

Oracle® Cloud

Create JIRA Issues for ServiceNow Incidents



F61217-02
February 2024



Oracle Cloud Create JIRA Issues for ServiceNow Incidents,
F61217-02

Copyright © 2022, 2024, Oracle and/or its affiliates.

Primary Author: Oracle Corporation

Contents

1 About This Recipe

Overview	1-1
System and Access Requirements	1-1

2 Before You Install the Recipe

Configure ServiceNow	2-1
Create an API Token in Your Atlassian Account	2-1

3 Install and Configure the Recipe

Configure the Oracle ServiceNow Connection	3-1
Configure the Oracle REST JIRA Connection	3-1
Configure the Lookup Table	3-2

4 Activate and Run the Recipe

Preface

This document describes how to install, configure, and run this recipe in Oracle Integration 3.

Topics:

- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

For more information, see these Oracle resources:

- Oracle Integration documentation on the Oracle Help Center.
- Oracle Cloud at <http://cloud.oracle.com>.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

About This Recipe

Use this recipe to create corresponding JIRA issues for ServiceNow incidents.



Note:

This recipe is available as **ServiceNow — JIRA | Create JIRA issues for Incidents** in Oracle Integration. Oracle provides this recipe as a sample only. The recipe is meant only for guidance, and is not warranted to be error-free. No support is provided for this recipe.

Overview

This recipe creates a corresponding issue in JIRA when a new incident is created in ServiceNow.

To use the recipe, you must install the recipe and configure the connections and other resources within the recipe. When an incident is created in ServiceNow, the integration flow of the recipe is triggered, and it creates a corresponding JIRA issue. Basic data is synchronized between the two platforms.

System and Access Requirements

- Oracle Integration, Version 21.2.1.0.0 or higher
- ServiceNow
- Atlassian
- An account on ServiceNow with the Administrator role
- An account on Atlassian with the Administrator role
- At least one Jira project on your Atlassian account. The project(s) can be in any of the Jira products, for example, Jira Work Management or Jira Software

2

Before You Install the Recipe

You must perform the following configuration tasks on your ServiceNow and Atlassian instances in order to successfully connect to these external systems using Oracle Integration and create JIRA issues for ServiceNow incidents.

Configure ServiceNow

You can use admin account credentials or custom account credentials while configuring the ServiceNow connection in Oracle Integration.

If you do not want to use an admin account, then create a custom integration user and assign the required role and permissions to the user. For information about creating a custom user, see Prerequisites for Creating a Connection in *Using the ServiceNow Adapter with Oracle Integration 3*.

Create an API Token in Your Atlassian Account

To access JIRA from Oracle Integration and create corresponding JIRA issues for ServiceNow incidents, you'll require an API token associated with your Atlassian account.


To create an API token:

1. Log in to your Atlassian account using the following URL: <https://id.atlassian.com>.
2. On the Start page, click **Account Settings**.
3. On the left navigation pane, click **Security**.
4. On the Security page, scroll to the API token section and click the **Create and manage API tokens** link.
5. On the API Tokens page, click **Create API token**.
6. In the resulting dialog, enter a label for the new token, and click **Create**.
A new API token is generated.
7. Copy the token's value.

3

Install and Configure the Recipe


On your Oracle Integration instance, install the recipe to deploy and configure the integration and associated resources.

1. On the Oracle Integration Home page, in the **Use a recipe/accelerator** section, click **View all**.
2. Find the recipe you want to install, then click **Get**.
A message confirms that the recipe was successfully installed, and the recipe card shows **In use**.
3. Click **Configure**  on the recipe to configure its resources.
The project workspace opens, displaying all the resources of the recipe. Configure the following resources before you activate and run the recipe.

Configure the Oracle ServiceNow Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter your ServiceNow instance URL in the **ServiceNow Instance Name** field. For example, `https://<instance_name>.service-now.com`.
3. In the Security section, enter the following details:


Field	Information to Enter
Security Policy	Leave Basic Authentication selected.
Username	Enter the username of your ServiceNow instance. See Configure ServiceNow .
Password	Enter the password of your ServiceNow instance.

4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.
A message confirms if your test is successful.
6. To return to the project workspace, click **Go back** .

Configure the Oracle REST JIRA Connection


1. In the Connections section, click the connection name.
2. In the Properties section, enter your Atlassian instance URL in the **Host name** field. For example: `https://myinstance.atlassian.net/`.
3. In the Security section, enter the following details:

Field	Information to Enter
Security Policy	Leave Basic Authentication selected.
Username	Enter the email ID associated with your Atlassian account.
Password	Enter the API token you created in your Atlassian account. See Create an API Token in Your Atlassian Account .

4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.
A message confirms if your test is successful.
6. To return to the project workspace, click **Go back** .

Configure the Lookup Table

Edit the lookup table to enter the necessary details.

1. In the Lookups section, click the lookup name.
2. Against the **EmailTo** field, enter the email address to which runtime exception emails are to be sent.
3. In the **ServiceNow_Value** column, enter the category of the incident created in ServiceNow.
4. In the **Jira_Value** column, enter the project key of your Jira project.
5. Click **Save**. If prompted, click **Save** again.
6. To return to the project workspace, click **Go back** .

4

Activate and Run the Recipe

After you've configured the connections and other resources, you can activate and run the recipe.

1. In the project workspace, click **Activate**. In the Activate project panel, with the default project deployment selected, choose an appropriate tracing option, then click **Activate**.
A message confirms that the integration has been activated. Refresh the page to view the updated status of the integration.
2. Configure the basic authentication in ServiceNow for the integration flow of the recipe.
 - a. After activating the recipe, obtain the metadata URL of the integration flow.
 - i. In the Integrations section of the project workspace, click **Actions** ... on the integration flow, then select **Run details**.
 - ii. In the Run details panel, copy the **Metadata URL** value.
 - b. Use the metadata URL to configure a basic authentication in ServiceNow. This is necessary to invoke the integration flow in Oracle Integration from ServiceNow.
See *Invoke an Integration from ServiceNow* in *Using the ServiceNow Adapter with Oracle Integration 3*.
3. Run the recipe.
To run the recipe, you must perform the following tasks in the Servicenow instance.
 - a. Log in to your ServiceNow instance as an administrator.
 - b. On the left navigation pane, enter `Incident` in the Filter navigator field.
The Self-Service menu displays all modules related to *Incident*.
 - c. In the Self-Service menu, click **Incidents**.
 - d. In the Incidents window, click **New**.
 - e. Fill the fields as required in the incident creation form.
 - f. Click **Submit**.You've now created an incident in ServiceNow and triggered the recipe.
4. Monitor the running of the integration flow in Oracle Integration.
 - a. In the project workspace, click **Observe**. You'll see the integration flow being triggered and running successfully.
 - b. To manage errors in your project, see *Manage Errors in a Project*.
5. Check for the new JIRA issue created.
 - a. Log in to your Atlassian instance.
 - b. Select **Search** in the navigation bar.
 - c. Choose the newly created issue from the list of recent issues that are displayed. Open the issue and check if the details match the incident that you created in ServiceNow.

- d. Optionally, you can filter the search results by choosing the project under which the issue is created.

Related Documentation

- *Using the ServiceNow Adapter with Oracle Integration 3*
- *Using the Jira Adapter with Oracle Integration 3*