



CTX-Jira-Service-Desk User Guide

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Preface

About this Manual

This document is a user guide for the CTX-Jira-Service-Desk module

Audience

The audience for this document is those wanting to understand how to use CTX-Jira-Service-Desk module.

Related Material

Document
CTX-Jira-Service-Desk Deployment Plan
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
28/05/2019	1.0	First Release

Module Versions

The following revisions have been made to this module

Date	Revision	Notes
21/05/2019	1.0	<p>Creation of:</p> <ul style="list-style-type: none">• CJI-Create-Jira-Issue• DJI-Delete-Jira-Issue• EJI-Edit-Jira-Issue• GBAT-Get-Basic-Auth-Token• GJI-Get-Jira-Issue• RJI-Resolve-Jira-Issue

Requirements

This document details all the items required to use the CTX-Jira-Service-Desk module.

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

Integration

Integration with Third-Party Systems

The subtasks included in this module interact with the Jira Service Desk Server using REST. A subtask, GBAT-Get-Basic-Auth-Token, has been included that enables the user to encrypt their Jira username and password to generate a basic authentication token.

PowerShell v5 is used to assist with the formatting of the body of some REST requests, and with the generation of the basic authentication token. Scripts are executed by Cortex using the Cortex PowerShell OCI.

Integration with Existing Infrastructure

None required.

1 Module Subtasks

1.1 CJI-Create-Jira-Issue

1.1.1 Overview

Creates an issue in Jira Service Desk with the inputted parameters and adds the ability to resolve the issue via REST.

1.1.2 Input variables

Name	Type	Comments
CJI_i_Protocol	Text	The protocol for connection to the Jira Service Desk Server. 'http' by default but must be either 'http' or 'https'.
CJI_i_Host	Text	REQUIRED - The name or public IP address of the machine hosting the Jira Service Desk Server.
CJI_i_Port	Text	REQUIRED - The port for connection to the Jira Service Desk Server.
CJI_i_Auth-Token	Text	REQUIRED - Token generated from the GBAT-Get-Basic-Auth-Token subtask.
CJI_i_requestTimeout	Integer	Create Issue request will time out after this many seconds. Default is 100.
CJI_i_Project-Key	Text	REQUIRED - The project in which to create the issue.
CJI_i_Issue-Type	Text	REQUIRED - The type of issue, e.g. 'Task'.
CJI_i_Issue-Summary	Text	REQUIRED - A short title for the issue.
CJI_i_Issue-Description	Text	A short paragraph describing the issue's function.
CJI_i_Assignee	Text	Jira Service Desk user to assign to issue to.
CJI_i_Reporter	Text	Jira Service Desk user to assign the reporting on the issue to.
CJI_i_Priority	Text	Priority of the issue: 1 - Very High 2 - High 3 - Medium 4 - Low 5 - Very Low
CJI_i_Due-Date	Text	Deadline for the issue's solution.
CJI_i_Original-Estimate	Text	First estimate for how long the issue will take to resolve.
CJI_i_Remaining-Estimate	Text	Current estimate for how long the issue will take to resolve, this will usually be identical to CJI_i_Original-Estimate on issue creation.

1.1.3 Output variables

Name	Type	Comments
CJI_o_result	Structure	Contains the response from the server as well as information about a successfully created issue.

1.2 DJI-Delete-Jira-Issue

1.2.1 Overview

Removes a Jira Service Desk issue identified by its key.

1.2.2 Input variables

Name	Type	Comments
DJI_i_Protocol	Text	The protocol for connection to the Jira Service Desk Server. 'http' by default but must be either 'http' or 'https'.
DJI_i_Host	Text	REQUIRED - The name or public IP address of the machine hosting the Jira Service Desk Server.
DJI_i_Port	Text	REQUIRED - The port for connection to the Jira Service Desk Server.
DJI_i_Auth-Token	Text	REQUIRED - Token generated from the GBAT-Get-Basic-Auth-Token subtask.
DJI_i_requestTimeout	Integer	Create Issue request will time out after this many seconds. Default is 100.
DJI_i_Issue-Id	Text	REQUIRED - The key of the issue to be deleted

1.2.3 Output variables

Name	Type	Comments
DJI_o_result	Structure	Contains the response from the server.

1.3 EJI-Edit-Jira-Issue

1.3.1 Overview

Updates the fields of a created Jira Issue identified by its key.

1.3.2 Input variables

Name	Type	Comments
EJI_i_Protocol	Text	The protocol for connection to the Jira Service Desk Server. 'http' by default but must be either 'http' or 'https'.
EJI_i_Host	Text	REQUIRED - The name or public IP address of the machine hosting the Jira Service Desk Server.
EJI_i_Port	Text	REQUIRED - The port for connection to the Jira Service Desk Server.
EJI_i_Auth-Token	Text	REQUIRED - Token generated from the GBAT-Get-Basic-Auth-Token subtask.
EJI_i_requestTimeout	Integer	Create Issue request will time out after this many seconds. Default is 100.
EJI_i_Issue-ID	Text	REQUIRED - The key of the issue to edit.
EJI_i_Project-Key	Text	REQUIRED - The project in which to create the issue.
EJI_i_Issue-Type	Text	REQUIRED - The type of issue, e.g. 'Task'.
EJI_i_Issue-Summary	Text	REQUIRED - A short title for the issue.
EJI_i_Issue-Description	Text	A short paragraph describing the issue's function.
EJI_i_Assignee	Text	Jira Service Desk user to assign to issue to.
EJI_i_Reporter	Text	Jira Service Desk user to assign the reporting on the issue to.
EJI_i_Priority	Text	Priority of the issue: 1 - Very High 2 - High 3 - Medium 4 - Low 5 - Very Low
EJI_i_Due-Date	Text	Deadline for the issue's solution.
EJI_i_Original-Estimate	Text	First estimate for how long the issue will take to resolve.
EJI_i_Remaining-Estimate	Text	Current estimate for how long the issue will take to resolve

1.3.3 Output variables

Name	Type	Comments
EJI_o_result	Structure	Contains the response from the server.

1.4 GBAT-Get-Basic-Auth-Token

1.4.1 Overview

Gets a token for basic authentication

1.4.2 Input variables

Name	Type	Comments
GBAT_i_Username	Text	User to log into Jira Service Desk Server as, created issues will be assigned to this user by default.
GBAT_i_Password	Text	Password for this user.

1.4.3 Output variables

Name	Type	Comments
GBAT_o_Auth-Token	Text	Authentication token to user in the <subtask>_i_Auth-Token input variable for each Jira Service Desk subtask.

1.5 GJI-Get-Jira-Issue

1.5.1 Overview

Returns details of a Jira Issue identified by its key.

1.5.2 Input variables

Name	Type	Comments
GJI_i_Protocol	Text	The protocol for connection to the Jira Service Desk Server. 'http' by default but must be either 'http' or 'https'.
GJI_i_Host	Text	REQUIRED - The name or public IP address of the machine hosting the Jira Service Desk Server.
GJI_i_Port	Text	REQUIRED - The port for connection to the Jira Service Desk Server.
GJI_i_Auth-Token	Text	REQUIRED - Token generated from the GBAT-Get-Basic-Auth-Token subtask.
GJI_i_requestTimeout	Integer	Create Issue request will time out after this many seconds. Default is 100.
GJI_i_Issue-Id	Text	REQUIRED - The key of the issue to return information about.


1.5.3 Output variables

Name	Type	Comments
GJI_o_result	Structure	Contains the response from the server and the details about the specified issue.

1.6 RJI-Resolve-Jira-Issue

1.6.1 Overview

Resolves a Jira Issue identified by its key.

 This will only function correctly if an issue has been created by REST previously, or if the 'Resolution' field is added to the default screen manually using the Jira Service Desk User Interface.

1.6.2 Input variables

Name	Type	Comments
RJI_i_Protocol	Text	The protocol for connection to the Jira Service Desk Server. 'http' by default but must be either 'http' or 'https'.
RJI_i_Host	Text	REQUIRED - The name or public IP address of the machine hosting the Jira Service Desk Server.
RJI_i_Port	Text	REQUIRED - The port for connection to the Jira Service Desk Server.
RJI_i_Auth-Token	Text	REQUIRED - Token generated from the GBAT-Get-Basic-Auth-Token subtask.
RJI_i_requestTimeout	Integer	Create Issue request will time out after this many seconds. Default is 100.
RJI_i_Issue-Id	Text	REQUIRED - The key of the issue to return information about.

1.6.3 Output variables

Name	Type	Comments
RJI_o_result	Structure	Contains the response from the server

2 Usage Example

2.1 Example Flow

Below there may be found a simple flow showing the subtasks included in the module in use.



Figure 1 - A flow showing the subtasks in use. The user's credentials are first encrypted using the provided subtask then an issue is created, updated, queried, resolved and permanently deleted.