



Informatica® Cloud Application Integration
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Synchronize ServiceNow Incidents with Jira Issues

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Preface

Use *Synchronize ServiceNow Incidents with Jira Issues* to learn how to synchronize incidents that were created or updated in ServiceNow with Jira issues. This guide assumes that you have an understanding of the Jira Connector, ServiceNow Connector, and Email Connector concepts.

CHAPTER 1

Introduction to Synchronize ServiceNow Incidents with Jira Issues recipe

The Synchronize ServiceNow Incidents with Jira Issues recipe is based on REST and SOAP APIs.

You can run the process to synchronize new or updated ServiceNow incidents with Jira issues. The process is called by an HTTP request with the following fields as incoming parameters:

- Date_For_Search
- Filter
- Email
- Jira_Issue_Type_ID
- Jira_Project_ID
- Sync_Assignee

The process searches for all the incidents created or updated on the specified search date in ServiceNow. If the Date_For_Search field value is not specified, the process returns the results from the previous day in ServiceNow. The search is also filtered by category. The Filter field contains the default value as **Software**. You can change the default values in the process input fields or set them as input parameters while invoking the process.

The process contains pagination of search results for incidents, with a limit of 100 results per page. During validation, the process skips the incidents if the short description is not specified.

After receiving the results page, the process starts searching for the user based on the email field. If the user exists in the Jira database, the process sets the user in the Assignee field. If the Sync_Assignee input field is set to false, the process skips this step.

The process then searches for an issue based on the External ID or ServiceNow ID custom field. The value is taken from the incident number. If the incident exists in ServiceNow, the summary and description is updated in the Jira issue. Otherwise, a new Jira issue is created.

After the process is initiated, the user receives a notification indicating that the process is running in the background and the number of incidents sent for synchronization. After the process runs, the user receives an email notification with the number of successful synchronizations and a list of incident numbers that failed to synchronize. To achieve this, you must configure an email connection and pass the input parameter with the email address where the result must be sent.

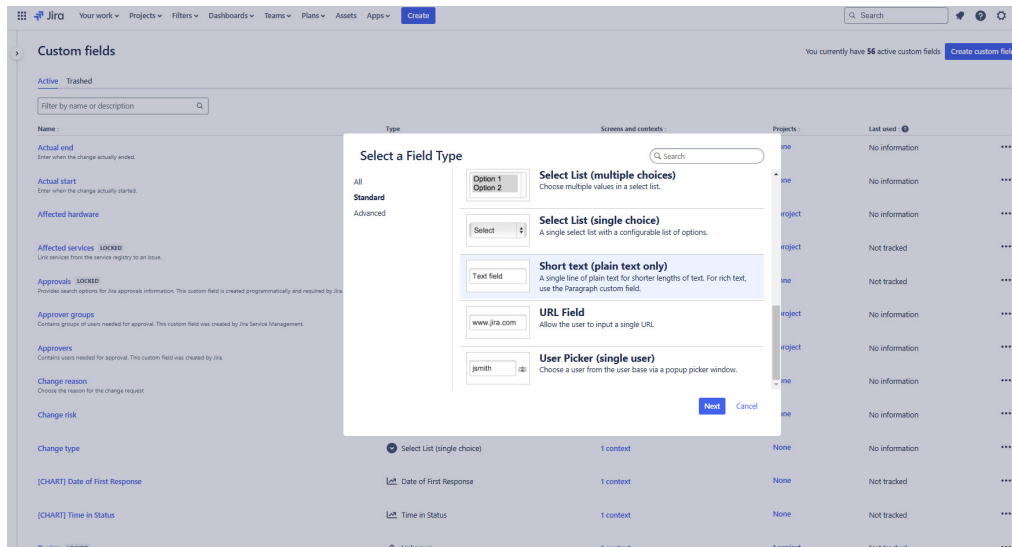
Prerequisites for creating a custom field in Jira

Create a custom field ID in Jira for process configuration.

1. Log in to the Jira organization.
2. Access the following URL and create a custom field:

`https://{organization}.atlassian.net/secure/admin/ViewCustomFields.jspa`

The following image shows the **Custom fields** page:



3. Select the field type, enter the name and description, and then click **Create**.

The following image shows the **Configure 'Short text (plain text only)' Field** dialog box:

Type	Screens and contexts :	Projects :
<h3>Configure 'Short text (plain text only)' Field</h3> <p>Name* <input type="text" value="ServiceNow ID"/></p> <p>Description <input type="text" value="Store ServiceNow Incident Number"/></p> <p>by Jira.</p> <p style="text-align: right;"> <input type="button" value="Previous"/> <input type="button" value="Create"/> <input type="button" value="Cancel"/> </p>		
<input checked="" type="radio"/> Select List (single choice)	1 context	None
<input type="checkbox"/> Date of First Response	1 context	None

4. Select Associate field ServiceNow ID to screens and click **Create**.

5. Find the custom field that you want to edit, click **Edit details** and save the custom field ID for future use. The image shows the custom field ID on the **Edit Custom Field Details** page.

← → ↻ atlassian.net/secure/admin/EditCustomField!default.jspa?id=10084

Jira Your work ▾ Projects ▾ Filters ▾ Dashboards ▾ Teams ▾ Plans ▾ Assets Apps ▾ Create

Issues

Edit Custom Field Details

If the search template is changed, manual reindexing must follow

Field Name

Description

Style ▾ B I U A ▾ A ▾ Link ▾ List ▾ @ ▾ + ▾ ≈

Store ServiceNow Incident Number

?
A description of this particular custom field.
You can include Wiki markup.

Search Template

Update Cancel

Note: You must set this custom field ID in the **Custom_Field_ID** field while configuring the process.

CHAPTER 2

Synchronize ServiceNow Incidents with Jira Issues recipe contents

The Synchronize ServiceNow Incidents with Jira Issues recipe contains process objects, app connections, and processes.

The following image shows the assets that the Synchronize ServiceNow Incidents with Jira Issues recipe package contains:

Name	Type	Updated On	Description	Tags	Status	Published
JiraUser	Process Object	Nov 22, 2024,...	Jira user entity		Valid	
ServiceNowIncident	Process Object	Nov 22, 2024,...	ServiceNow incident entity		Valid	
Synchronize ServiceNow Incidents with Jira Issues	Process	Nov 28, 2024,...	The process that retrieves all the incidents, validates them, and calls a subprocess that synchronizes the...		Valid	Published
Create Issue	Process	Nov 27, 2024,...	The subprocess to search for and update issues in Jira		Valid	Published
EmailConnectionServiceNowJira	App Connection	Nov 22, 2024,...	Email connection		Valid	Published
ServiceNowConnectionIssue	App Connection	Nov 27, 2024,...	ServiceNow connection		Valid	Published
JiraConnectionIncident	App Connection	Nov 26, 2024,...	Jira connection		Valid	Published

Synchronize ServiceNow Incidents with Jira Issues recipe assets

The following table lists the assets that the Synchronize ServiceNow Incidents with Jira Issues recipe package contains:

Asset Name	Asset Type	Description
JiraUser	Process object	Jira user entity.
ServiceNowIncident	Process object	ServiceNow incident entity.
EmailConnectionServiceNowJira	App connection	Email connection.

Asset Name	Asset Type	Description
ServiceNowConnectionIssue	App connection	ServiceNow connection.
JiraConnectionIncident	App connection	Jira connection.
Create Issue	Process	Subprocess to search for and update issues in Jira.
Synchronize ServiceNow Incidents with Jira Issues	Process	Process that retrieves all the incidents, validates them, and calls a subprocess that synchronizes the data.

CHAPTER 3

Using the Synchronize ServiceNow Incidents with Jira Issues recipe

To use the Synchronize ServiceNow Incidents with Jira Issues recipe, you must perform the following steps manually:

1. Copy and access the recipe.
2. Configure and publish the ServiceNow connection.
3. Configure and publish the Jira connection.
4. Configure and publish the Email connection.
5. Configure and publish the processes.
6. Invoke the process.

Step 1. Copy and access the recipe

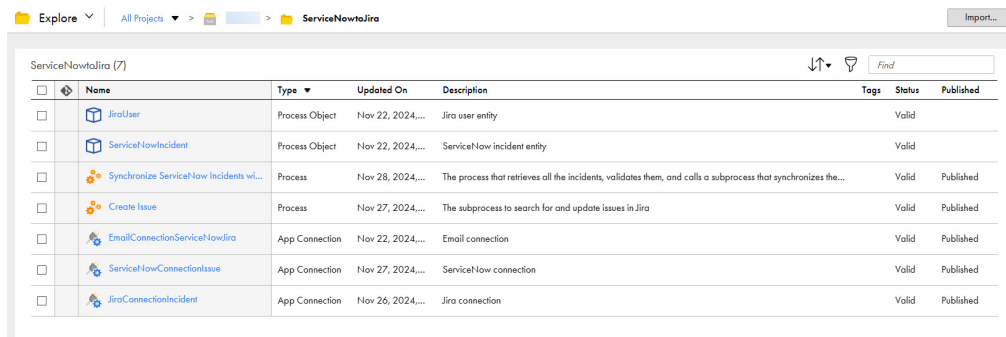
Copy the pre-configured assets in the recipe to a separate project or folder.

1. Open the **Synchronize ServiceNow Incidents with Jira Issues** recipe and click **Use**.
2. Select the location where you want to copy the recipe, and then click **Continue**.
3. In the **Copying the recipe** dialog box, click **OK**.

It might take some time for the recipe to get copied. You will receive a notification when the recipe is ready for use.

4. After the recipe is copied, click **Explore** to access the recipe content.

- Navigate to the project or folder where you copied the recipe or enter the recipe name in the **Find** box. All the assets in the recipe are displayed as shown in the following image:



Step 2. Configure and publish the ServiceNow connection

Configure the client details, service URL, and grant type to connect to the ServiceNow instance, and then publish the ServiceNowConnectionIssue connection.

- Open the **ServiceNowConnectionIssue** connection.
- From the **Type** list, select **ServiceNow**.
- From the **Run On** list, select **Cloud Server or any Secure Agent**.
- In the **Connection Properties** section, enter values for the following properties:

Property	Description
Client ID	The ServiceNow client ID to generate a valid access and refresh token. Enter the client ID that you generated under System OAuth > Application Registry in ServiceNow.
Client Secret	The ServiceNow client secret that you generated under System OAuth > Application Registry in ServiceNow.
User Name	The ServiceNow user name that can generate client credentials in the ServiceNow instance.
Password	The password associated with the ServiceNow user account.
Service URL	The URL to access the ServiceNow instance.
Grant type	The grant type that the ServiceNow instance uses to get an access token for third-party clients authorization. Enter the value as password .

- Save and publish the connection.

Step 3. Configure and publish the Jira connection

Configure the instance domain, user name, and authentication token to connect to the Jira instance, and then publish the JiraConnectionIncident connection.

1. Open the **JiraConnectionIncident** connection.
2. From the **Type** list, select **Jira**.
3. From the **Run On** list, select **Cloud Server or any Secure Agent**.
4. In the **Connection Properties** section, enter values for the following properties:

Property	Description
InstanceDomain	The URL to access the Jira instance. For example, <code>https://<<name>>.atlassian.net</code>
UserName	The user name of the Jira account.
AuthToken	The Jira API token that you generated from Manage Account > Security > Create and manage API tokens .

5. Save and publish the connection.

Step 4. Configure and publish the Email connection

Configure the authentication details in the EmailConnectionServiceNowJira connection, and then publish the connection.

1. Open the **EmailConnectionServiceNowJira** connection.
2. From the **Type** list, select **IICS Cloud Application Integration Email Service (Licensed for use)**.
3. From the **Run On** list, select **Cloud Server or any Secure Agent**.
4. From the **Authentication Type** list, select **Password** or **OAuth** as needed. Based on the authentication type selected, perform one of the following steps:
 - For **Password** authentication, enter values for the following properties in the **Connection Properties** section:

Property	Description
Authentication	Select Enable . Email Connector authenticates the user name and password that you enter in the email connection properties.
User Name	User name to log in to the email server. The user name is either the account name or the email address that is used to send the email with the synchronization results. For example: <code>notifyme@mydomain.com</code>

Property	Description
Password	Password for the email address. Set an API key for your email account. For information about creating an API key, see Create API credentials .
Security	Select SSL for the Email connection to use the SSL protocol.

Configure the following common properties on the connection creation page:

Property	Description
Host	Email server's DNS name, such as <code>mail.mydomain.com</code> , or an IP address, such as <code>192.168.1.1</code> .
Port	Port for communication between the Process Server and the email server. Default is 25 .

- For **OAuth** authentication, enter values for the following properties in the **Connection Properties** section:

Property	Description
Authorization URL	Enter the OAuth authorization URL for the email service that is used to authorize the user request. For example: <code>https://login.microsoftonline.com/xxxxxx-xxxx-xxxx-xxxx-xxxxxxxxx/oauth2/v2.0/authorize</code>
Token Request URL	Enter the OAuth token request URL that handles token requests. For example: <code>https://login.microsoftonline.com/xxxxxx-xxxx-xxxx-xxxx-xxxxxxxxx/oauth2/v2.0/token</code> The refresh token expires in 90 days. The user must authenticate again and publish the connection before the token expires.
Client ID	Specify the identifier value from the OAuth provider.
Client Secret	Enter the client secret to connect to the email application.
Scope	Specify the scope. The scope in OAuth authentication limits an application's access to a user's account. You can select multiple scopes for a single client. To enter multiple scopes, separate each value with a space. For a Microsoft Outlook email account, enter the following scope: <code>https://outlook.office.com/SMTP.Send offline_access</code>

Configure the following common properties on the connection creation page:

Property	Description
Host	Email server's DNS name, such as <code>mail.mydomain.com</code> , or an IP address, such as <code>192.168.1.1</code> .
Port	Port for communication between the Process Server and the email server. Default is 25 .

5. Save and publish the connection.

Step 5. Configure and publish the processes

Configure the custom field ID and publish the process.

1. To publish the **Create Issue** process, click **Actions** in the row that contains the process and select **publish**.
2. Open the **Synchronize ServiceNow Incidents with Jira Issues** process.
3. On the **Start** tab of the Start step, in the **Allowed Users** or **Allowed Groups** field, enter the user or group that must have access to the process service URL at run time. By default, **Allow anonymous access** is selected.
4. On the **Assignments** tab of the Set Filters step, enter the custom field ID in the **Custom_Field_ID** field. Optionally, in the **Query** field, you can change the default values for filter incidents and search criteria.
5. Save and publish the process.

Step 6. Invoke the process

The Synchronize ServiceNow Incidents with Jira Issues process is called by an HTTP request. When you invoke the process, it synchronizes new or updated ServiceNow incidents with Jira issues.

1. Open the **Synchronize ServiceNow Incidents with Jira Issues** process and click **Actions > Properties Detail > Copy Service URL**.

2. Open a text editor and add the input fields and values to the service URL as shown in the following format:

```
<Cloud Application Integration POD URL>/active-bpel/public/rt/<API_name>?Email=<Email for notification>&Jira_Issue_Type_ID=<Jira_Issue_Type_ID>&Jira_Project_ID=<Jira_Project_ID>
```

The `Jira_Issue_Type_ID` and the `Jira_Project_ID` field values correspond to the project and issue type in Jira that the ServiceNow incidents will be converted to in Jira. You must define the IDs of the targeted issue type and project.

Optionally, you can add the following input parameters to override the default values:

- `Date_For_Search` - Search date in the YYYY-MM-DD format. Sets the previous day's date, by default.
 - `Filter` - Category value to filter the incidents. Default is Software.
 - `Sync_Assignee` - Synchronizes the assignee. Default is True.
3. Open a browser and paste the service URL.

You can also invoke the process using the Run Using option, REST or SOAP API endpoints in any API client, such as cURL, Postman, SOAP UI, or through any programming language.

ServiceNow Incidents and Jira Issues field mappings

The ServiceNow Incidents and Jira Issues fields are mapped based on the fields given in the following table:

ServiceNow Incident	Jira Issue
Short description	Summary
Description	Description
Assigned to	Assignee
Number	ServiceNow ID (custom field)
Additional comments	Comment
-	Reporter. Reporter is automatically set as a user with the email configured in the Jira connection properties.
-	Issue type. The issue type ID is an incoming parameter. Some issue types don't support custom fields if they are created from the template. For example, Idea.

All the above fields are synchronized with Jira issues when ServiceNow incidents are created. Updating ServiceNow Incidents and Jira Issues refer only to the Summary and Description fields.