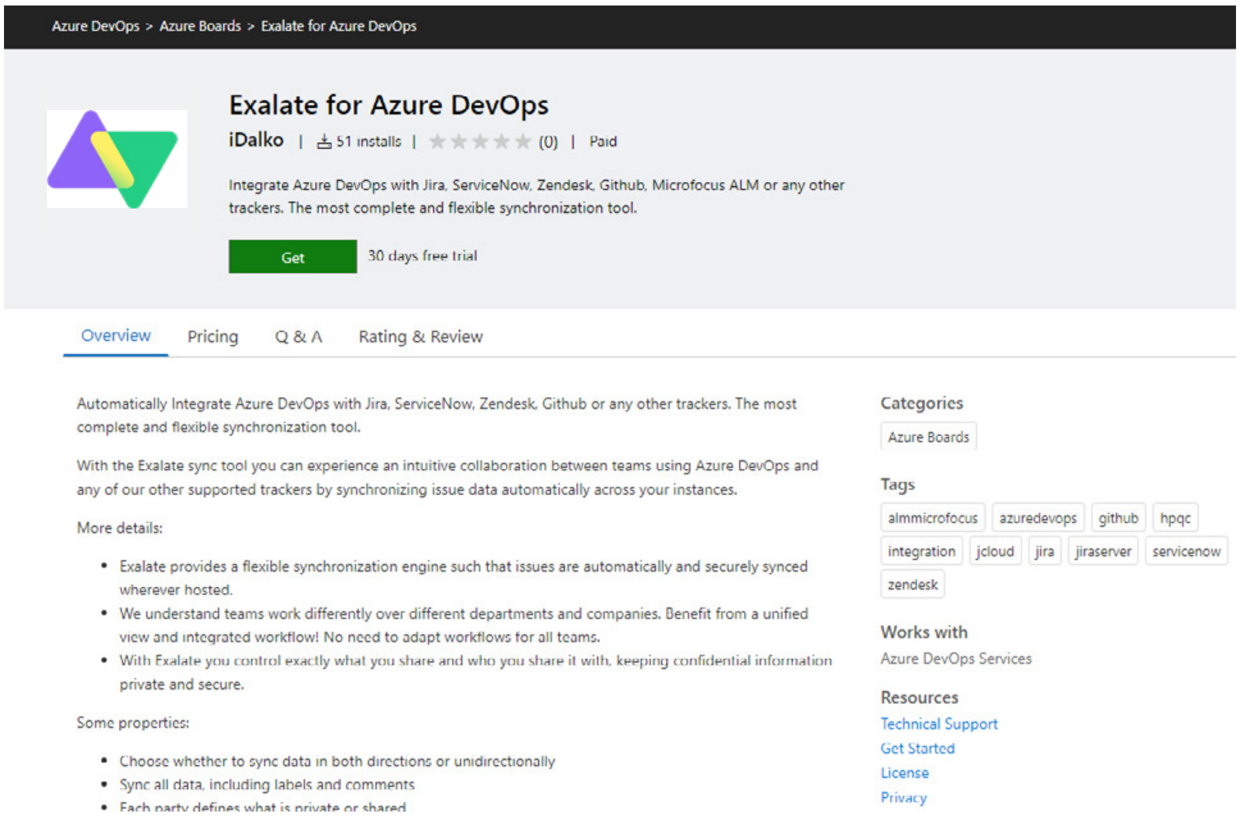
1 Result

Showing: All categories
Hosted On: Any
Price: Any

Exalate for Azure Dev
iDalko
51

Integrate Azure DevOps with Jira, ServiceNow, Zendesk, Github, Microfocus ALM or...

Click it and you'll be taken to its marketplace page. Click the green "Get" button to install it.



Azure DevOps > Azure Boards > Exalate for Azure DevOps

Exalate for Azure DevOps

iDalko | 51 installs | ☆☆☆☆☆ (0) | Paid

Integrate Azure DevOps with Jira, ServiceNow, Zendesk, Github, Microfocus ALM or any other trackers. The most complete and flexible synchronization tool.

Automatically Integrate Azure DevOps with Jira, ServiceNow, Zendesk, Github or any other trackers. The most complete and flexible synchronization tool.

With the Exalate sync tool you can experience an intuitive collaboration between teams using Azure DevOps and any of our other supported trackers by synchronizing issue data automatically across your instances.

More details:

- Exalate provides a flexible synchronization engine such that issues are automatically and securely synced wherever hosted.
- We understand teams work differently over different departments and companies. Benefit from a unified view and integrated workflow! No need to adapt workflows for all teams.
- With Exalate you control exactly what you share and who you share it with, keeping confidential information private and secure.

Some properties:

- Choose whether to sync data in both directions or unidirectionally
- Sync all data, including labels and comments
- Each party defines what is private or shared

Categories

Azure Boards

Tags

almmicrofocus azuredevops github hpqc integration jcloud jira jiraserver servicenow zendesk

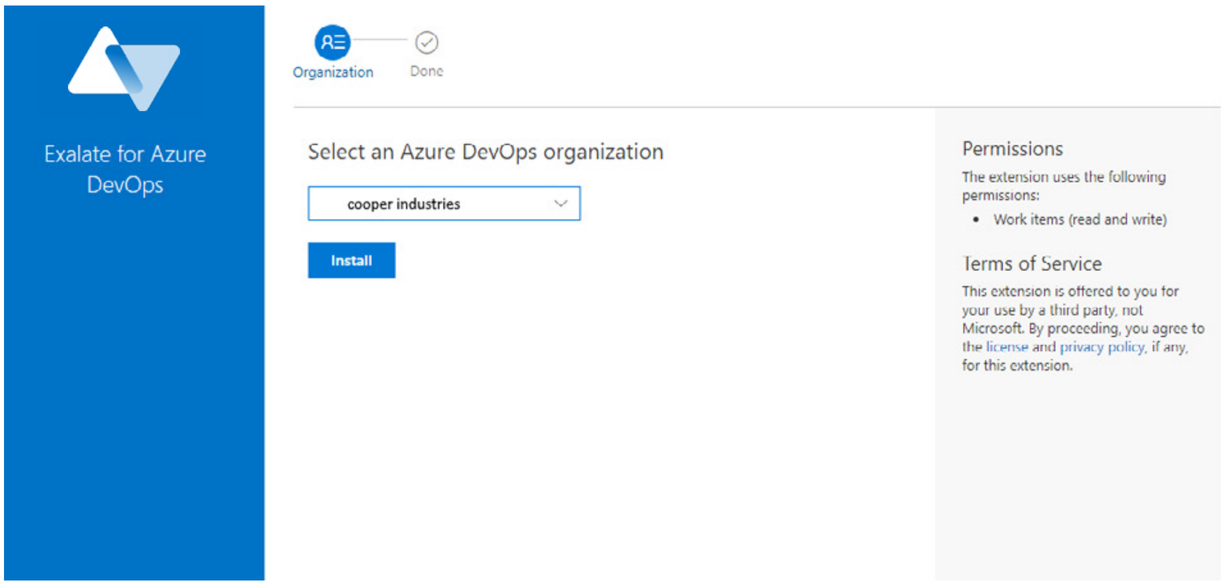
Works with

Azure DevOps Services

Resources

Technical Support
Get Started
License
Privacy

Next, you have to pick an organization to attach your installation to. Choose one from the drop-down list and click the blue 'Install' button.



Select an Azure DevOps organization

cooper industries

Permissions

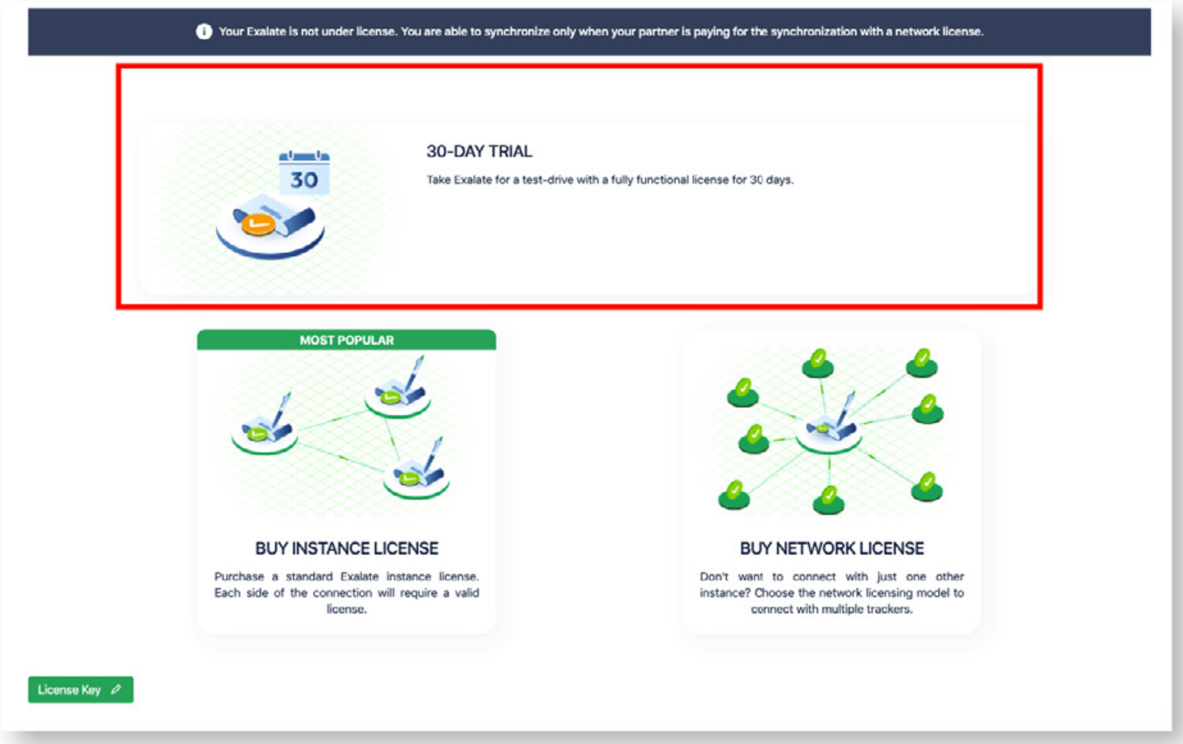
The extension uses the following permissions:

- Work items (read and write)

Terms of Service

This extension is offered to you for your use by a third party, not Microsoft. By proceeding, you agree to the license and privacy policy, if any, for this extension.

You'll also need to request an evaluation license to use Exalate. You can do that by clicking "Exalate" in the left hand Azure DevOps menu, then clicking "License details" in Exalate's menu.



Your Exalate is not under license. You are able to synchronize only when your partner is paying for the synchronization with a network license.

30-DAY TRIAL

Take Exalate for a test-drive with a fully functional license for 30 days.

MOST POPULAR

BUY INSTANCE LICENSE

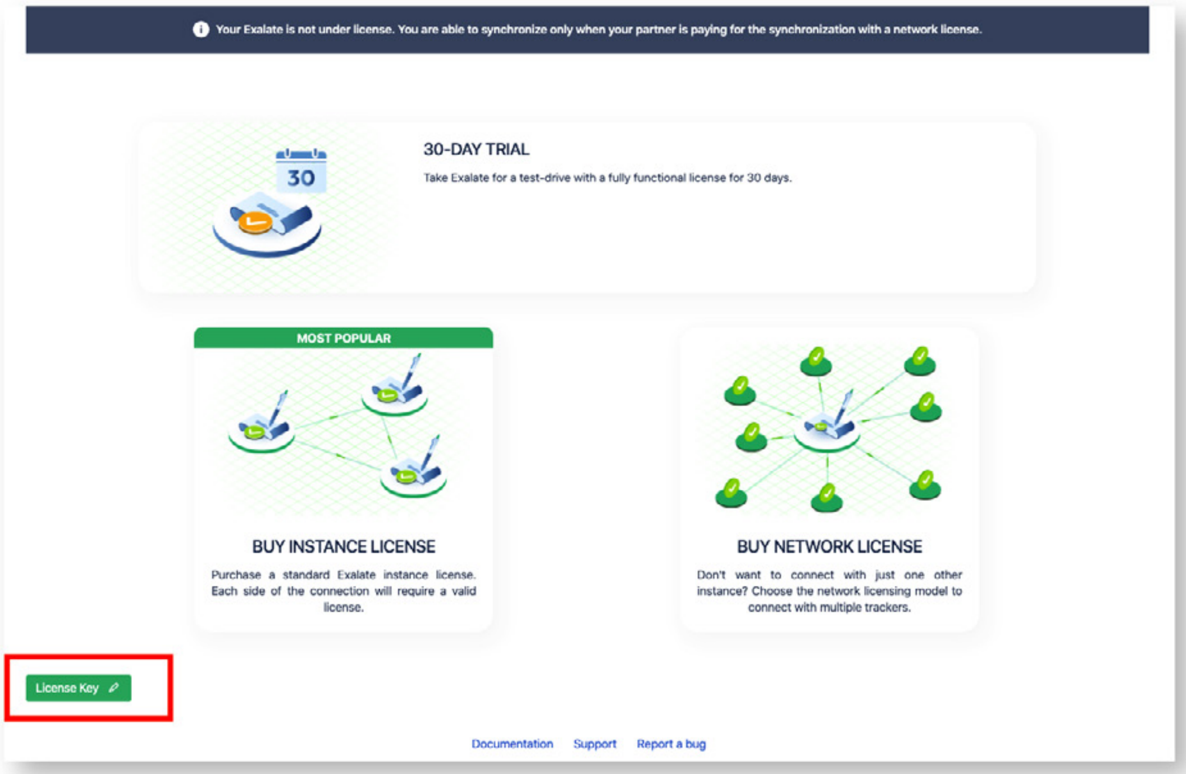
Purchase a standard Exalate instance license. Each side of the connection will require a valid license.

BUY NETWORK LICENSE

Don't want to connect with just one other instance? Choose the network licensing model to connect with multiple trackers.

License Key

Click on the 30-day trial image and then enter your email into the popup that appears. You'll get an email with an evaluation code, which you should copy. Back in Exalate, in the license details area, click the green "License Key" button at the bottom left.



Your Exalate is not under license. You are able to synchronize only when your partner is paying for the synchronization with a network license.

30-DAY TRIAL

Take Exalate for a test-drive with a fully functional license for 30 days.

MOST POPULAR

BUY INSTANCE LICENSE

Purchase a standard Exalate instance license. Each side of the connection will require a valid license.

BUY NETWORK LICENSE

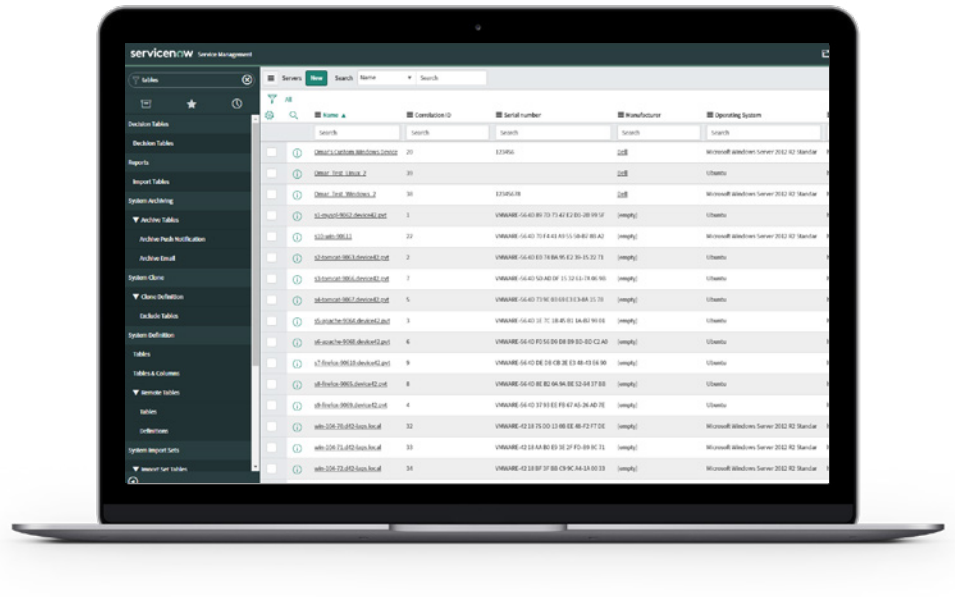
Don't want to connect with just one other instance? Choose the network licensing model to connect with multiple trackers.

License Key

Documentation Support Report a bug

Paste your key in and click "Update" to register your license.

You're now all set on Azure DevOps. When we get to step 3, come back here to configure your connection.

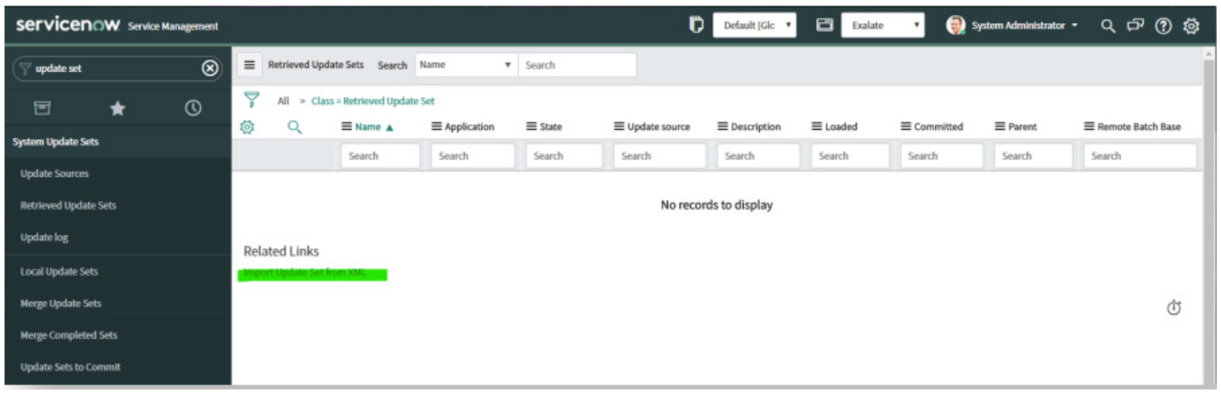


2. Install Exalate on ServiceNow

Now, we'll install Exalate on our ServiceNow instance. For more detail, read this documentation. There are a few different ways to do it, this guide will take you through one of them.

Firstly, request an Exalate node by going to this page. You'll need to click ServiceNow, then fill in your details on the form that pops up. You'll get an email soon afterward, containing the URL of your node.

Next, download an XML 'update set' from Exalate. The information in this file tells ServiceNow how to work with Exalate. Download it here.



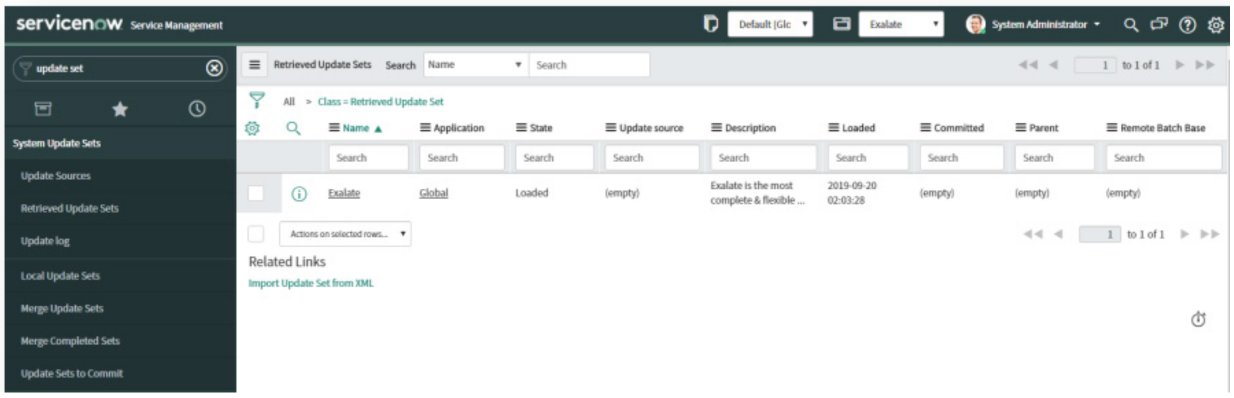
update set

No records to display

Import Update Set from XML

Once you've stored the XML file somewhere safe, log in to your ServiceNow account. In the left-side menu, click the 'All applications' icon, if it isn't already selected.

Look for the 'System Update Sets' entry and click to open it. This menu can get very crowded, so use the search field to locate it if you have trouble finding it. Then click 'Retrieved Update Sets'.



Name ▲	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Search	Search	Search	Search	Search	Search	Search	Search	Search
Exalate	Global	Loaded	(empty)	Exalate is the most complete & flexible ...	2019-09-20 02:03:28	(empty)	(empty)	(empty)

Under the 'Related Links' heading, click the text that says 'Import Update Set from XML'. Next, click the 'Choose File' button and select the XML file downloaded earlier. Click the 'Upload' button to complete the process.

The Exalate XML file will be uploaded and listed. You should be able to see it. Click the file and then click the 'Preview Update Set'. If it asks you to update your setup, click the 'Accept remote update' button to do so.

Once that's done, click the 'Commit Update Set' button. Exalate is now installed on ServiceNow. Next, we'll go over how to set up a connection between our platforms.

PRO TIP

Want someone to help you get started with Exalate?

Our partners are located all over the world in more than 50 countries. They will help you with implementation, support, and license management for Exalate. They can give a demo, prepare a PoC, and handle almost any complex use-cases.

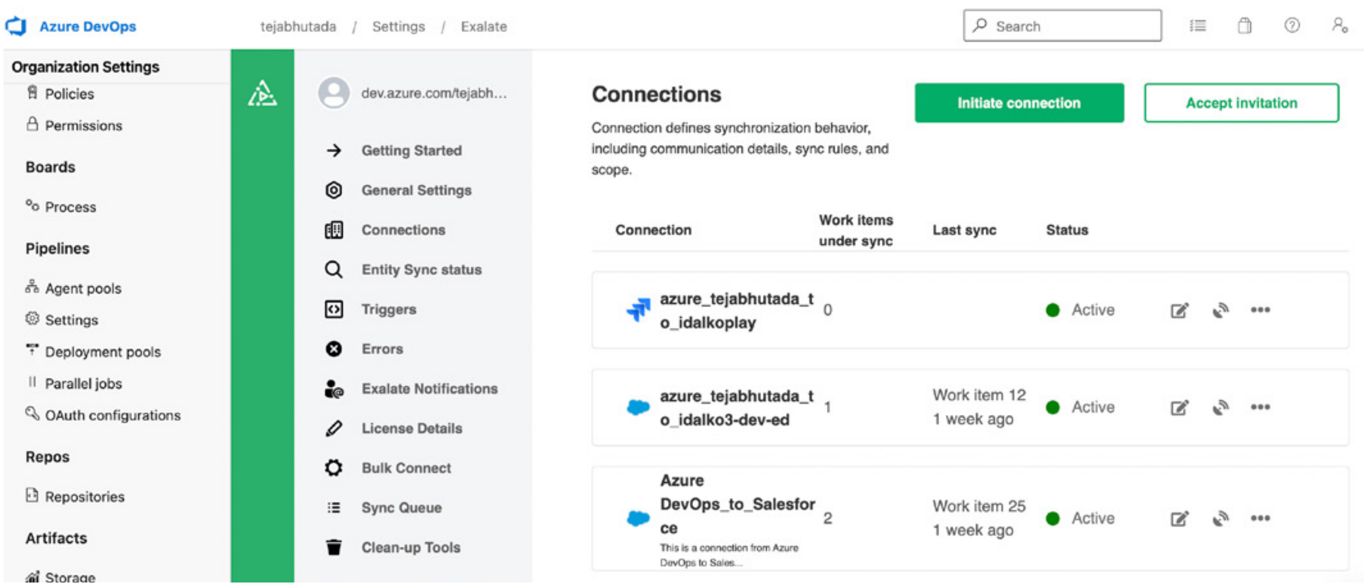
FIND A PARTNER

3. Set up a connection between Azure DevOps and ServiceNow

To create a connection between Azure DevOps and ServiceNow, we log into one platform and create an invitation, which we then paste into the other.

This step and most of what follows is essentially the same for these and other platforms, so Exalate allows you to connect multiple platforms very easily once you are familiar with it.

We can create our invitation on either platform. For this example, we'll start in Azure DevOps. Find Exalate in the 'Organization Settings' under 'Extensions'.



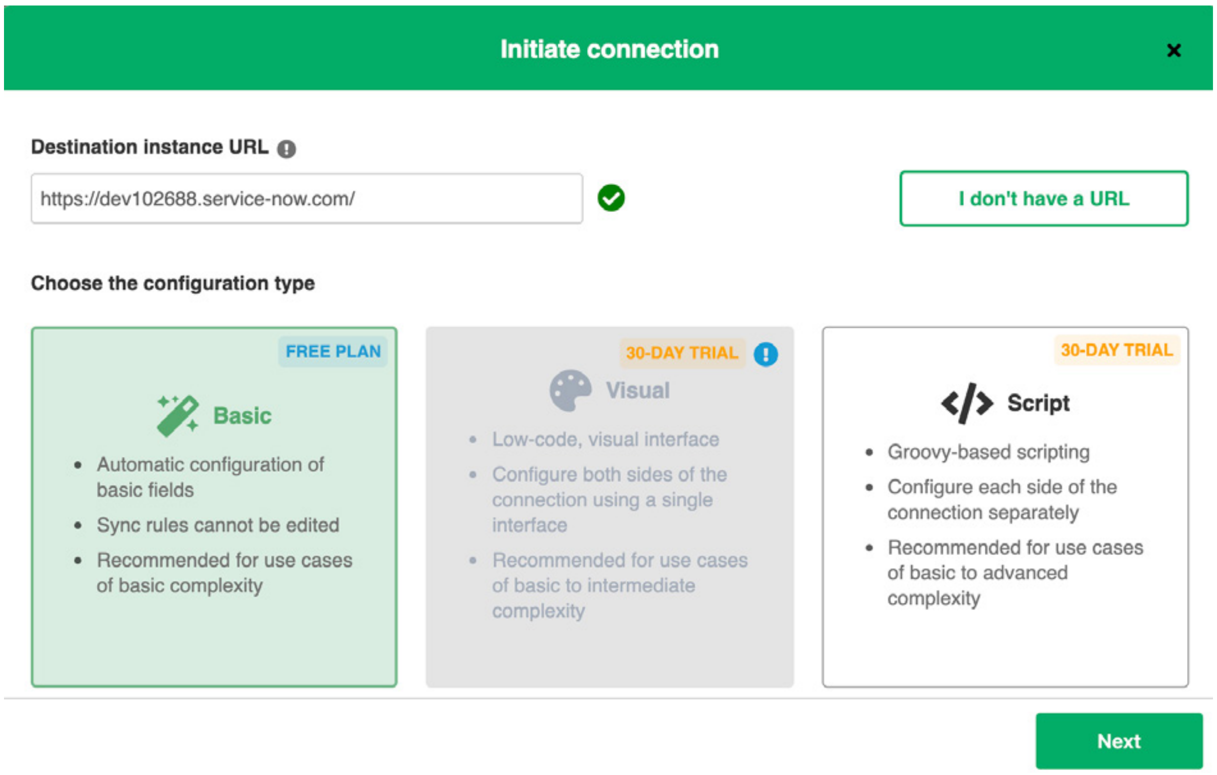
Connections

Connection defines synchronization behavior, including communication details, sync rules, and scope.

Connection	Work items under sync	Last sync	Status
azure_tejabhutada_to_idalkoplay	0		● Active
azure_tejabhutada_to_idalko3-dev-ed	1	Work item 12 1 week ago	● Active
Azure DevOps_to_Salesforce This is a connection from Azure DevOps to Sales...	2	Work item 25 1 week ago	● Active

If you aren't already there, click 'Connections' in Exalate's left-side menu. You should see either a list of existing connections or a message saying you don't have any. Either way, click the green 'Initiate connection' button to get started.

On the next screen, enter the URL of your destination instance. Again, that will be our Exalate ServiceNow node. After you enter the URL, a few more fields will appear.



Initiate connection

Destination instance URL: https://dev102688.service-now.com/

Choose the configuration type

FREE PLAN — Basic
- Automatic configuration of basic fields
- Sync rules cannot be edited
- Recommended for use cases of basic complexity

30-DAY TRIAL — Visual
- Low-code, visual interface
- Configure both sides of the connection using a single interface
- Recommended for use cases of basic to intermediate complexity

30-DAY TRIAL — Script
- Groovy-based scripting
- Configure each side of the connection separately
- Recommended for use cases of basic to advanced complexity

You will be required to select the configuration type of your connection. Exalate offers two types: Basic and Script.

The Basic mode has predefined mappings and sync rules that cannot be modified. It is suitable for use cases of basic complexity. Exalate offers a Free Plan that comes with the Basic mode connection offering up to 1000 free syncs per month. It is a great way to see how Exalate works firsthand.

The Script mode allows you to configure each side of the connection separately using Groovy based scripting. It can be used for advanced integration cases. With the Script mode you can generate your own rules and share almost any kind of information with the other side.

You can even upgrade your Basic connection to a Script one anytime you want!

Let us have a look at both these modes one by one.

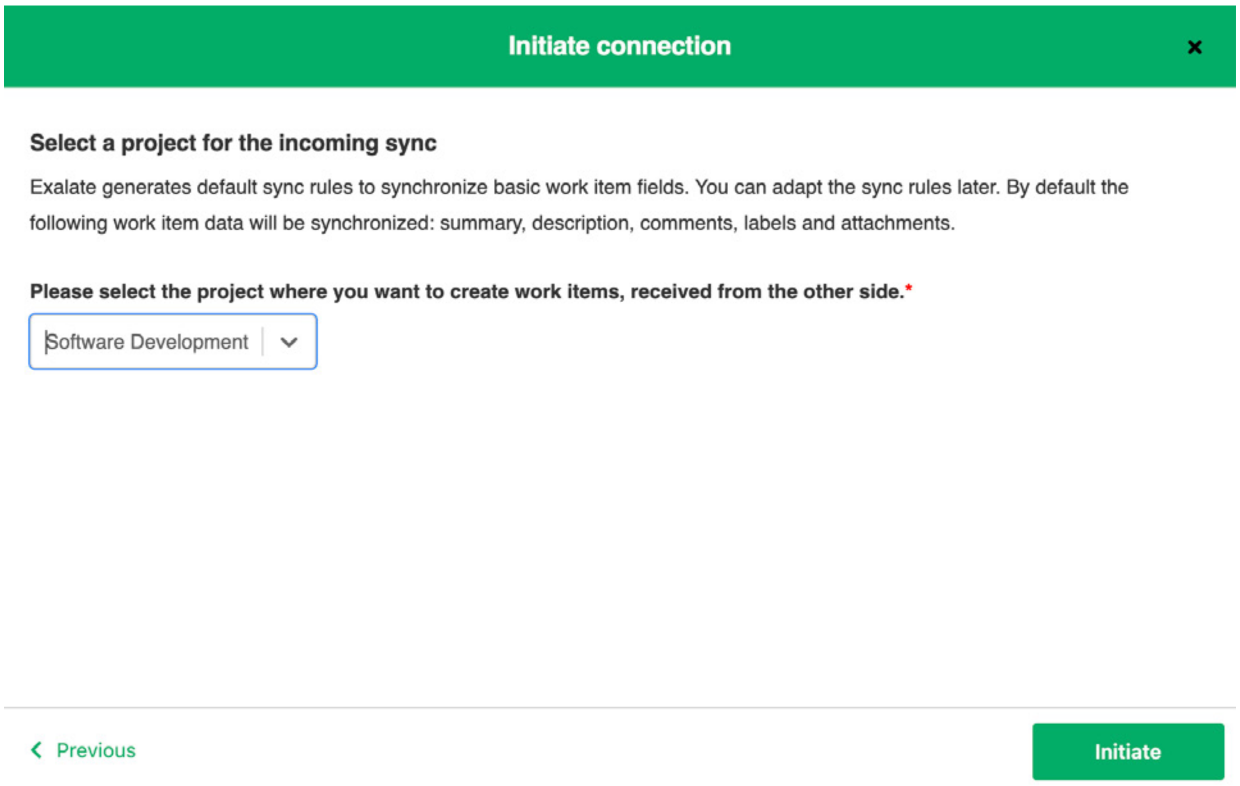
Basic Mode: enables you to set up a connection for a limited set of issue fields. The sync rules are generated automatically by Exalate and cannot be modified. These connections are recommended for use cases with basic synchronization needs.

Script Mode: is a bit trickier, but lets you use more advanced programming logic. The scripts are groovy-based, so you'll have ultimate flexibility to define your sync however you want.

Continue with the Basic Mode

Click 'Next' when you select 'Basic' on the screen.

Select the project on the Azure DevOps side. This will be the project you want the ServiceNow entities to sync into. Choose the one you want from the dropdown list and hit 'Next'.



Initiate connection

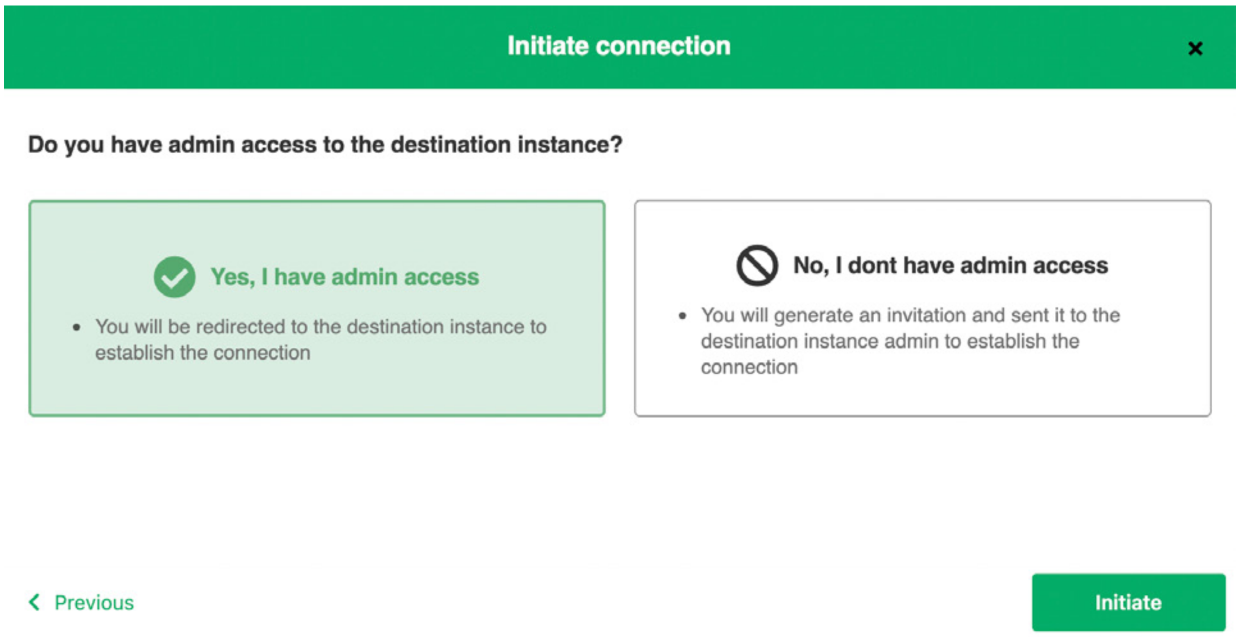
Select a project for the incoming sync

Exalate generates default sync rules to synchronize basic work item fields. You can adapt the sync rules later. By default the following work item data will be synchronized: summary, description, comments, labels and attachments.

Please select the project where you want to create work items, received from the other side.*

Software Development

Exalate will then ask you to verify if you have admin access to the other side. In our case, it is ServiceNow. Click 'Yes, I have admin access' if you have the access. In case you don't have admin access, an invitation code will be generated for you. Copy this invitation code and paste it manually on the ServiceNow side. We will see how to do this in the Script mode.



Initiate connection ×

Do you have admin access to the destination instance?

Yes, I have admin access

- You will be redirected to the destination instance to establish the connection

No, I dont have admin access

- You will generate an invitation and sent it to the destination instance admin to establish the connection

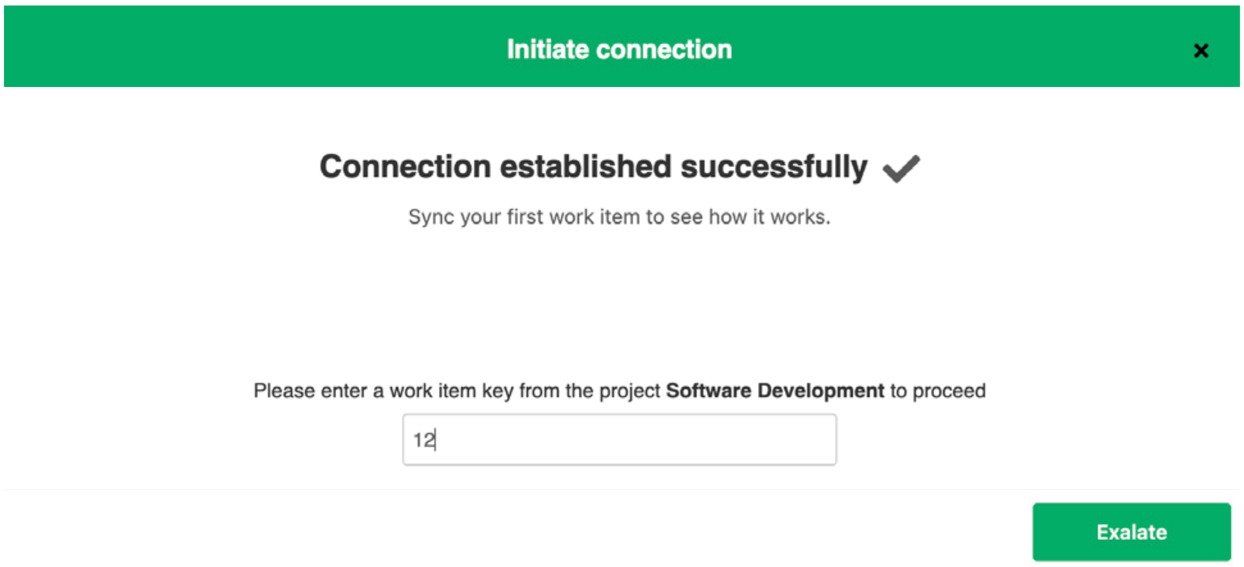
< Previous

Initiate

Hit 'Initiate' after.

After a quick verification is done on the ServiceNow side, your Basic mode connection between Azure DevOps and ServiceNow is established. You can now move on and sync your first Incident or Work Item.

Here, we have entered a work item number to start the synchronization from Azure DevOps.



Initiate connection ×

Connection established successfully ✓

Sync your first work item to see how it works.

Please enter a work item key from the project **Software Development** to proceed

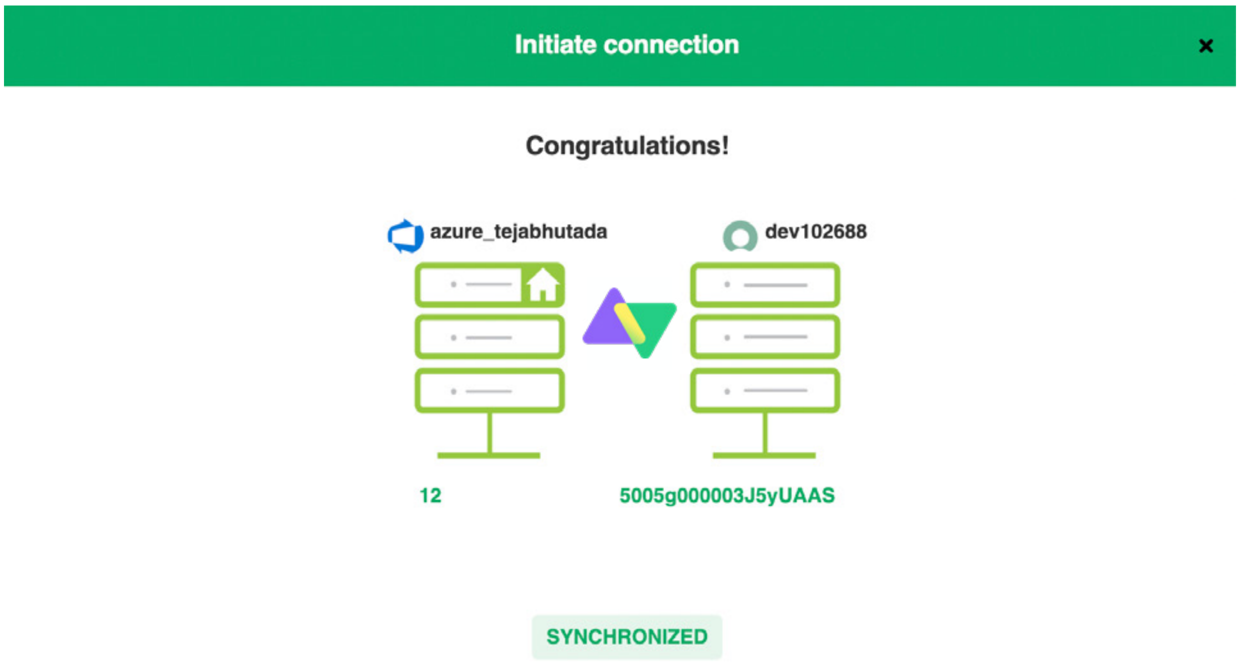
12

Exalate

If you navigate to the ServiceNow side right now you will come across the same screen asking you to enter the Incident key to sync.

In either case, click 'Exalate'.

Wait for sometime for the synchronization to happen.



Initiate connection

Congratulations!

After a brief pause, a successful synchronization looks as shown in the screen above. The Work Item you have synchronized creates an Incident in ServiceNow. Status and any other key updates will be now synced bidirectionally between them.

You can also follow the Work Item or Incident by clicking the remote link generated on the Azure DevOps and the ServiceNow sides.

Using the Basic mode, you can synchronize Work Items or Incidents as shown above. To sync existing Azure DevOps and ServiceNow entities you can create triggers or use the 'Bulk Connect' option. We will cover triggers in detail in a short while.

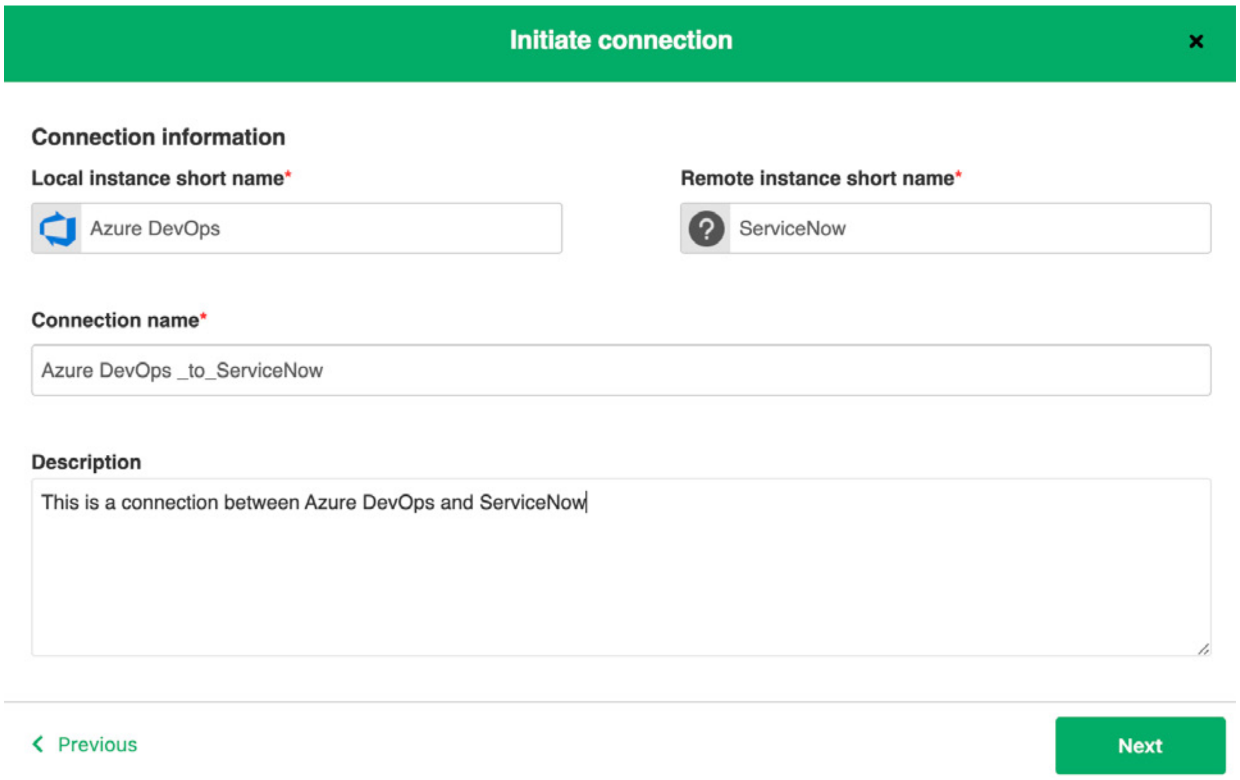
For now let us move on to the scripting mode.

Continue with the Scrip Mode

To continue with this mode, select 'Script' on the screen to choose the configuration type and click 'Next'.

You can give each side of the connection a name, and the names will be used to generate a name for the connection. You can also give your connection an optional description.

It is worth thinking about these steps, as when you have several connections it is useful to be able to tell which is which. It also helps other people who may need to work with these connections later.



Initiate connection

Connection information

Local instance short name*: Azure DevOps

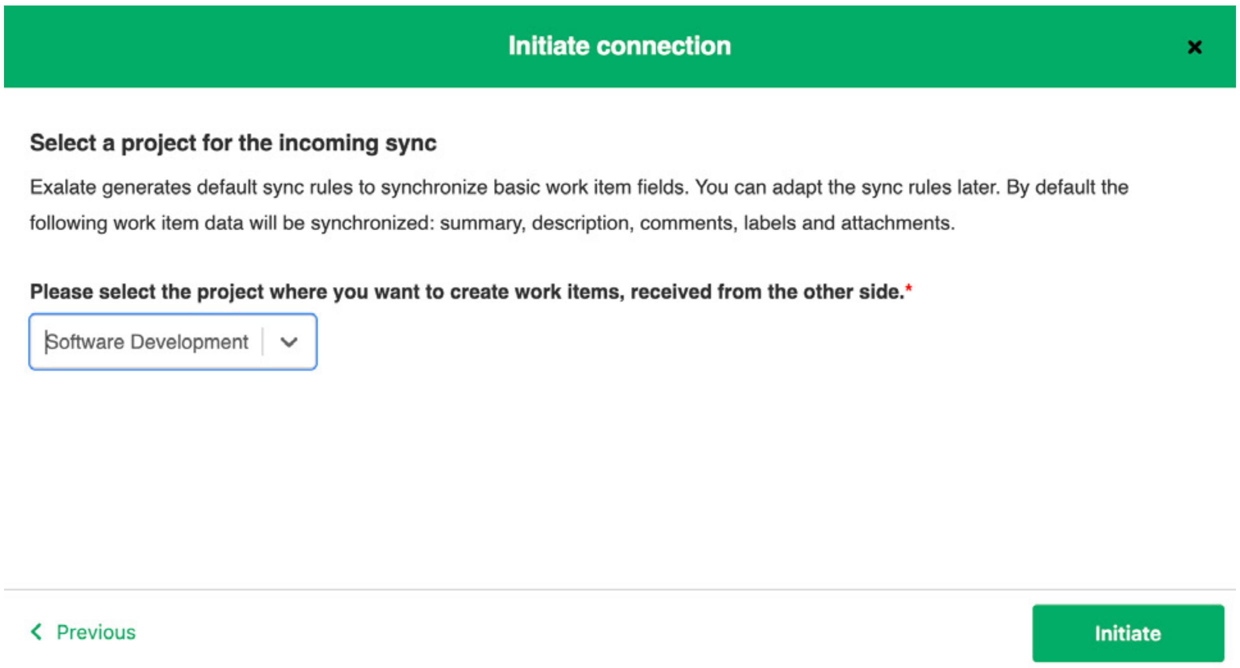
Remote instance short name*: ServiceNow

Connection name*: Azure DevOps _to_ServiceNow

Description: This is a connection between Azure DevOps and ServiceNow

After entering the details, click the green 'Next' button.

You need to pick the project that is going to be synchronized via the connection. Use the drop-down box to choose from the available projects and then click the green ‘Initiate’ button.



Initiate connection ×

Select a project for the incoming sync

Exalate generates default sync rules to synchronize basic work item fields. You can adapt the sync rules later. By default the following work item data will be synchronized: summary, description, comments, labels and attachments.

Please select the project where you want to create work items, received from the other side.*

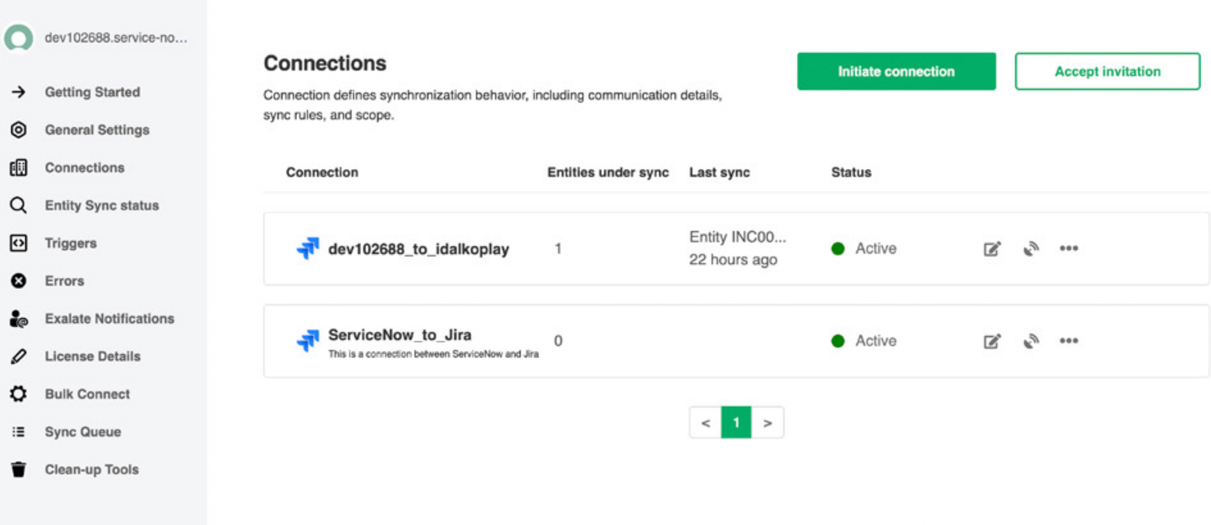
Software Development

< Previous

Initiate

Exalate will generate an invitation code. Copy this and paste it somewhere safe. You can choose to close the window or click ‘Go to remote’ to go to the ServiceNow instance. For the former approach, you’ll be taken back to the connections screen where you’ll see your connection marked as ‘Pending’.

Head over to ServiceNow if you are not already redirected.



dev102688.service-no...

- Getting Started
- General Settings
- Connections
- Entity Sync status
- Triggers
- Errors
- Exalate Notifications
- License Details
- Bulk Connect
- Sync Queue
- Clean-up Tools

Connections

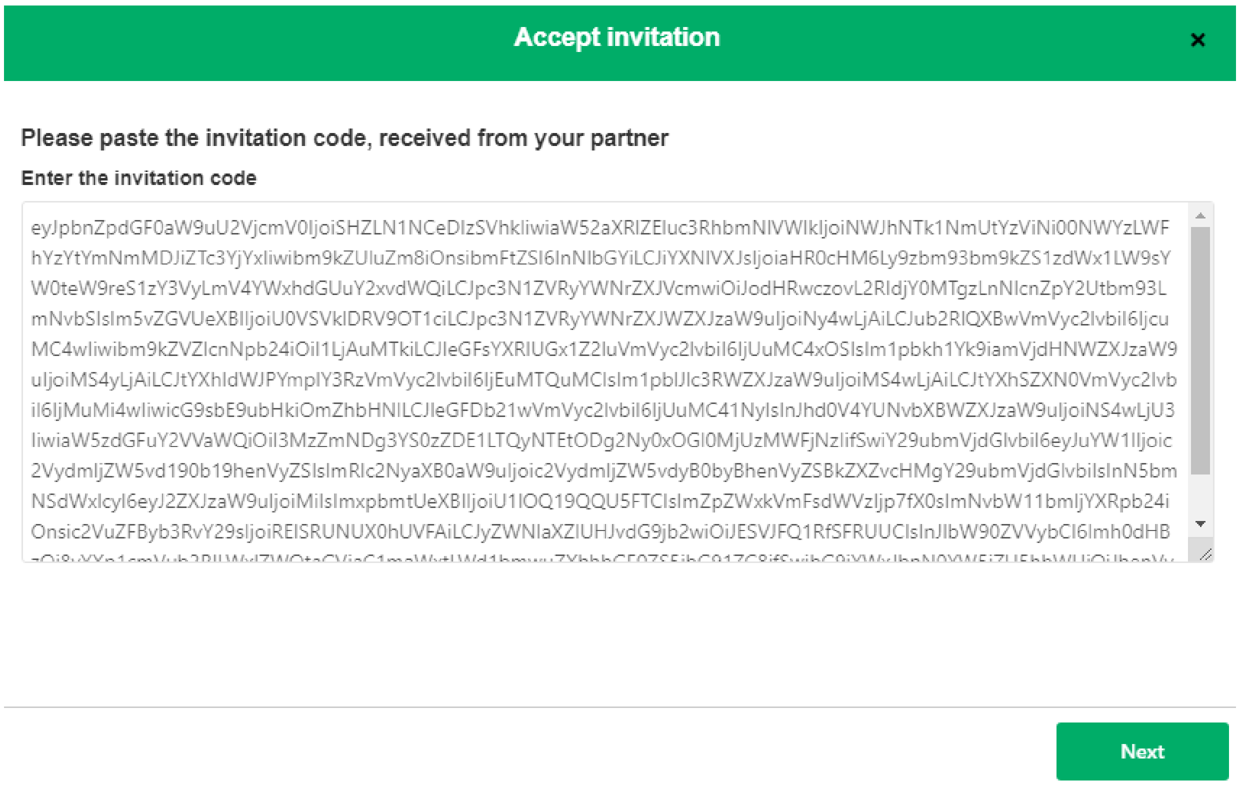
Connection defines synchronization behavior, including communication details, sync rules, and scope.

Initiate connection | Accept invitation

Connection	Entities under sync	Last sync	Status
dev102688_to_idalkoplay	1	Entity INC00... 22 hours ago	● Active
ServiceNow_to_Jira This is a connection between ServiceNow and Jira	0		● Active

< 1 >

Click ‘Connections’ in the left-hand sidebar. Again, you’ll see a list of existing connections if you have any. Click the ‘Accept invitation’ button in the top right.

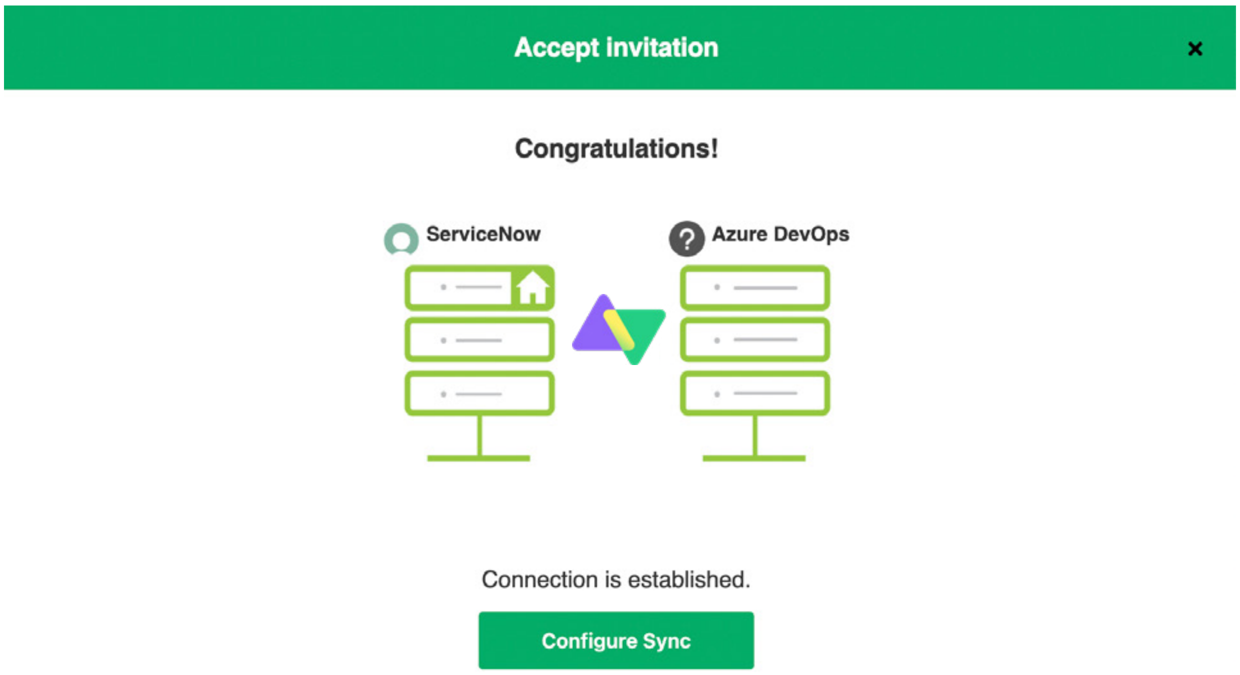


Please paste the invitation code, received from your partner

Enter the invitation code

eyJpbnZpdGF0aW9uU2VjcmV0IjoiSHZLN1NCeDlzSVhkIiwiaW52aXRlZEluc3RhbmNlVWlkIjoiNWJhNTk1NmUtYzViNi00NWYzLWF
hYzYtYmNmMDJiZTc3YjYxIiwibm9kZUluZm8iOnsibmFtZSI6InNlbGYiLCJiYXNlVXJsIjoiaHR0cHM6Ly9zbm93bm9kZS1zdWx1LW9sY
W0teW9reS1zY3VyLmV4YWxhdGUuY2xvdWQiLCJpc3N1ZVRyYWNrZXJVcmwiOiJodHRwczovL2RldjY0MTgzLnNlcnZpY2Utbm93L
mNvbSIsIm5vZGVUeXBlIjoiU0VSVklDRV9OT1ciLCJpc3N1ZVRyYWNrZXJWZXJzaW9uIjoiNy4wLjAiLCJub2RlQXBwVmVyc2lvbiI6Ijcu
MC4wIiwibm9kZVZlcnNpb24iOiI1LjAuMTkiLCJleGFsYXRlUGx1Z2luVmVyc2lvbiI6IjUuMC4xOSIsIm1pbkh1Yk9iamVjdHNWZXJzaW9
uIjoiMS4yLjAiLCJtYXhIdWJPYmplY3RzVmVyc2lvbiI6IjEuMTQuMCIsIm1pblJlc3RWZXJzaW9uIjoiMS4wLjAiLCJtYXhSZXN0VmVyc2lvb
iI6IjMuMi4wIiwicG9sbE9ubHkiOmZhbHNlLCJleGFDb21wVmVyc2lvbiI6IjUuMC41NyIsInJhd0V4YUNvbXBWZXJzaW9uIjoiNS4wLjU3
IiwiaW5zdGFuY2VVaWQiOiI3MzZmNDg3YS0zZDE1LTQyNTEtODg2Ny0xOGI0MjUzMWFjNzIifSwiY29ubmVjdGlvbiI6eyJuYW1lIjoic
2VydmljZW5vd190b19henVyZSIsImRlc2NyaXB0aW9uIjoic2VydmljZW5vdyB0byBhenVyZSBkZXZvcHMgY29ubmVjdGlvbiIsInN5bm
NSdWxlcyI6eyJ2ZXJzaW9uIjoiMiIsImxpbmtUeXBlIjoiU1lOQ19QQU5FTCIsImZpZWxkVmFsdWVzIjp7fX0sImNvbW11bmljYXRpb24i
Onsic2VuZFByb3RvY29sIjoiRElSRUNUX0hUVFAiLCJyZWNlaXZlUHJvdG9jb2wiOiJESVJFQ1RfSFRUUCIsInJlbW90ZVVybCI6Imh0dHB

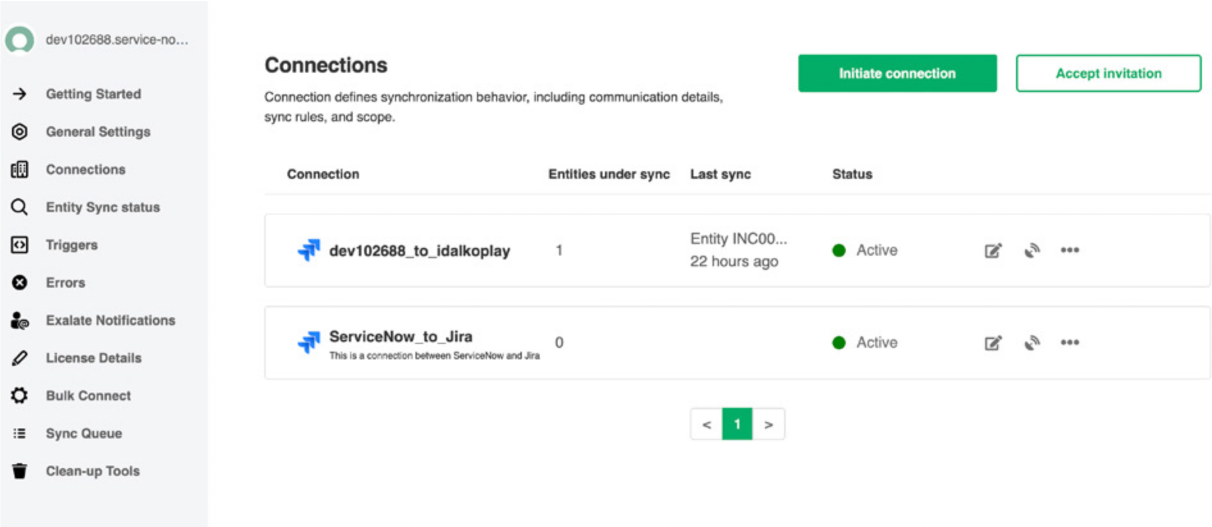
On the next screen, you'll see a text field. Paste in the invitation code generated in Azure DevOps. Then click the green 'Next' button.



Congratulations!

Connection is established.

The connection between Azure DevOps and ServiceNow is successful. You can start configuring it right away or you can choose to close this window and configure it as shown in the step 4.



Connections

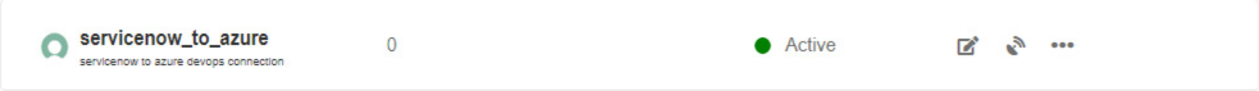
Connection defines synchronization behavior, including communication details, sync rules, and scope.

Connection	Entities under sync	Last sync	Status
dev102688_to_idalkoplay	1	Entity INC00... 22 hours ago	● Active
ServiceNow_to_Jira This is a connection between ServiceNow and Jira	0		● Active

Back in the connection list, we can see our connection is there, with the details we selected earlier. Now, we will edit the connection and control what it does, and when it does it.

4. Configure Your Connection to Determine What Information Gets Shared

In the Azure DevOps connections list, hover the mouse over the connection we just created.

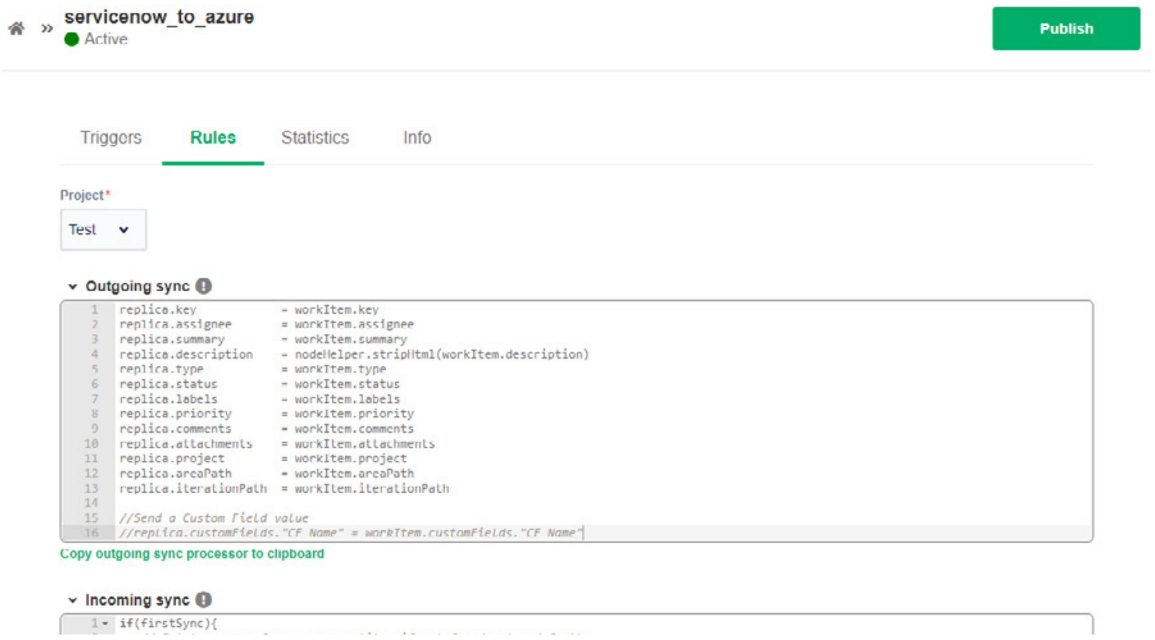


servicenow_to_azure
servicenow to azure devops connection
0
● Active

Click the 'edit' icon that appears. From here we can edit the synchronization triggers, which we'll do in the next step. We can also look at the sync rules, and view statistics and information about our connection.

The statistics tell us how many issues are under sync, which is a useful way to check that changes we make are working correctly.

For now, click the 'Rules' tab.



Project*
Test

Outgoing sync

```
replica.key             = workItem.key
replica.assignee        = workItem.assignee
replica.summary         = workItem.summary
replica.description     = nodeHelper.stripHtml(workItem.description)
replica.type            = workItem.type
replica.status          = workItem.status
replica.labels          = workItem.labels
replica.priority        = workItem.priority
replica.comments        = workItem.comments
replica.attachments     = workItem.attachments
replica.project         = workItem.project
replica.areaPath        = workItem.areaPath
replica.iterationPath   = workItem.iterationPath

//Send a Custom Field value
//replica.customFields."CF Name" = workItem.customFields."CF Name"
```

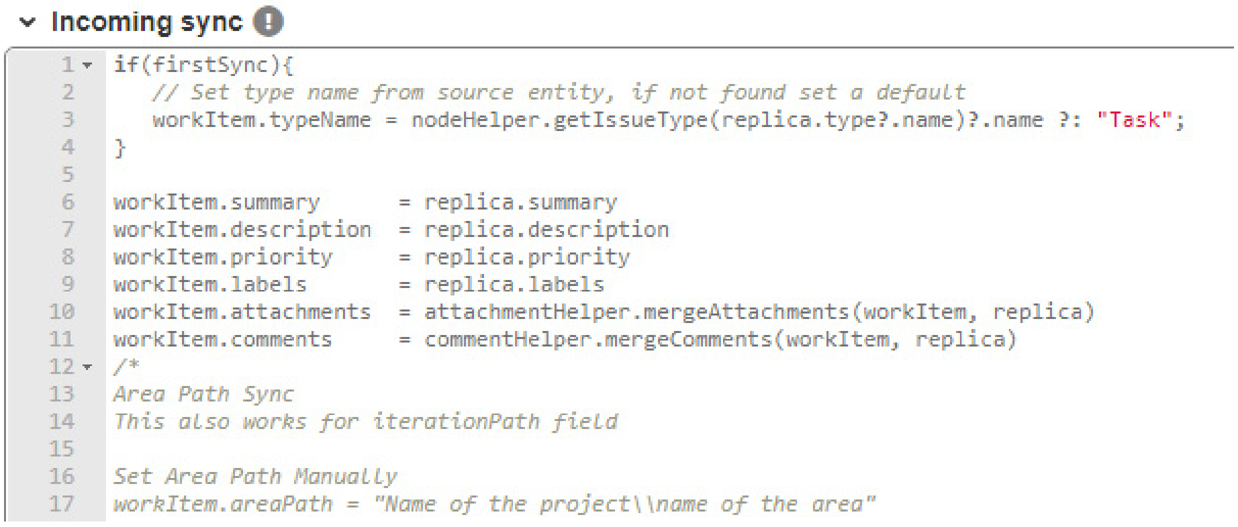
Incoming sync

```
if(firstSync){
```

We can see a list of outgoing sync rules and incoming sync rules. Since we are in Azure DevOps, the outgoing sync rules refer to items sent from Azure DevOps to ServiceNow. The incoming rules refer to items sent from ServiceNow to AzureDevOps.

If we view the same screen in ServiceNow, we will see a similar screen, but these relationships will be reversed.

Let’s look more closely at the incoming rules in Azure DevOps.



Incoming sync

```
if(firstSync){
   // Set type name from source entity, if not found set a default
   workItem.typeName = nodeHelper.getIssueType(replica.type?.name)?.name ?: "Task";
}

workItem.summary      = replica.summary
workItem.description  = replica.description
workItem.priority     = replica.priority
workItem.labels       = replica.labels
workItem.attachments  = attachmentHelper.mergeAttachments(workItem, replica)
workItem.comments     = commentHelper.mergeComments(workItem, replica)
/*
Area Path Sync
This also works for iterationPath field

Set Area Path Manually
workItem.areaPath = "Name of the project\\name of the area"
```

There are several lines, such as *workItem.summary = replica.summary* that control how data is mapped from one platform to the other. ‘Replica’ here refers to the payload exchanged between our Exalate nodes. It contains the details of the item from ServiceNow that is being synced to the ‘Work Item’ in Azure DevOps.

In this case, there are several fields that are mapped directly onto each other. The summary, description, priority, and labels fields will all be copied directly when the fields are synced.

You can modify these as required. If you don’t want a field mapped, delete the relevant line. If you want fields to map differently, change them. You could map them to a different field, for example by writing workItem.labels = replica.priority. You could also add specific text of your own, for example, workItem.description = ‘synced from ServiceNow’.

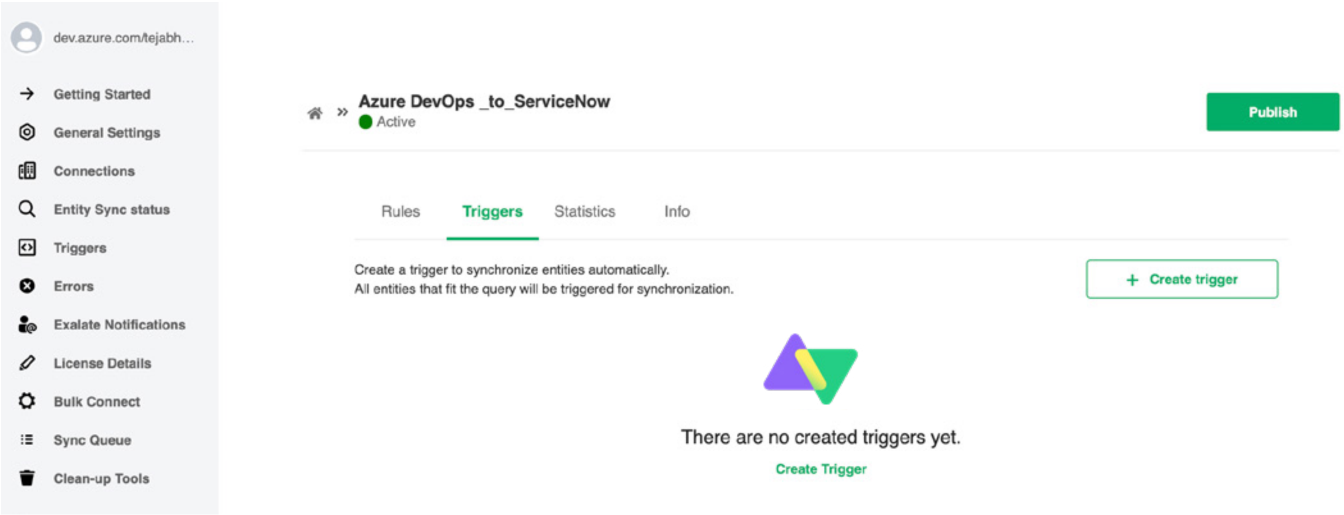
The attachments and comments fields use functions that automatically handle these items. These are a little more complicated, but you can investigate them and change them if you need too. Again, you can easily delete them in case you don’t want those fields mapped.

The commented areas, that start with /* and end with */, give you information about what you can do with the edit rules.

To learn more, read our script helpers guide.

5. Set Up Automated Synchronization Triggers

Now we've looked at what we're sending, we'll look at how to configure automated synchronization triggers. These set the conditions for sending items from each platform to the other.



Create a trigger to synchronize entities automatically.
All entities that fit the query will be triggered for synchronization.

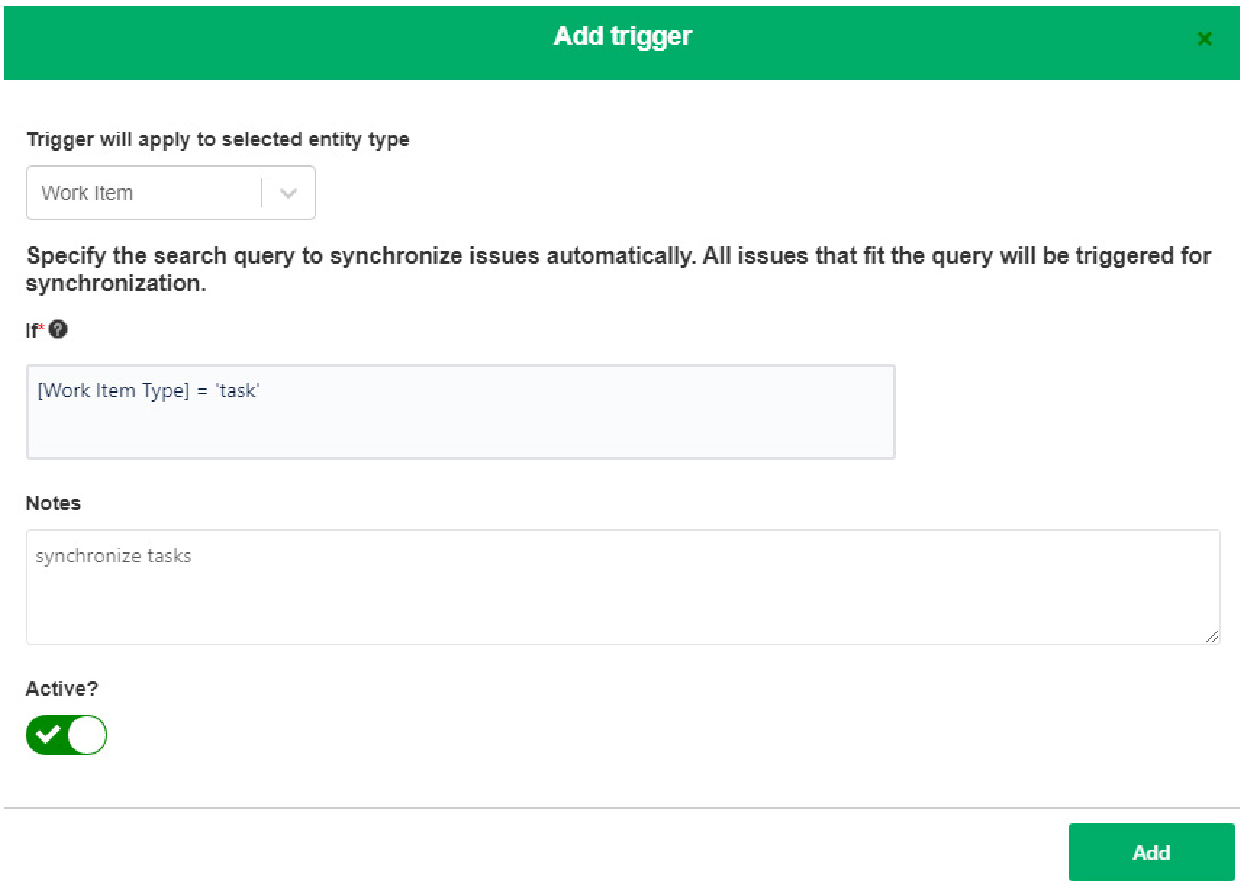
There are no created triggers yet.

If you aren't already there from the previous step, log in to Azure DevOps, and click the 'edit' icon on your connection. Make sure the 'Triggers' section is selected. Click it if not. You can also click 'Triggers' in the left-hand menu.

Now, click the 'Create trigger' button. The 'Add trigger' dialogue will appear. You can choose the entity type to work with from the drop-down box. In this case, we only have one option, 'Work item'. In other platforms or projects, you may have other options available to select from.

In the 'If' text field, we can enter a search query that will be used to select matching items. Our query could be used to exchange all items of a particular type or from a particular user. We could send urgent queries or queries that have comments. We can also set up multiple triggers to send items that match different conditions.

The search query uses Work Item Query Language or WIQL for short. Check here for a guide to it. Look for the "Filter Conditions (WHERE)" section of the guide, which is most relevant to what we are doing here.



Trigger will apply to selected entity type

Work Item

Specify the search query to synchronize issues automatically. All issues that fit the query will be triggered for synchronization.

If*

```
[Work Item Type] = 'task'
```

Notes

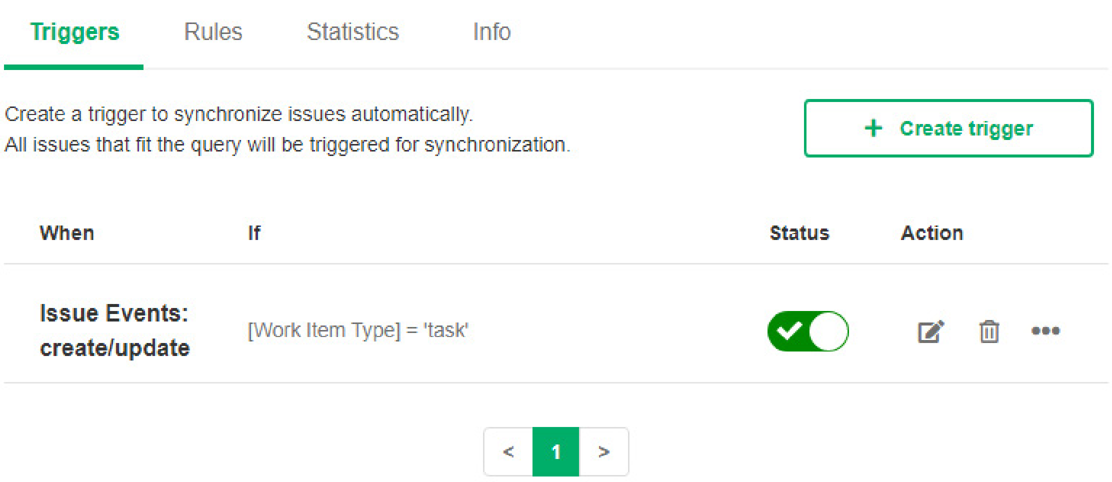
synchronize tasks

Active?

For this example, let's create a query that syncs items of the 'task' type. To do that, we type the code *[Work Item Type] = 'task'*, into the 'if' field. This trigger will apply to any item where 'task' is set as the type. You can substitute 'task' for any other type, or 'Type' for other fields.

You can also add a description. It is best to add as much information about what you are doing and why you are doing it. That makes it easier to work with if you come back to it later, and also enables others to understand what is going on.

There's also a switch to activate the trigger. You need to click this, or the trigger won't do anything. Later, this can be used to quickly switch existing triggers on or off.



Create a trigger to synchronize issues automatically.
All issues that fit the query will be triggered for synchronization.

When	If	Status	Action
Issue Events: create/update	[Work Item Type] = 'task'	✓	

Click the green 'Add' button and you'll see your trigger listed, and active. Items that meet these criteria will now be synchronized automatically.

4.

Common Pitfalls to Avoid after Setting up the Azure DevOps ServiceNow Integration

There are a few things to be aware of when setting up an Azure DevOps ServiceNow integration that will help you ensure things go as smoothly as possible.

Role Clarification

As discussed above, Azure DevOps is intended for use by developers. ServiceNow is for support teams. While it is highly beneficial to exchange information, there is plenty that you don't need to share. Support teams won't want to know the technical details, and developers don't need to know the full history of interactions with customers.

When choosing what fields to sync, be careful to make sure teams get the information they want. You might want to have a dedicated field where the support team summarize each issue, rather than pass on all the customer comments.

Similarly, developer comments may not be useful to the customer support team, but they are likely to want to know when an issue has been resolved and what the solution is. Try to set your sync rules up to reflect each teams' needs.

Too Many Messages

Teams may get notifications when new tickets are created or comments are added. When synchronizing platforms make sure notifications are tuned to stop people from being bombarded with messages. That increases engagement and makes the synchronization more useful to team members.

5.

Conclusion

As we've seen, there are many benefits to an Azure DevOps ServiceNow integration such as letting teams work more smoothly and efficiently. There are many things to consider when connecting teams, and taking careful account of the issues raised here will help your organization get the best value possible from their integration.

With care, you can ensure you craft a process that delivers exactly what you need, making the best use of the information your teams gather while minimizing the need for maintenance and avoiding problems with duplication and wasted effort.

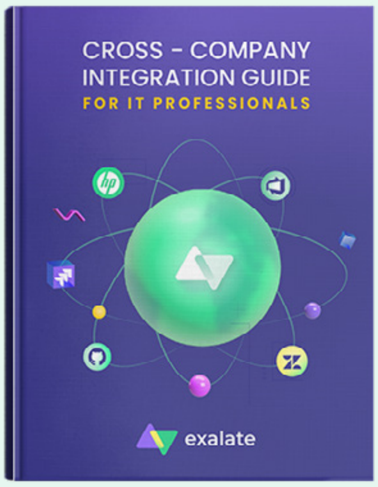
We've seen how Exalate can bridge the gap between different groups and help them share information while retaining their autonomy and giving them enough flexibility to evolve. It does so reliably, allowing everyone to focus on what they do best.

LEARN MORE

exalate
THE PROJECT MANAGEMENT BLUEPRINT
FOR AGILE COLLABORATION BETWEEN TEAMS

DOWNLOAD THE EBOOK

DOWNLOAD THE EBOOK

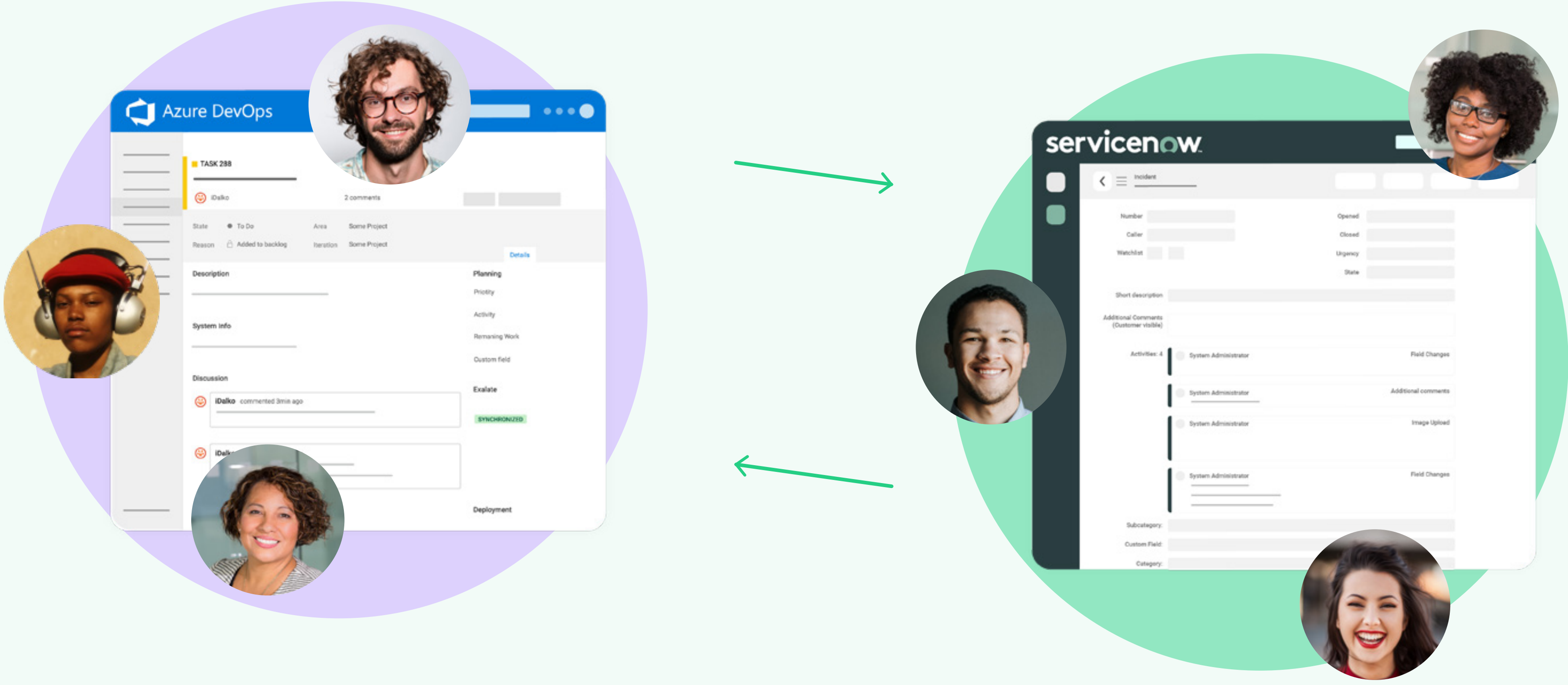


DOWNLOAD THE EBOOK

exalate

The Leading Cross-Company Integration Solution

Exalate is the leading and the only solution specifically built for cross-company integration scenarios with the most complex synchronization use cases.



> “The first thing that hits you when using this app is how easy it is to get a synchronization up and running. By default, everything works so well.”

> “With the amazing support team and the flexible capability of Exalate, we were able to see it work nicely and become an important part of our work life cycle.”

> “Exalate is marketed as the most flexible synchronization tool for issue trackers and that short definitions is pretty accurate from what we have observed.”

BOOK A DEMO

TRY IT FOR FREE