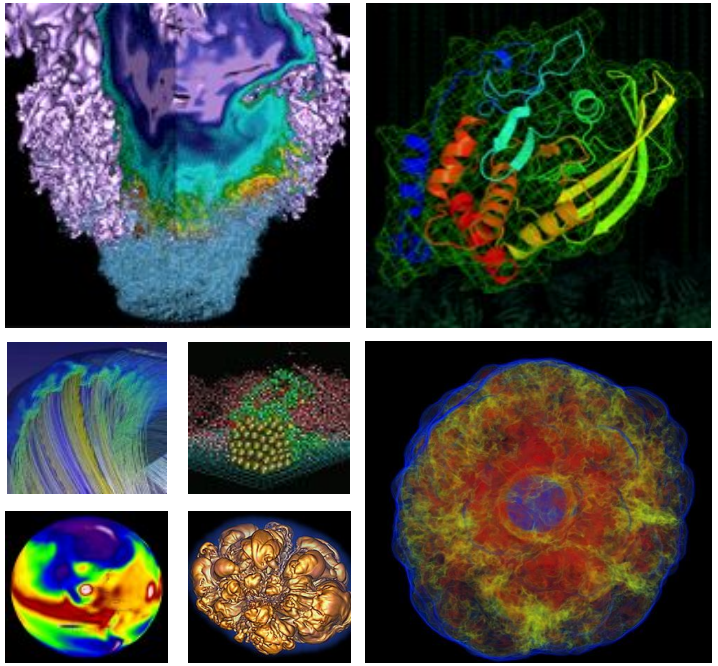
Crayport to HPE DCE Migration

Bidirectional Record Management for ServiceNow & HPE DCE



Daniel Gens, John Gann, Elizabeth Bautista

NERSC

U.S. DEPARTMENT OF ENERGY | Office of Science

BERKELEY LAB

Slides outline

1. Overview of NERSC and our HPE systems - short
2. Support data summarizing our needs and scale
3. Overview of the previous integration between NERSC ServiceNow Incident Management platform and Crayport platform - short
4. Workflow needs for integration with HPE DCE
5. HPE DCE API capabilities, NERSC business requirements
6. Application flow overview and diagram
7. Application infrastructure
8. Project architecture summary
9. Development process with joint HPE and NERSC project management
10. Integration is in production; report on our experiences with it, and some support data
11. Future enhancements
12. How this integration can be adapted for other incident management systems