

# Federation and Integration Methods

ITinvolve is the industry's first IT agility application. ITinvolve is where IT teams can work together to help their business respond faster to opportunities and competitive threats.



With ITinvolve, IT professionals have the actionable information they need – in one place – by connecting scattered data from IT tools, SharePoint sites, Wikis, and other repositories and easily capturing critical (but often poorly documented) tribal knowledge. ITinvolve visually maps all relationships and dependencies between requirements, applications, infrastructure, automations, policies, and people – to give organizations a complete understanding of potential risks and impacts. ITinvolve proactively makes this information available to those who need it for their daily tasks and decisions, and engages the right IT team members and business stakeholders to collaborate more effectively.

ITinvolve provides several methods to federate or import information. Before selecting a specific method, it is important to categorize the type of federation or import required.

- **One-time Data Loading** – existing data is loaded into ITinvolve, the existing data source is discarded or retired, and ITinvolve becomes the data repository for the information going forward
- **As Needed Data Access** – existing data resides outside of ITinvolve and the ability to access this data is provided from within ITinvolve so users do not need to know about a given data source or how to access it
- **Scheduled Data Transfer** – if there is a need to exchange data on an ongoing basis between ITinvolve and another application or data source, and the data exchange is only necessary on a periodic basis (e.g. daily updates from an asset management application or impact analysis information in ITinvolve entered into a 3rd party change record)
- **Real-time Data Transfer** – if there is a need to exchange data on a real-time basis (in a matter of seconds) between ITinvolve and another application or data source



An Application Object with Relationships to information and data sources that can reside inside or outside of ITinvolve

Once the type of federation or import has been categorized for each data source, one of the following federation or integration methods should be selected.

- **Dataloader** – ITinvolve recommends either the dataloader provided at no charge from Salesforce.com, or the 3rd party application Jitterbit available in the Salesforce AppExchange market. Both offer the ability for ad hoc or scheduled data loads, and both provide the ability to create a mapping table once and reuse it for future data loads. The Salesforce.com dataloader can process both CSV files and database queries, but offers no extract-transform-load (ETL) support. Jitterbit also provides support for both CSV files and database queries. In addition, Jitterbit also supports ETL transformations in-line, allowing more efficient dataloading as well as more robust scheduling options. All of the ETL and mapping information in Jitterbit can be saved and reused as needed. Other 3rd party dataloaders or ETL products can also be used (please consult with your ITinvolve Professional Services team first)
- **URL Linking** – any object in ITinvolve can be linked to data and information outside of ITinvolve through an HTTP reference URL. For example, a knowledge article or policy that resides on a 3rd-party Wiki can be linked to a knowledge or policy object in ITinvolve in order to access the full details of the article or policy. With this method, there is no data synchronization, merely a path to the other system is provided. User credentials can be passed using Security Assertion Markup Language (SAML) authentication and authorization
- **SOAP Webservice API** – the ITinvolve solution has a Simple Object Access Protocol (SOAP) based API. Every object, and most information, in ITinvolve is available through this web service, and it enables quick integration with any application that offers an API interface. This interface uses secured, encrypted communication and API access can be restricted to specific users. It may also be configured to require multi-factor authentication. This approach works very well for integrating with hosted solutions, as well as many modern applications that provide a webservice interface. This level of integration is best suited for use cases that involve continuous data exchange between applications
- **ReST API** – Representational State Transfer (ReST) is another integration option. All of the same information available from ITinvolve in the SOAP Webservice is also available via the ReST API. The same security standards are also applied to this interface

*NOTE: There are many factors to evaluate when determining whether to use the SOAP or ReST APIs. ITinvolve works closely with our clients to understand the integration use case and organizational skillsets to recommend the best option.*

### Experience with 3rd Party Data Sources and Applications

ITinvolve Professional Services has experience with many 3rd party data sources and applications. Even in cases where we have not previously worked with a particular 3rd party data source or application, we find that setting up federation or integration is very straight forward and can be done in as little as a few hours or a couple of days.

ITinvolve Professional Services has extensive experience in environments with:

- IT Service Management tools (e.g. ServiceNow, BMC Remedy, BMC Remedyforce, HP Service Manager, Cherwell, ManageEngine, FrontRange, Spiceworks)
- Configuration Management Databases – CMDBs (e.g. BMC Atrium, HP uCMDB)
- Performance Monitoring tools (e.g. HP OpenView, BMC Performance Manager, Microsoft SCOM, Solarwinds, Nagios, NetIQ App Manager)
- Wikis and collaboration software (e.g. Atlassian Confluence, Microsoft SharePoint)
- Project / product management tools (Atlassian Jira, Rally)
- Office productivity applications (e.g. Microsoft Office, Lotus Notes)
- Security Event Management tools (e.g. Rapid 7 Solutions, Symantec)
- Enterprise applications (e.g. Salesforce.com, SAP, Oracle e-Business Suite)
- Business process modeling, business rules, and enterprise architecture tools (e.g. Troux, Bosch Visual Rules)
- Interactive Voice Response technology (e.g. Genesys Angel)
- Identity and Access Management solutions (e.g. BMC Control-SA, Microsoft Active Directory)
- And more...

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