Jira to GitHub Issue Automation - Complete Setup & Configuration Guide

Welcome! This is the **complete guide** to set up and configure the Jira to GitHub webhook automation system. Follow this document from start to finish to get your system running.

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What This Project Does

This is a **serverless automation system** that:

- Automatically creates GitHub issues from Jira tickets
- Syncs issue details (title, description, acceptance criteria, attachments)
- Downloads and uploads images from Jira to GitHub
- Maps Jira labels to GitHub labels
- Uses secure webhook authentication with HMAC signature verification
- Runs on AWS Lambda with API Gateway (no servers to manage)

How it works:

1. You add a label (like `create-github`) to a Jira issue
2. Jira sends a webhook notification

3. Lambda function automatically creates a GitHub issue
4. GitHub issue contains all the Jira ticket details

System Requirements

Before starting, make sure you have:

- **AWS Account** with permissions to create Lambda, API Gateway, and CloudFormation resources
- **AWS SAM CLI** installed (`sam --version`)
- **Node.js 18+** installed (`node --version`)
- **Docker** installed and running (`docker --version`)
- **Git** installed (`git --version`)
- **GitHub Account** with a repository where issues will be created
- **Jira Cloud Account** (this works with Jira Cloud only, not Server/Data Center)

Verify Installation

```
sam --version            # Should show version
node --version           # Should show v18+
docker --version         # Should show Docker version
aws sts get-caller-identity  # Should show your AWS account
```

Getting Started

Step 1: Clone the Project

```
git clone <repository-url>
cd jira-github-webhook
npm install
```

Step 2: Gather Required Credentials

You'll need these before deployment. Collect them now:

Item	How to Get It	Save As
GitHub Token	Go to https://github.com/settings/tokens → "Generate new token (classic)"→ Check `repo` and `admin:repo_hook` scopes → Copy the token	`GITHUB_TOKEN`
Jira API Token	Go to https://id.atlassian.com/manage-profile/security/api-tokens → "Create API token"→ Copy the token	`JIRA_API_TOKEN`
Jira Email	The email address of your Jira account	`JIRA_EMAIL`
Jira Base URL	Example:`https://your-company.atlassian.net/`(include the trailing slash)	`JIRA_BASE_URL`
Webhook Secret	Generate random string	`WEBHOOK_SECRET`

Step 3: Deploy the Application

Run the deployment command with your credentials:

```
sam deploy --guided
```

You'll be prompted for:

1. **Stack Name:** `jira-github-webhook`
2. **Region:** `us-east-1` (or your preferred AWS region)
3. **GitHubOwner:** Your GitHub username (e.g., `john-doe`)
4. **GitHubRepo:** Repository name (e.g., `my-project`)
5. **GitHubToken:** Paste your GitHub token
6. **JiraBaseUrl:** Your Jira URL (e.g., `https://company.atlassian.net/`)
7. **JiraEmail:** Your Jira email
8. **JiraApiToken:** Your Jira API token
9. **JiraWebhookSecret:** Your webhook secret
10. Other options: Press Enter to accept defaults, then answer:
    - "Allow SAM CLI IAM role creation": **y**

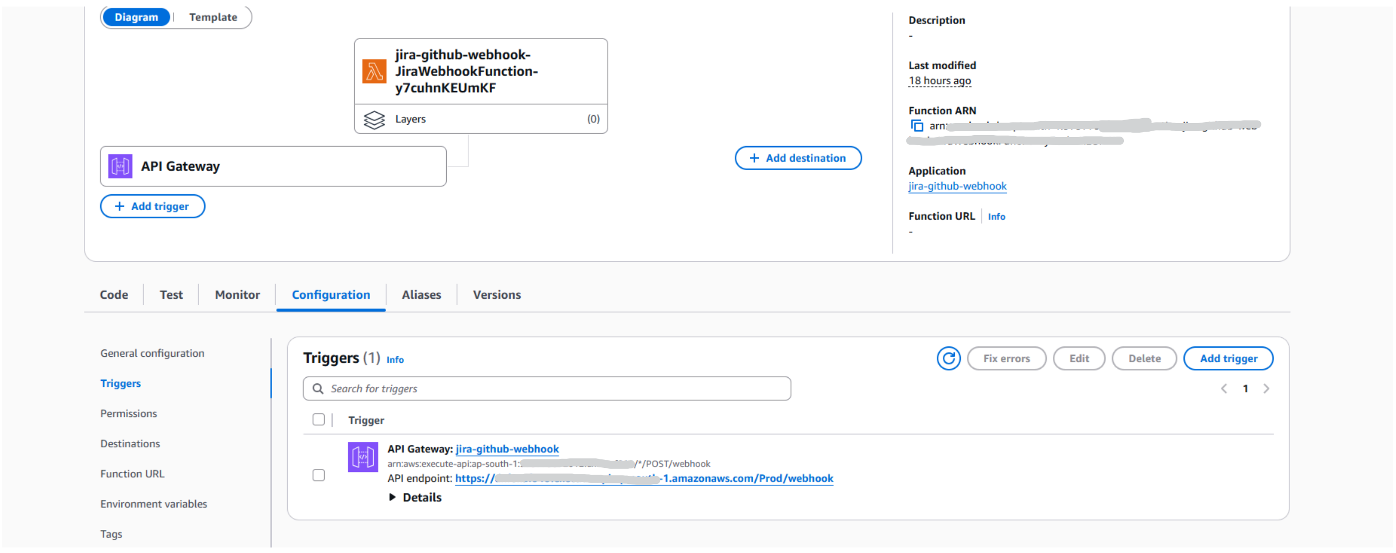
- "Save parameters to samconfig.toml": **y**

Step 4: Copy the API Endpoint

After deployment completes, look for output like:

```
Outputs:
  WebhookURL:
    Description: Webhook endpoint URL
    Value: https://xxxxxxxxxx.execute-api.us-east-1.amazonaws.com/Prod/webhook
```

Copy this URL - you'll need it in the next step.



Description
-

Last modified
18 hours ago

Function ARN
arn[redacted]

Application
jira-github-webhook

Function URL | Info
-

Triggers (1) Info

Trigger
API Gateway: jira-github-webhook
arn:aws:execute-api:ap-south-1:[redacted]/*/POST/webhook
API endpoint: https://[redacted]-1.amazonaws.com/Prod/webhook
▶ Details

Step 5: Configure Jira Webhook

1. Go to your **Jira instance** → Settings (⚙️)
2. Navigate to **System** → **Webhooks**
3. Click **Create a WebHook** (or "Create webhook")
4. Fill in the form:
    - **Name:** `GitHub Integration`
    - **URL:** Paste the URL from Step 4
    - **Secret:** Paste your webhook secret
    - **Events:** Check ✓ Issue created, ✓ Issue updated
5. Click **Save** or **Create**

Step 6: Test the Integration

1. Create a new **Jira issue** (Story, Task, or Sub-task)
2. Add the label: `create-github`
3. Go to your **GitHub repository** and check for a new issue
4. The GitHub issue should have the same title and description as the Jira issue

✅ **Success!** Your automation is working.

Step-by-Step Setup

Detailed AWS SAM Deployment

Option A: Interactive Guided Deployment (Recommended)

```
# From project root
sam build
sam deploy --guided
```

Follow the prompts and enter your credentials when asked.

Option B: Command-Line Parameters

```
sam build
sam deploy \
  --parameter-overrides \
    GitHubOwner=your-username \
    GitHubRepo=your-repo-name \
    GitHubToken=ghp_your_token_here \
    JiraBaseUrl=https://your-instance.atlassian.net/ \
    JiraEmail=your-email@example.com \
    JiraApiToken=ATATT_your_token_here \
    JiraWebhookSecret=your_webhook_secret \
  --capabilities CAPABILITY_IAM
```

Option C: Using samconfig.toml

Edit `samconfig.toml`:

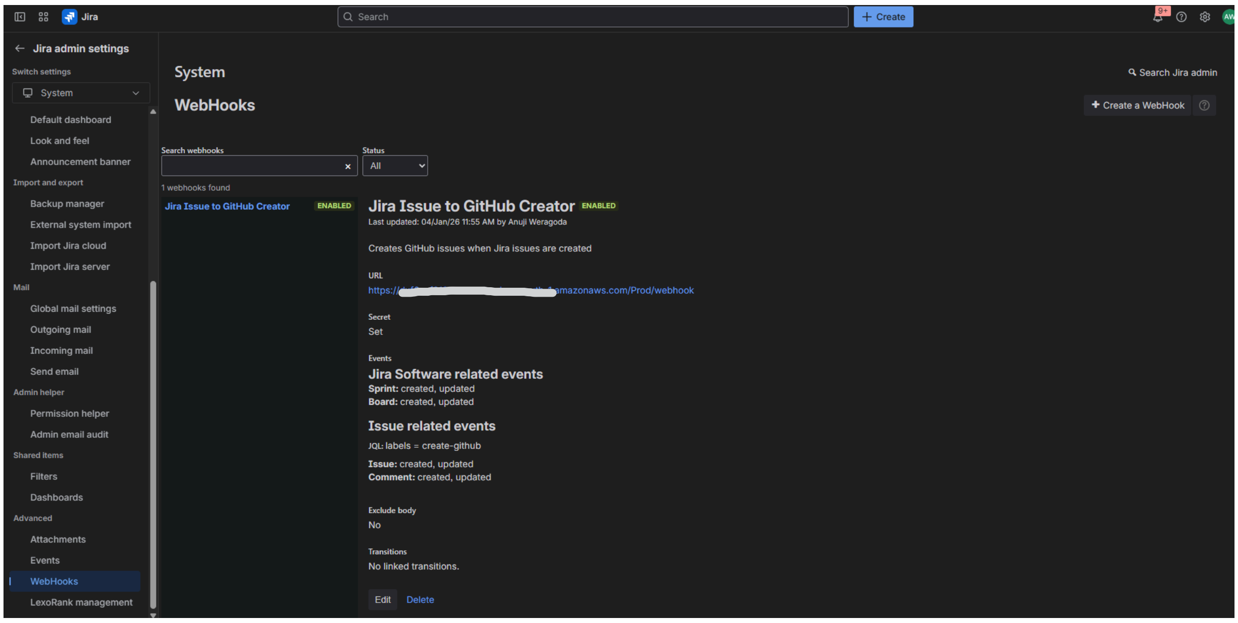
```
[default.deploy.parameters]
parameter_overrides = [
  "GitHubOwner=\"your-username\"",
  "GitHubRepo=\"your-repo\"",
  "GitHubToken=\"ghp_your_token\"",
  "JiraBaseUrl=\"https://your-instance.atlassian.net/\"",
  "JiraEmail=\"your-email@example.com\"",
  "JiraApiToken=\"ATATT_your_token\"",
  "JiraWebhookSecret=\"your_webhook_secret\""
]
```

Then deploy:

```
sam build
sam deploy
```

Configuring Jira Webhooks (Detailed)

1. **Access Jira Settings:**
   - Click your **profile icon** → **Settings**



System

WebHooks

1 webhooks found

Jira Issue to GitHub Creator ENABLED

Jira Issue to GitHub Creator ENABLED
Last updated: 04/Jan/26 11:55 AM by Anuji Weragoda

Creates GitHub issues when Jira issues are created

URL
https://[redacted]amazonaws.com/Prod/webhook

Secret
Set

Events
Jira Software related events
Sprint: created, updated
Board: created, updated

Issue related events
JQL: labels = create-github
Issue: created, updated
Comment: created, updated

Exclude body
No

Transitions
No linked transitions.

2. **Navigate to Webhooks:**
   - Go to **System** → **WebHooks** (under Administration)

3. **Create Webhook:**
   - Click **Create a WebHook**

- Fill in:
    - **Name:** `GitHub Integration`
    - **URL:** `https://xxxxxxxxxx.execute-api.us-east-1.amazonaws.com/Prod/webhook`
    - **Secret:** The webhook secret you generated
    - **Status:** Enabled
    - **Events:** Select:
        - ✓ Issue Created
        - ✓ Issue Updated
- Click **Save**

4. **Verify:**

    - Webhook should show **Enabled** status
    - Click on it to see recent deliveries

Configuration Reference

Environment Variables (In template.yaml)

These are set during deployment and control how the system works:

Required Parameters (Provided at deployment)

Parameter	Description	Example
`GitHubOwner`	GitHub username or organization	`john-doe`
`GitHubRepo`	GitHub repository name	`my-project`
`GitHubToken`	GitHub Personal Access Token	`ghp_xxxxxxxxxxxxxxxxxxxx`
`JiraBaseUrl`	Your Jira instance URL (with trailing /)	`https://company.atlassian.net/`
`JiraEmail`	Jira account email	`user@example.com`

Parameter	Description	Example
`JiraApiToken`	Jira API token	`ATATT3xFfGF0j...`
`JiraWebhookSecret`	Secret for webhook signature verification	`a1b2c3d4e5f6...`

Optional Parameters (With defaults)

Parameter	Default	Description
`TriggerLabels`	`create-github`	Labels that trigger issue creation (comma-separated)
`JiraTypes`	`Story,Task,Sub-task`	Issue types to sync
`LabelMapJson`	Built-in mapping	Maps Jira labels to GitHub labels

Changing Configuration After Deployment

To update parameters after initial deployment:

```
sam deploy \
  --parameter-overrides \
    TriggerLabels=create-github,sync-to-github \
    JiraTypes=Story,Task,Bug
```

Or use the AWS CloudFormation Console:

1. Go to **CloudFormation** → **Stacks** → `jira-github-webhook`
2. Click **Update** → **Edit template in designer**
3. Modify parameters and click **Update**

Label Mapping Configuration

By default, Jira labels are mapped to GitHub labels as follows:

Jira Label	→	GitHub Label
bug	→	bug

Jira Label	→	GitHub Label
feature	→	enhancement
documentation	→	documentation
etc.	→	same label

To customize label mapping, modify the `LabelMapJson` parameter with a JSON object:

```
{
  "bug": "bug",
  "feature": "enhancement",
  "documentation": "docs",
  "jira-label": "github-label"
}
```

How Custom Fields Are Handled

Custom fields from Jira are automatically included in the GitHub issue. Here's how it works:

Automatic Field Discovery

The system automatically:

1. **Fetches all field mappings** from your Jira instance using your API token
2. **Maps field names to field IDs** (e.g., "Acceptance Criteria" → `customfield_10024`)
3. **Extracts all custom field values** from each Jira issue
4. **Displays them in the GitHub issue** in a "Custom Fields" section

What Gets Synced

✅ **Included in GitHub issues:**

- Title and description
- Status, priority, due date
- Start date (if custom field exists)
- Jira issue type and key
- All custom fields with values

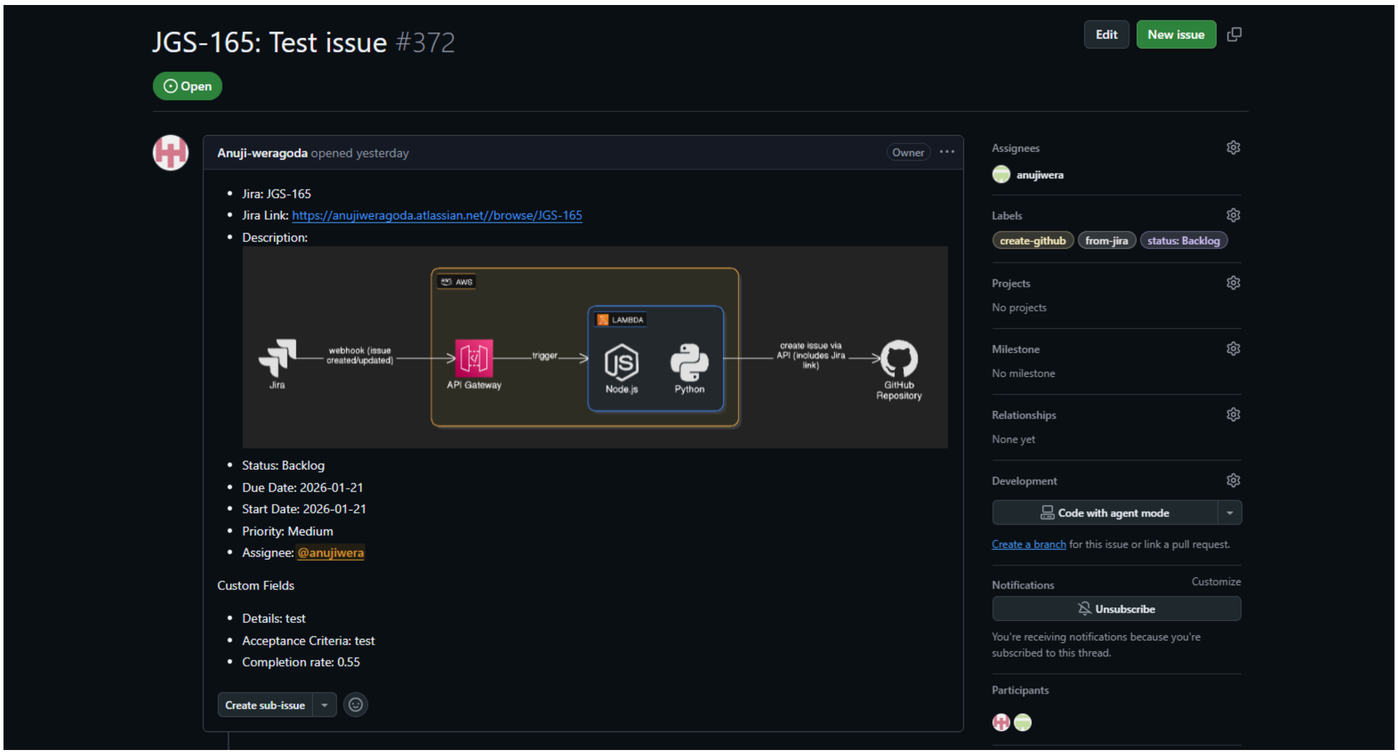
- Assignee (with GitHub user mapping)
- Labels
- Attachments/images (stored in Releases)

Custom Field Display

All custom fields are displayed in the GitHub issue under the **"Custom Fields"** section:

```
- Jira: PROJ-123
- Jira Link: https://company.atlassian.net/browse/PROJ-123
- Status: In Progress
- Due Date: 2026-02-01
- Priority: High

Custom Fields
- Acceptance Criteria: Must support multi-language
- Sprint: Sprint 42
- Component: Backend
- Environment: Production
```



JGS-165: Test issue #372

Open

Anuji-weragoda opened yesterday

- Jira: JGS-165
- Jira Link: https://anujiweragoda.atlassian.net//browse/JGS-165
- Description:

AWS
LAMBDA
Jira
webhook (issue created/updated)
API Gateway
trigger
Node.js
Python
create issue via API (includes Jira link)
GitHub Repository

- Status: Backlog
- Due Date: 2026-01-21
- Start Date: 2026-01-21
- Priority: Medium
- Assignee: @anujiwera

Custom Fields

- Details: test
- Acceptance Criteria: test
- Completion rate: 0.55

Assignees: anujiwera

Labels: create-github, from-jira, status: Backlog

Projects: No projects

Milestone: No milestone

Relationships: None yet

Development

Create a branch for this issue or link a pull request.

Notifications

You're receiving notifications because you're subscribed to this thread.

Participants

Field Name Resolution

The system uses **smart field name resolution**:

1. **Built-in fields** (system fields) are always recognized:

    - `summary`, `description`, `status`, `priority`, `duedate`, `assignee`

2. **Field IDs** (if you use them directly):
    - `customfield_10024` - works directly as-is

3. **Field names** (human-readable names):
    - "Acceptance Criteria" → automatically resolved to `customfield_10024`
    - "Sprint" → automatically resolved to `customfield_10020`

4. **Caching** - Field mappings are cached for performance:
    - First request: Fetched from Jira API
    - Subsequent requests: Used from cache (faster)

Excluding Fields

To exclude unwanted custom fields from GitHub (like the Jira "Rank" field which shows technical values), set the `EXCLUDED_CUSTOM_FIELDS` environment variable:

```
# Exclude multiple fields (comma-separated)
sam deploy --parameter-overrides ExcludedCustomFields="Rank,Internal
Notes,Technical Debt"
```

Custom Field Types Supported

The system handles all common Jira custom field types:

Field Type	Display Format	Example
Text	Plain text	"My custom value"
Number	Number value	"42"
Date	ISO date format	"2026-02-01"
Select	Option value	"In Progress"
Multi-select	Comma-separated	"Option1, Option2"
User/Assignee	Display name	"John Doe"
Rich text (ADF)	Extracted plain text	"Formatted content"

User Mapping for Custom Fields

If custom fields contain Jira user references, you can map them to GitHub users:

```
sam deploy --parameter-overrides UserMapJson='{
  "john.doe": "johndoe-github",
  "jane.smith": "janesmith"
}'
```

This maps Jira usernames to GitHub usernames in custom fields that display users.

Common Tasks

Change the Trigger Label

To trigger issue creation with a different label:

```
sam deploy \
  --parameter-overrides \
    TriggerLabels=create-github,sync-github,urgent
```

Now issues labeled with `create-github`, `sync-github`, or `urgent` will trigger creation.

Sync Additional Issue Types

By default, only Story, Task, and Sub-task are synced. To include Bug and Epic:

```
sam deploy \
  --parameter-overrides \
    JiraTypes="Story,Task,Sub-task,Bug,Epic"
```

Update GitHub Repository

To switch to a different GitHub repository:

```
sam deploy \
  --parameter-overrides \
    GitHubOwner=new-username \
    GitHubRepo=new-repo \
    GitHubToken=ghp_new_token
```

Update Jira Instance

To point to a different Jira instance:

```
sam deploy \
  --parameter-overrides \
    JiraBaseUrl=https://new-instance.atlassian.net/ \
    JiraEmail=new-email@example.com \
    JiraApiToken=ATATT_new_token
```

About Image and Attachment Handling

Where Images Go:

Images and attachments from Jira issues are automatically uploaded to **GitHub Releases** in your repository.

How It Works:

1. When a Jira issue is synced to GitHub, images and attachments are detected
2. They are downloaded from Jira using your Jira API token
3. They are uploaded as assets to a **Release** in GitHub
4. The GitHub issue includes a link to the Release where images are stored

Accessing Attached Images:

1. Go to your GitHub repository
2. Click **Releases** (on the right sidebar)
3. Find the release matching your issue
4. Download or view the attached images and files

Creating a Release for Images:

The system automatically creates releases when needed. You can also manually organize releases:

1. Go to your GitHub repository → **Releases**
2. Click **Create a new release**
3. Name it by issue ID (e.g., `ISSUE-123`)
4. Attach screenshots and files
5. Publish the release

GitHub Token Permissions:

Make sure your GitHub token has these scopes to upload to releases:

- ✓ `repo` (full control of private repositories)
- ✓ `write:packages` (optional, for package uploads)

If images aren't uploading, verify your GitHub token has the correct permissions in GitHub Settings

View Deployment Logs

To debug issues:

1. **CloudWatch Logs:**
    - AWS Console → CloudWatch → Logs → Search for `jira-webhook`
    - View recent log entries to see errors
2. **Jira Webhook Delivery:**
    - Jira Settings → WebHooks → Click `GitHub Integration`
    - View **Recent deliveries** to see success/failure status
3. **GitHub Actions (Optional):**
    - If you have GitHub Actions configured, view workflow logs

Last Updated: January 2026