PiServe

VERSION CONTROL SYSTEM FOR JIRA, BITBUCKET, CONFLUENCE AND SLACK

ABOUT

Customer is a fortune 100 telecom company in Europe. They have Jira instances for issue tracking, Bitbucket for version control, confluence for collaborating work and Slack for communications. There were 3+ Jira instances on which projects were created and collaborated with Bitbucket, Confluence and Stack linked with LDAP servers for user access. The different Jira servers are provisioned for users depending on their team/region.

CHALLENGE

The user access to the Jira servers is designated manually by an operator. Once a request to create a project in Jira is raised, a system engineer will be assigned the task for setting up the project.

The whole task of creating a project in Jira is done by the engineer. The users and groups are created in LDAP. Once the project is created in the appropriate Jira machine, the corresponding LDAP group/users are assigned to the project. The engineer will repeat the same tasks in the case of Confluence, Bitbucket and Slack too.

The customer wanted an efficient system to track requests from different users and projects assigned to groups. The also wanted to automate the process of project creation and onboarding users to the system with little or no human intervention thereby reducing the time and effort for setting up the project space.

SOLUTION

PiServe proposes a system that can automate the access for users to these tools, create project/repositories/spaces in Jira/Bitbucket/Confluence/Slack.

With the new system, the employees will have access to a web portal to request new project space. The webportal is designed in Drupal, here the user will be able to request a variety of actions. These actions, once approved by the admin, trigger a workflow in Camunda. Camunda BPM is a Decision and Workflow Management Platform. When the workflow is triggered, Camunda will call the necessary API's of Jira/Bitbucket/Confluence/Slack and LDAP for project creation and for granting user permissions. When the onboarding and creation of project is complete, an email will be dispatched to the customer.

RESULT

Tracking user requests

The requests made by the users for project creation are stored in the Drupal DB. This makes it easier to track and sort requests from the drupal frontend itself.

Analytics

Using drupal we could filter the time of the year when most requests are received, requests by user and so on.

User Onboarding Automation

User onboarding and assignment to the project is automated using Camunda along with Jira and LDAP API's.

Tracking and Error Handling

Using Camunda, we could efficiently track the different stages of the whole process and error handling can be done within the ease.

Elimination of Human Intervention

By the use of Drupal and Jira automated with Camunda, we were able to minimize the human intervention and bring down the process time considerably.

TECHNOLOGIES USED

Backend	:	Java JS php
Frontend	:	Drupal
Decision and Workflow Management	:	camunda *the business process company*
Infrastructure	:	vmware
Issue and Project Tracking	:	◆ Jira Software
Version Control Syste	:	⬦ Bitbucket
Collaboration Software	:	✖ Confluence
Discussions and Conversations	:	slack

ABOUT US

PiServe is a leader in Automation, Application Development Support, Infrastructure Management Services and Cloud.

We leverage our experience, knowledge and services to help build trust and confidence in the capital markets and in economies all over the world.

Develop, deploy, and maintain quality IT systems become infeasible in terms of efficacy and cost-effectiveness, choosing the right IT partner can be a game-changer. PiServe has proven expertise and experience to provide you the right IT solution for the right purpose at the right time.

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