

Kanban for Cherwell

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Agenda

- ◎ About StrataCom
- ◎ Some Kanban terminology and features
- ◎ Kanban Demo



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About StrataCom

- Founded in 1997, Solely focused on ITSM
- Cherwell partner for 8+ years
- 16 certified Cherwell consultants
- **Host the Cherwell Advanced Practitioner Call**
 - lwalker@stratacominc.com
- Provide complementary strategic products:
 - **Mobile Client for Cherwell**
 - <https://www.cherwellmobile.com/publicdemo>
 - **Kanban Boards for Cherwell**
 - **Lower Environment Sync Utility (Looking for Beta Partners)**
 - Active Directory Users, Teams and Workgroups integration pack
 - mApps
 - Customer approvals,
 - RED (Requirements, Enhancements, Defects)



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Other Presentations

- Cherwell Upgrades, Content upgrades and 'Refreshes'
- REST API integrations deep dive
- Service Catalog, how do I build this thing anyway?



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Kanban Terminology and Features

- Kanban -- Visually depict work at various stages of a process using cards to represent work items and columns to represent each stage of the process
- Board—A list of records from a Cherwell Stored Query displayed in a visual fashion that can be moved around on the board. Each time a record is moved, it is updated in Cherwell
- Cards—Each board displays Cherwell records as ‘cards’ on the board
- Drop Actions—An action that is performed on the card that is dropped on the column
- Swimlane—Vertical columns that live underneath the horizontally displayed columns that help separate data on the board
- Web Sockets and SignalR-The technology we are using to perform live updates to the cards on the boards



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Our Goals While Building our Mobile/Kanban

- The Products must be completely configurable
 - We must be able to set up any customer's specific needs, without changing our core code-base
 - Customer boards or mobile environments must be able to be changed in minutes
- Must be extremely easy to use for users
- Real-time updates. When users update a record in our Mobile solution, Kanban or in Cherwell, our solutions must update instantly without interrupting the users
 - We use Microsoft's web socket implementation, SignalR to pull this off
 - Including an API call from Cherwell to our solutions to auto-update the records
 - I will demo this with our Kanban boards
- We must solve any issues with Cherwell so that we don't need to add a single thing to a customer's Cherwell instance for our solutions to work
 - No Database views fronted by Cherwell Objects
 - No mApps
 - Work arounds for Cherwell API bugs
- Our solutions must be fast. Really, really, really fast.
 - Round-trip updates from Kanban or mobile to Cherwell should take 200 milliseconds or less
 - Our 'Seamless Offline' mode we developed for mobile pre-emptively caches every single record and list picker a user will use in the background, then uses SignalR to update the cached tickets live
 - Switching from ticket to another should take less than 10 milliseconds
 - 1 million + customers in one system and searches are extremely fast



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Challenges

- Cherwell's REST API is missing some basic functionality
 - There is no way to view Cherwell Team members
 - There is no way to get this information without making substantial changes to Cherwell
- You cannot run one-steps via REST API Calls until 9.7
 - Running one-steps is possible using SOAP calls
 - If customers are running SAML, its (almost) impossible to run one-steps via SOAP calls
- There are many tables for Cherwell that are not available via REST calls
- Stored queries only return the columns include in the Default Grid for that object, so those fields are not available to show from the query results
- There are several bugs with Cherwell's REST API, depending on the version you have.
 - Some users just cannot use the API and their account must be deleted/re-added
 - Certain queries that pull back user's tickets
- Cherwell's API is not developer friendly. It is not what I would call an easy to learn API, but it's perfect for building external applications on!

Let's see Kanban in action!



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