



DevOps Best Practices in Action

Palo Alto Networks, a leader in firewalls and other next-generation cybersecurity solutions, wanted to improve practices for internal user support and development resource planning.

The Problem

Palo Alto Networks needed to improve the visibility of incident and enhancement requests from their users. Requests were submitted into ServiceNow, and information was then manually created in Atlassian Jira via “swivel chair” integration. Often, the ServiceNow request would be closed out while the issue/request was being managed in Jira, which meant users could not see the status of their requests.

In addition, development teams needed a more accurate understanding of all demands being made on resources, relying on estimations without any consistent integration between their service management and development systems.

The Solution

After initially considering an in-house custom developed integration, Palo Alto Networks selected Perspectium as a provider for process integration. Being positioned to deliver support, guidance, and best practices for integrating ServiceNow and Jira, Perspectium worked with a two-person team at Palo Alto Networks to implement the integration.



Project Tips from Palo Alto Networks

- Simplify the initial project stages, avoiding the pull to overthink the scope
- Focus on best practices when getting started
- Communicate with all constituents throughout the process, not only during initial requirements gathering

The Payoff

Palo Alto Networks now provides clear status visibility for users after they submit requests and throughout the request cycle. According to the integration team at Palo Alto Networks, the integration “provides a consistent engagement model on how IT works with the customer.” Customers no longer have to check status of their tickets in multiple tools, or search endlessly in their email. They also have an improved understanding of the development effort required to resolve the issues and changes being requested by the users, and can more accurately plan for resource allocation in the future.

The implementation is managed part-time by just one person in IT. Thanks to the simplicity of the implementation and the ease of use of the Perspectium service, this one staff member has had to spend very little time monitoring the integration. Coordinating with Perspectium, Palo Alto Networks will continue to enhance the integration between ServiceNow and Jira to satisfy any changing needs, while also considering the possibility of integrating ServiceNow into other key business applications.