IBM
RATIONAL TEAM

AAT Automated Tasks
Project

Situation

- We are receiving hundreds of AAT requests weekly to add/remove users into/from Rational applications.

- <u>We used to follow these steps to finalize each task:</u>

1. Login to service now for one time.
2. There is an assigned member from each rational area to assign tasks to area's assignees everyday.
3. Open the first assigned task, extract user's info.
4. Open rational application, add/remove user with the extracted info.
5. Extract user's data again into a template mail with the new user's credentials then send it to the user.
6. Update the task on service now then to close it.
7. Go to the next task, and so on.

- **Each Task needs around 3-5 mins to be finished.**
- **There were some human errors in copying data manually.**
- **Effort needed from all team members everyday to finalize these tasks.**

Vision:

To build a tool that can **automate all steps** needed for adding/removing users into/from Rational Applications, that **should save much time and effort, and to eliminate human errors as well.**

Plan:

Phase 1

Innovating a way to add/remove multiple users into/from Rational Applications. (starting with Doors Application)

Phase 2

Integration with Service Now, through assigning tasks, extracting user's info, updating and closing AAT tickets..

Phase 3

*To build a **tool/application to consolidate all tasks** and their output in one place, also to **integrate with other rational applications.***

Progress:

PHASE 1

- Creating DXL scripts to Add/Remove users into/from Doors application.
- Sending automated mails to the created users with their new credentials, Bcc the sender.
- Creating a validation script to check if users added successfully.
- Creating a report to log the results of phase 1.

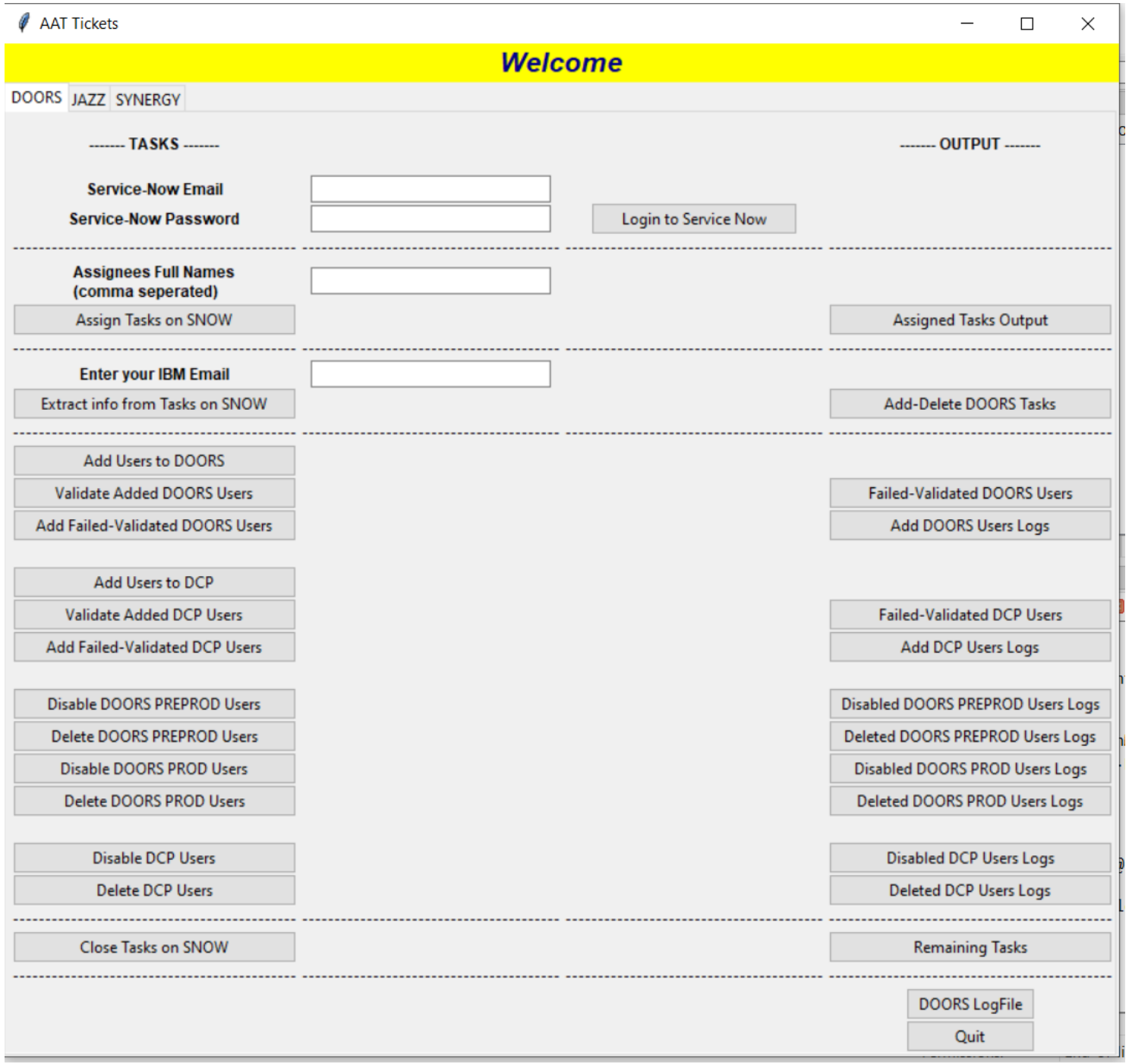
PHASE 2

- Script to login to service now.
- Script to assign tasks everyday automatically.
- Script to extract users' info from service now into CSV file.
- Script to update the task and close it.

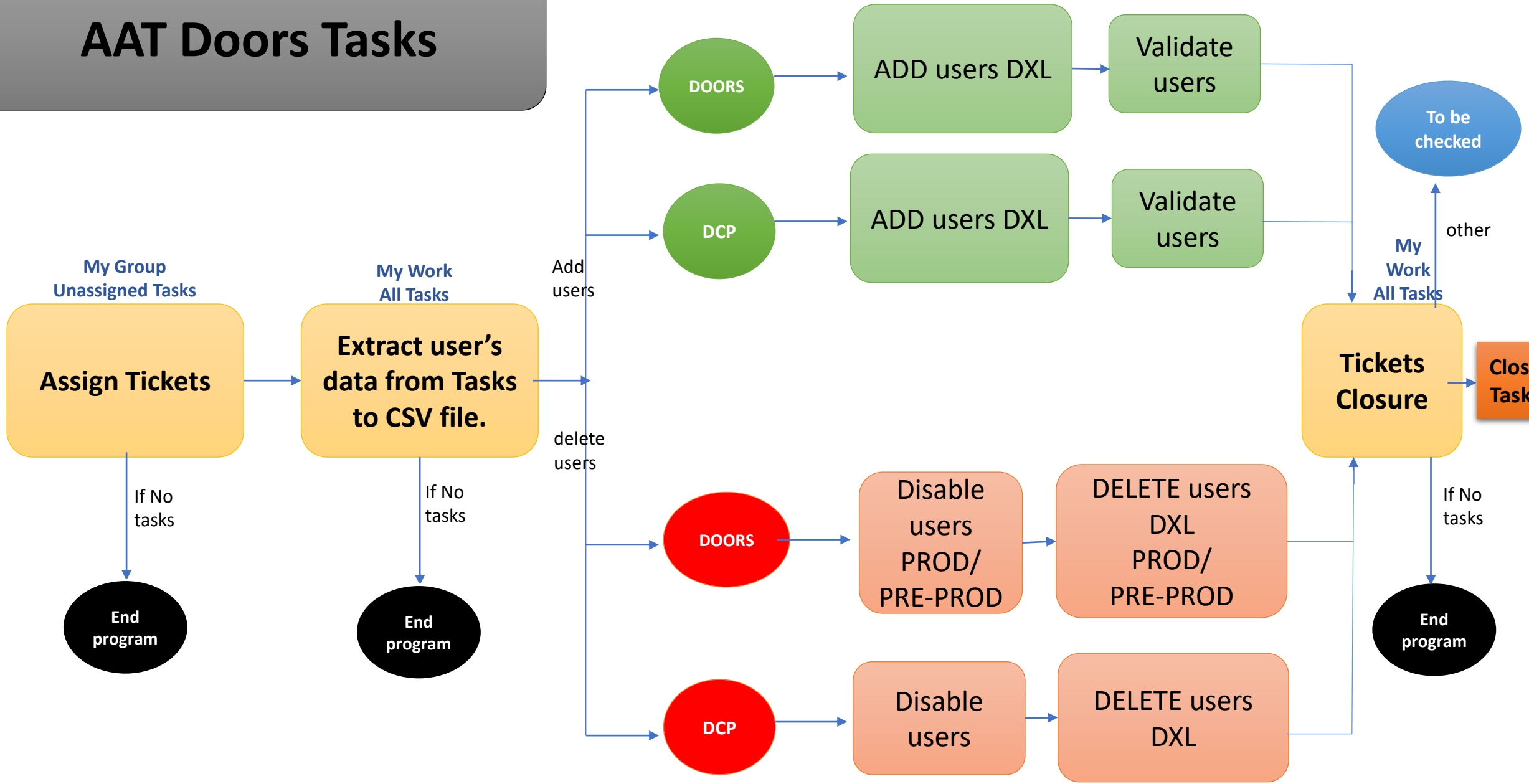
PHASE 3

- Build a tool that consolidate all tasks and their output in one place.
- Integration with other Rational applications.

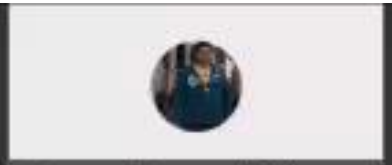
Let’s welcome our AAT Tickets App:



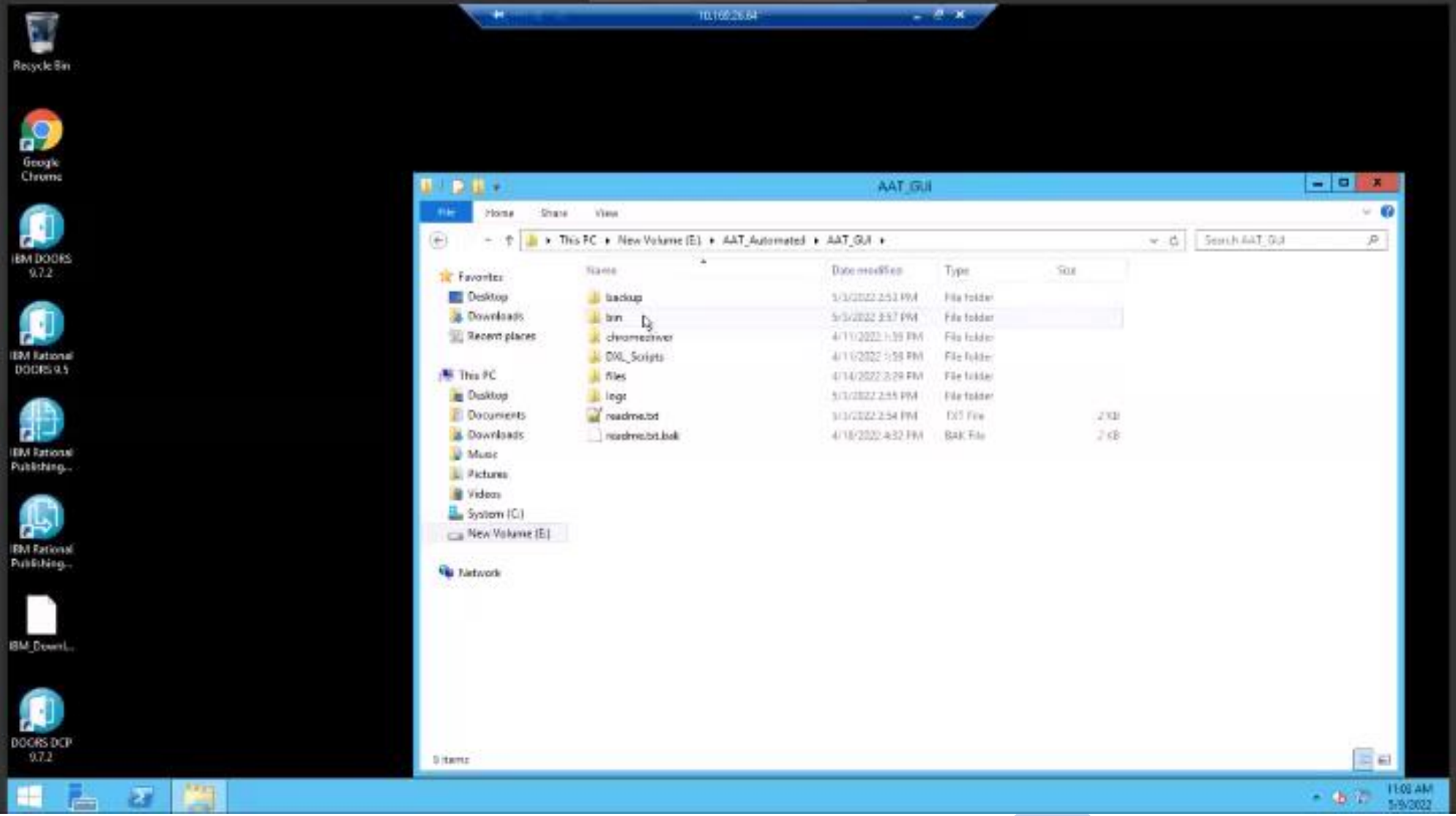
AAT Doors Tasks



DEMO



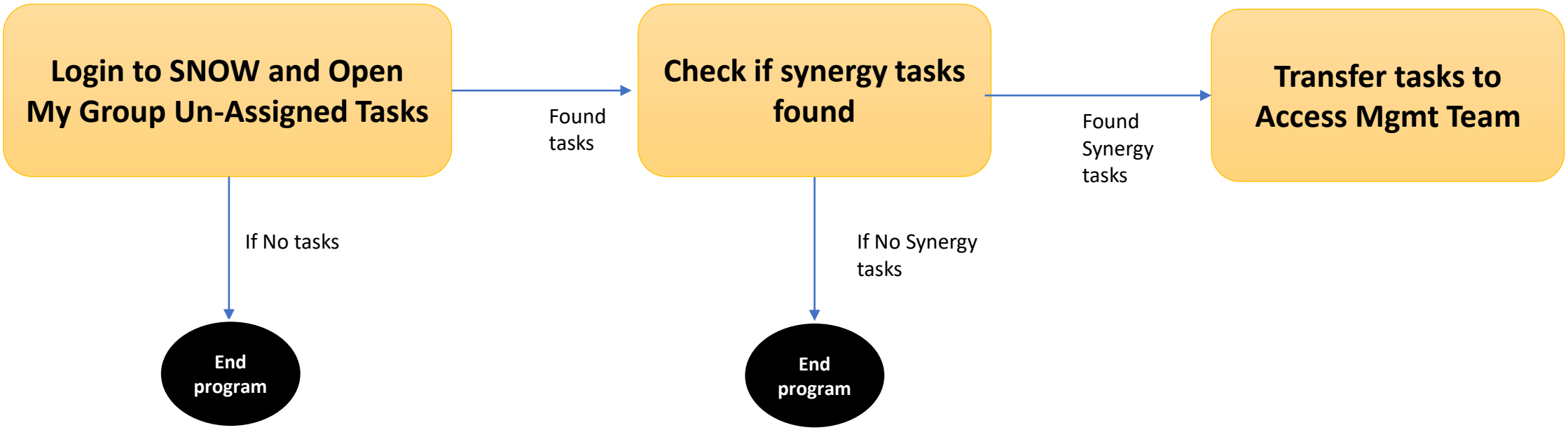
Remon Makram (IBM)



Next Action

Integration with other services like Rational Synergy and Jazz.

AAT Synergy Tasks



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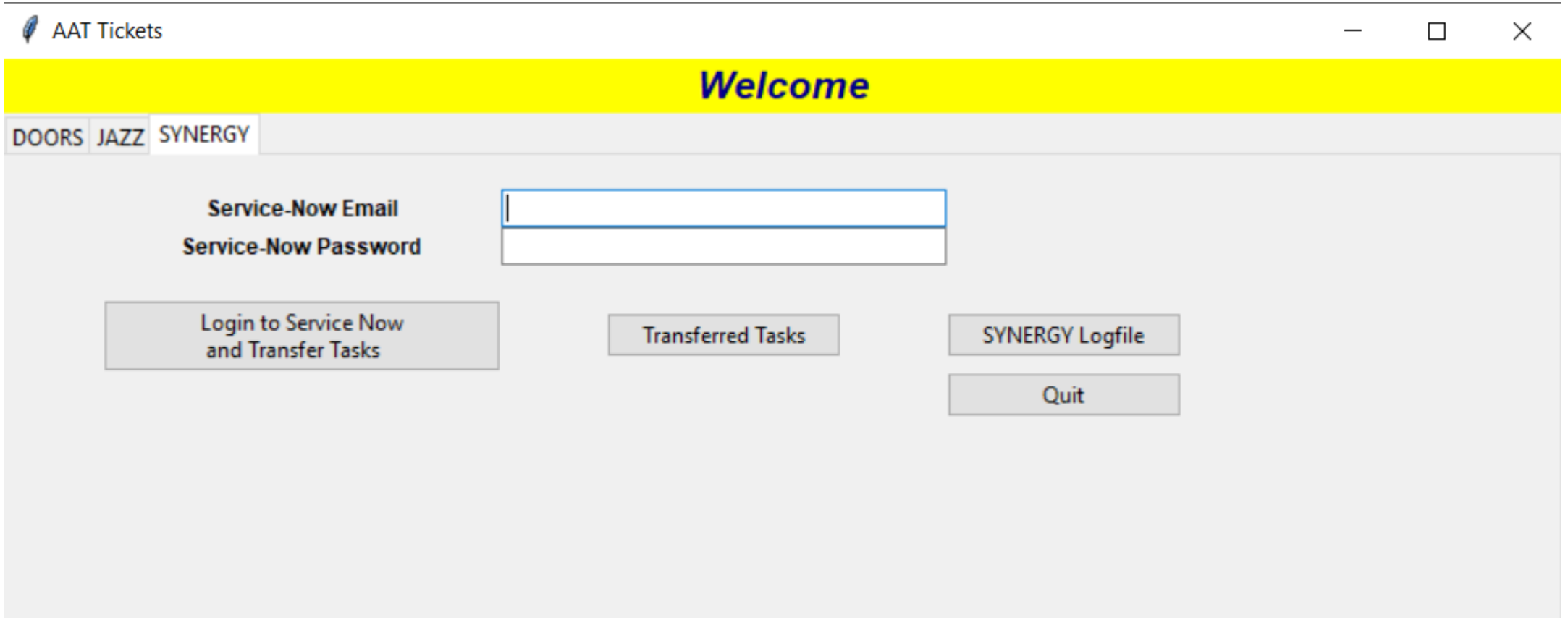
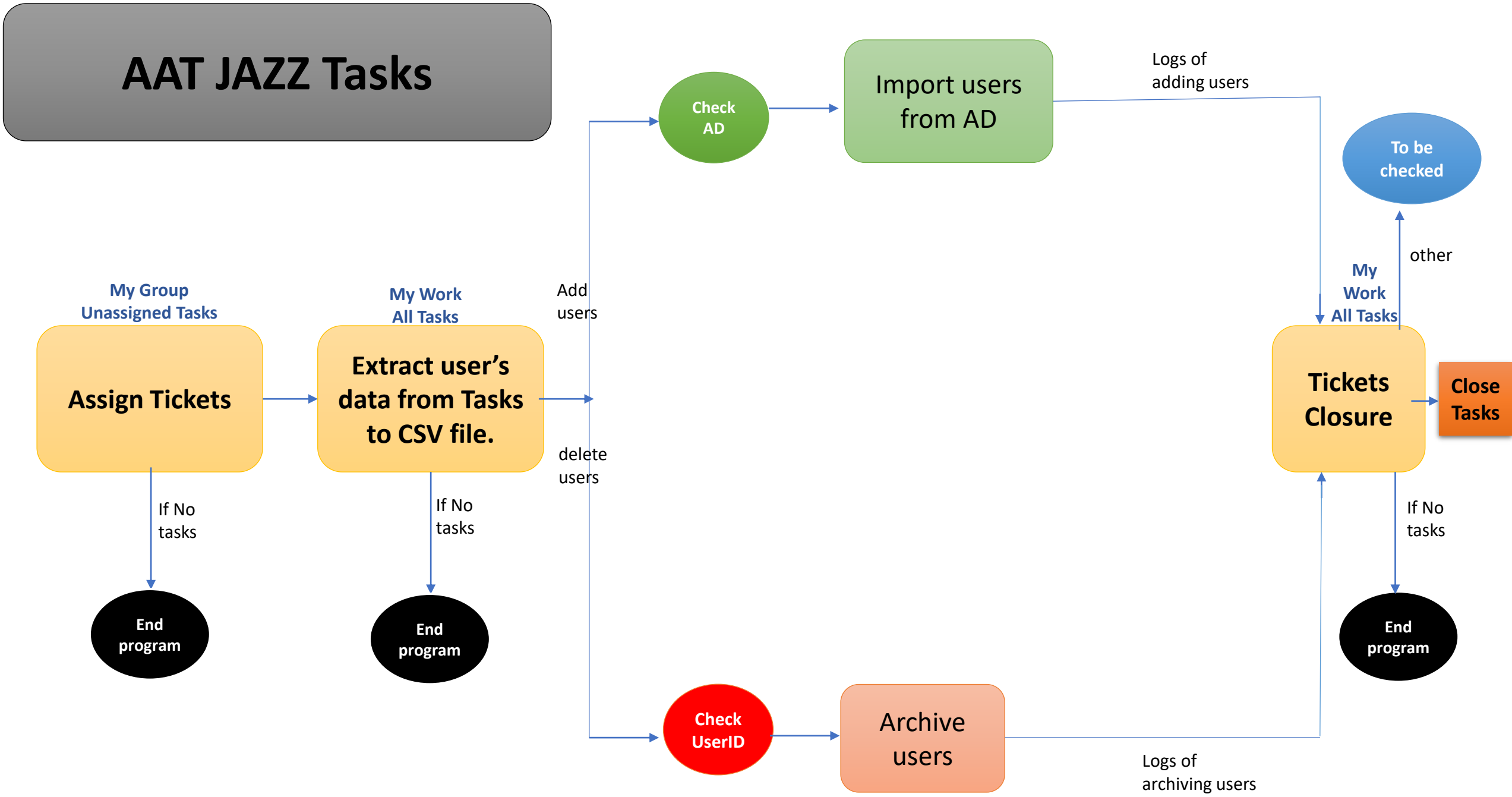


Progress:

AAT JAZZ Tasks



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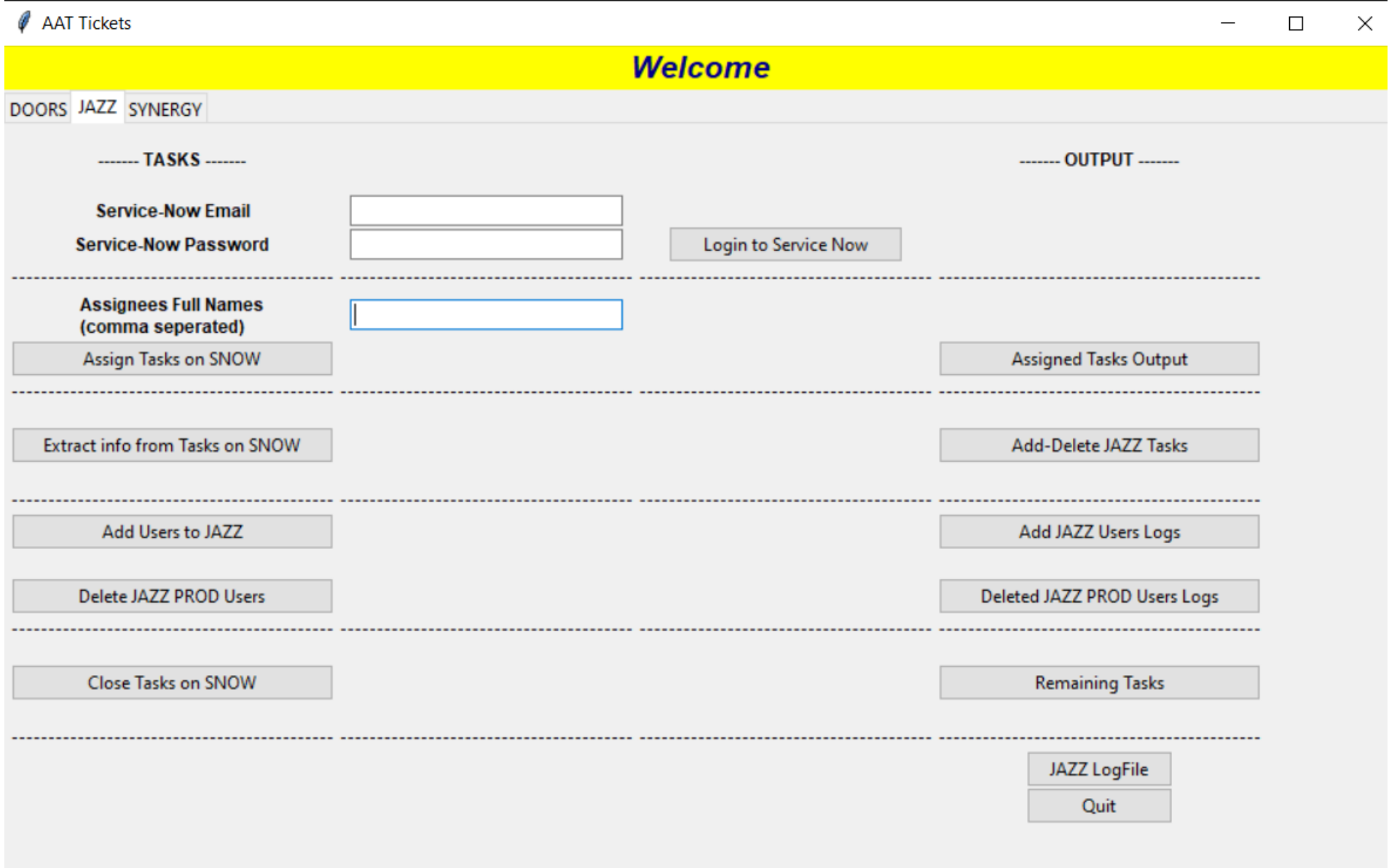

Progress: 80%

The Team behind this Project

Leadership:

Remon Makram (Application Developer)

Support Team:

Wael Amin (Rational Doors)

Ahmed Osama and Aya Ayman (Rational Jazz)

Peter Basta (Rational Synergy)

Supervisor:

Hesham El-Ganzoury

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Thank You