

Tasktop Connects Development with ITSM with Tasktop Sync 3.0

Press Release

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Tasktop has announced Tasktop Sync 3.0, a major release of its flagship Software Lifecycle Integration (SLI) platform. The new Tasktop Sync expands the company's ALM integration ecosystem with new support for ITSM and help desk tools from ServiceNow and Atlassian JIRA Service Desk.

In addition, Tasktop Sync 3.0 includes new capabilities for teams using products from Rally and Serena, special capabilities for teams using Clarity PPM and Atlassian JIRA together, and for very large organizations deploying Tasktop Sync across numerous project teams.

Tasktop Sync Evolution into ITSM and Help Desk Upon its initial release, Tasktop Sync provided robust, server-side integration to the ALM tools (work item tracking, requirements management, test management, issue tracking, agile planning) that development and QA teams depend upon to deliver high-quality software. In April, Tasktop expanded this capability to include tools the PMO (Project Management Office) uses, specifically PPM (Project and Portfolio Management). With the current release, even more of the software development and delivery team is included; extending to the Service Desk and ITSM professionals, and Service Desk software. In this release, both ServiceNow platform and JIRA Service Desk become part of the Tasktop Sync ecosystem.

"Software development and service desk teams shouldn't work in silos," said Edwin Wong, product manager for Atlassian JIRA Service Desk. "After all, the software development process doesn't just end with deployment; developers continue to improve software largely thanks to user feedback. Atlassian recently launched JIRA Service Desk in part to connect the service desk and development teams using JIRA, so problems can be identified and resolved faster and with better traceability. This generally improves software and the overall user experience. We're thrilled that Tasktop Sync can help extend this benefit of JIRA Service Desk."

Tasktop Sync and Rally Tasktop Sync 3.0 includes additional capability for Agile software development, by including support for solutions from Rally Software. Now, teams using Rally for Agile development processes can easily collaborate with teams that use other Sync ecosystem tools. This is especially applicable for organizations that use Rally® ALM solutions for Agile planning and have a PMO with broad oversight over many programs, as well as those that desire traceability between user stories and issue tracking in development and test cases in Quality Assurance.

Tasktop Sync and Serena Sync 3.0 includes the availability of Tasktop Sync for Serena Business Manager (SBM), which acts as the process foundation underpinning Serena's orchestrated ALM solutions. The combined solution extends Serena's business process automation capabilities by integrating SBM with other leading third-party ALM systems, providing process orchestration across a wide variety of products from disparate vendors. As announced in August of this year, Serena and Tasktop have formed a partnership, with Serena providing Tasktop Sync to its customers as part of the Serena product offerings.

Tasktop Sync, Clarity PPM and JIRA time tracking To further support Product and Portfolio Management (PPM), Tasktop is extending its Clarity PPM support for organizations that use JIRA's time tracking feature. This allows "time worked on task" to be automatically fed to Clarity PPM from JIRA, enabling the Portfolio Management Office to see how much time is spent on projects tracked by Clarity and helping IT organizations synchronize business priorities with development activities and progress.

Tasktop Configuration Templates Tasktop Sync 3.0 also includes new capabilities designed to simplify and streamline ALM integration work for enterprise organizations that have large deployments and multiple projects. The Tasktop Configuration Templates define configurations of synchronizations that can be reused across many projects, promoting more efficient and rapid deployments. For customers that want to standardize on specific policies, this also helps enforce policies based on permissions and management parameters established by administrators.