



CTX-Jira-Service-Desk Deployment Plan

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Preface

About this Manual

This document provides a guide on how to import CTX-Jira-Service-Desk subtasks.

Audience

This document is intended for those who require integration of Jira Service Desk with Cortex.

Related Material

Document
CTX-Jira-Service-Desk - User Guide
CTX-Jira-Service-Desk.studiopkg

Abbreviations used in this Document

None

Versions

Document Revisions

The following revisions have been made to this document

Date	Revision	Notes
29/05/2019	1.0	First Release

Module Versions

This version of the CTX-Jira-Service-Desk deployment plan is relevant up to version 1.0 of the CTX-Jira-Service-Desk module.

1 Requirements

This document details all the steps required to deploy the Jira Service Desk Subtasks.

Requirements:

- An instance of Jira Service Desk v8.2.0 running on the target server
- Cortex connectivity to Jira Service Desk server
- A minimum of Cortex v6.5 installed on the Cortex Server
- A minimum of PowerShell v5 installed on the Cortex Server

2 Import CTX-Jira-Service-Desk

To deploy the CTX-Jira-Service-Desk module on your Cortex system, the CTX-Jira-Service-Desk Studio Package needs to be imported on your Cortex system. To do this:

- Download the CTX-Jira-Service-Desk Studio Package
- Import the Studio Package in Cortex Gateway
- Ensure the relevant users have the required permissions in 'Studio Authorisation'

After this, all users in the authorised groups will be able to view and execute the subtasks.