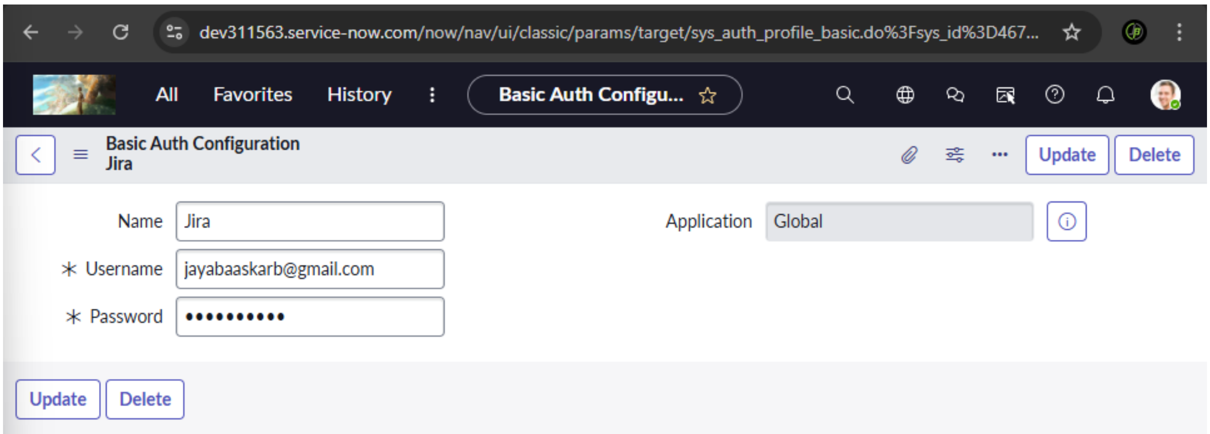
Jira Integration:

- Create REST Bi - Directional integration with JIRA by using Rest API with incident management in serviceNow and Issue in Jira.
- Outbound
    - Create a Basic Auth Configuration with Jira Credentials and Api Token
    - All > Integration Hub Credentials > Create New > Basic Auth Config.

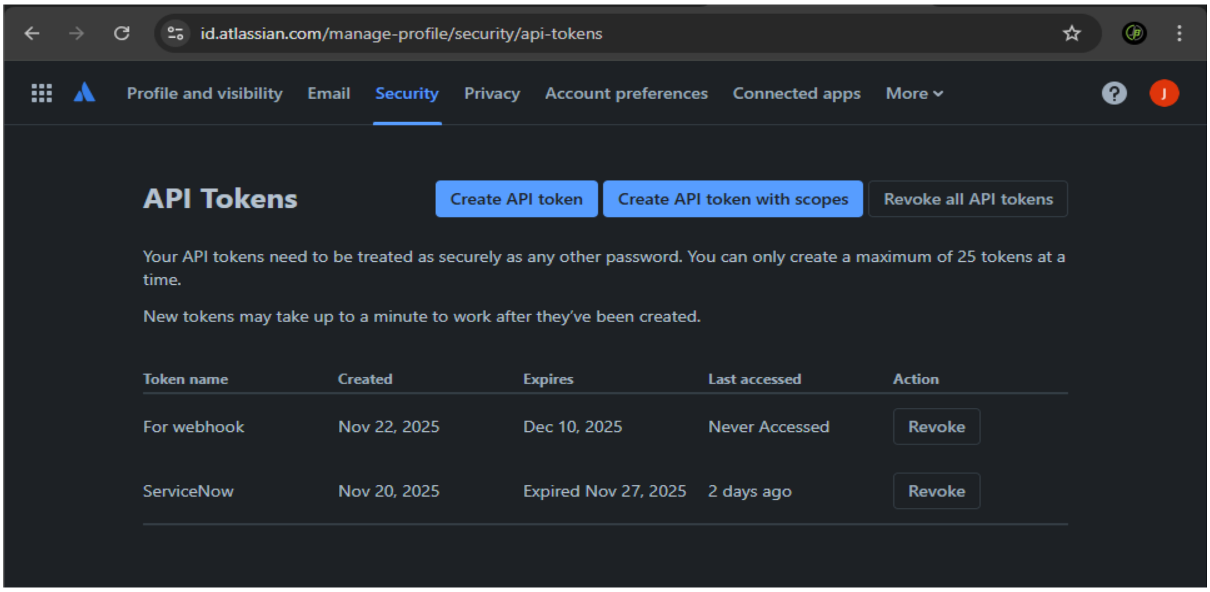


dev311563.service-now.com/now/nav/ui/classic/params/target/sys_auth_profile_basic.do%3Fsys_id%3D467...

Basic Auth Configuration
Jira

Name	Jira	Application	Global
* Username	jayabaaskarb@gmail.com		
* Password	••••••••••		

- Api Token in Jira Nav: Account Settings > Security > Create or Manage Api tokens.



id.atlassian.com/manage-profile/security/api-tokens

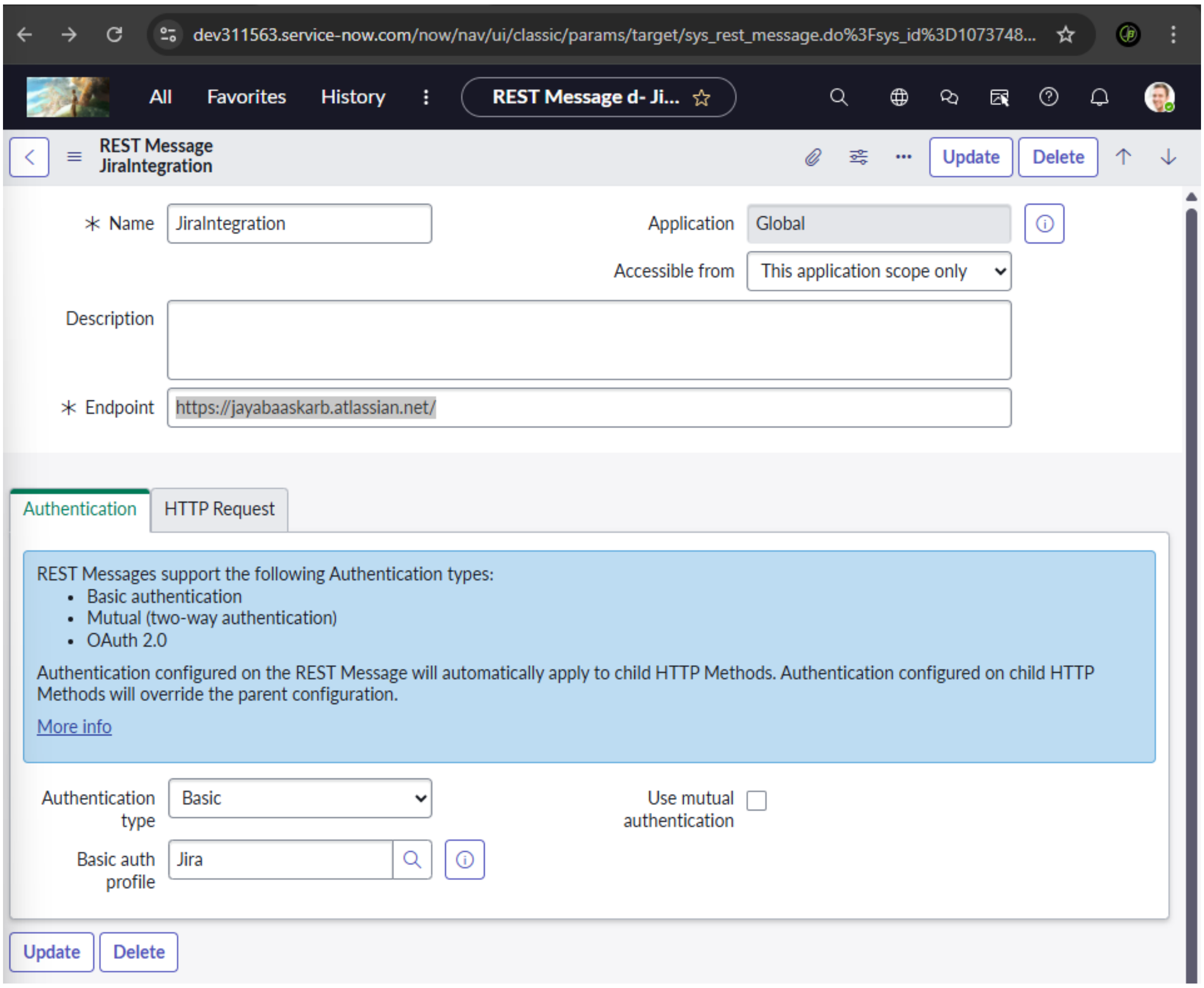
API Tokens

Your API tokens need to be treated as securely as any other password. You can only create a maximum of 25 tokens at a time.

New tokens may take up to a minute to work after they've been created.

Token name	Created	Expires	Last accessed	Action
For webhook	Nov 22, 2025	Dec 10, 2025	Never Accessed	Revoke
ServiceNow	Nov 20, 2025	Expired Nov 27, 2025	2 days ago	Revoke

- In Servicenow Go to All > Rest Message > Create New
- Fill in Name and End point as Target Instance url of Jira, i.e, https://jayabaaskarb.atlassian.net/
- Select Authentication Type as Required,(Basic Here)
- Choose the Basic Auth Profile created Before.
- Save and Submit



dev311563.service-now.com/now/nav/ui/classic/params/target/sys_rest_message.do%3Fsys_id%3D1073748...
All
Favorites
History
REST Message d- Ji...
REST Message
JiraIntegration
Update
Delete

* Name	JiraIntegration	Application	Global
		Accessible from	This application scope only
Description			
* Endpoint	https://jayabaaskarb.atlassian.net/		

REST Messages support the following Authentication types:

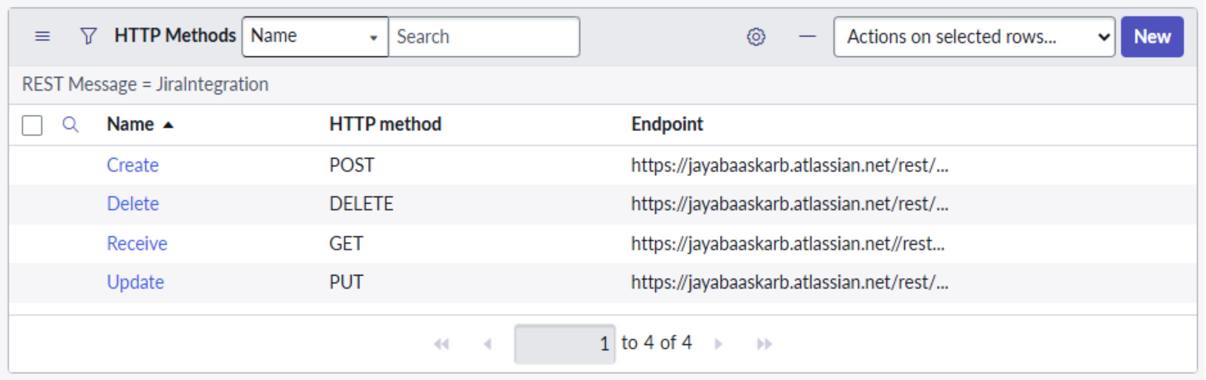
- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.

More info

Authentication type	Basic	Use mutual authentication	□
Basic auth profile	Jira		

○ Create HTtp Methods for the Rest message with correct http method and endpoint and content using jira documentation

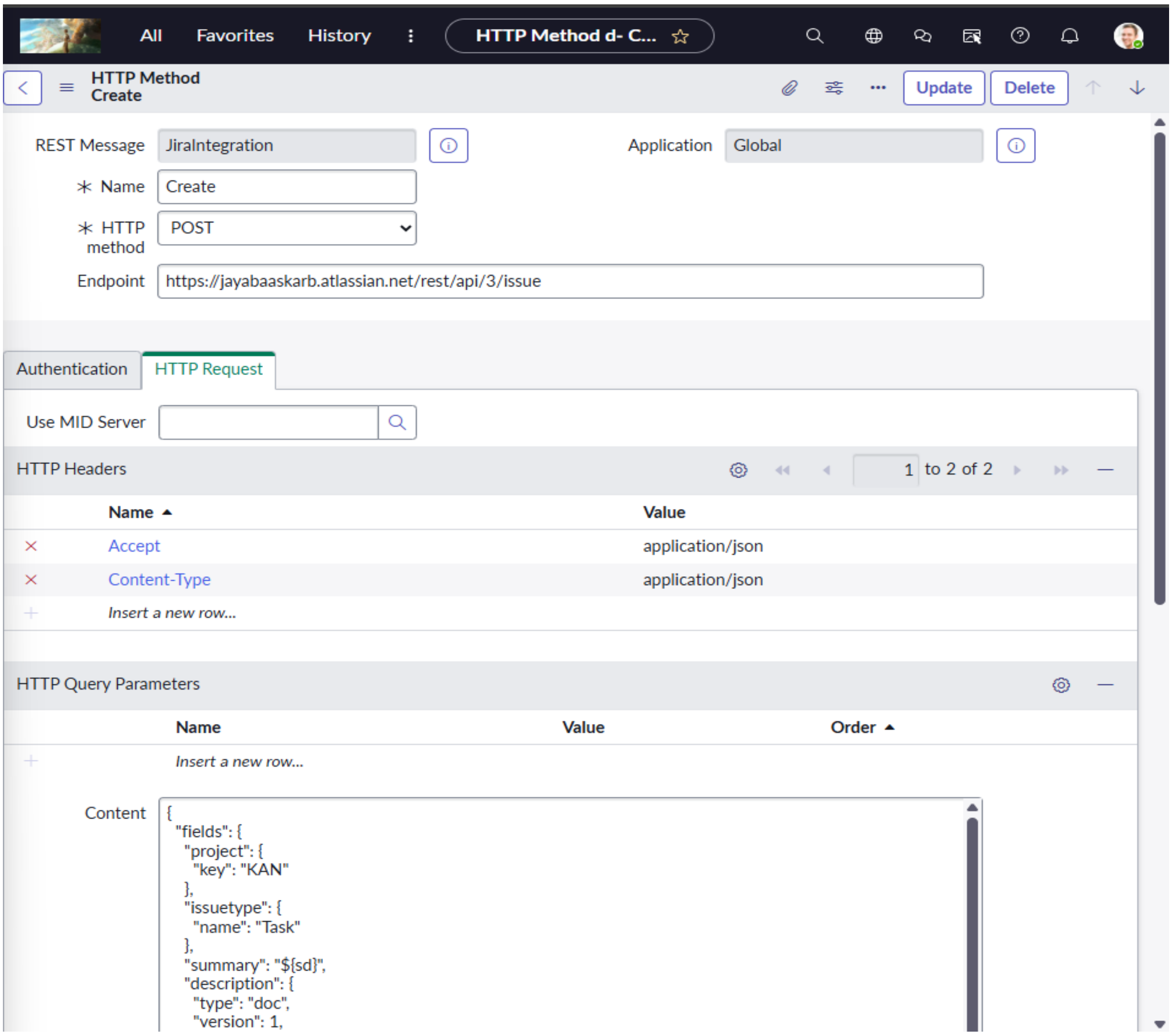


REST Message = JiraIntegration

Name ▲	HTTP method	Endpoint
Create	POST	https://jayabaaskarb.atlassian.net/rest/...
Delete	DELETE	https://jayabaaskarb.atlassian.net/rest/...
Receive	GET	https://jayabaaskarb.atlassian.net//rest...
Update	PUT	https://jayabaaskarb.atlassian.net/rest/...

1 to 4 of 4

- Post method -> Create with proper headers and required Content



REST Message: JiraIntegration

Application: Global

* Name: Create

* HTTP method: POST

Endpoint: https://jayabaaskarb.atlassian.net/rest/api/3/issue

Use MID Server:

HTTP Headers — 1 to 2 of 2

Name ▲	Value
Accept	application/json
Content-Type	application/json
Insert a new row...	

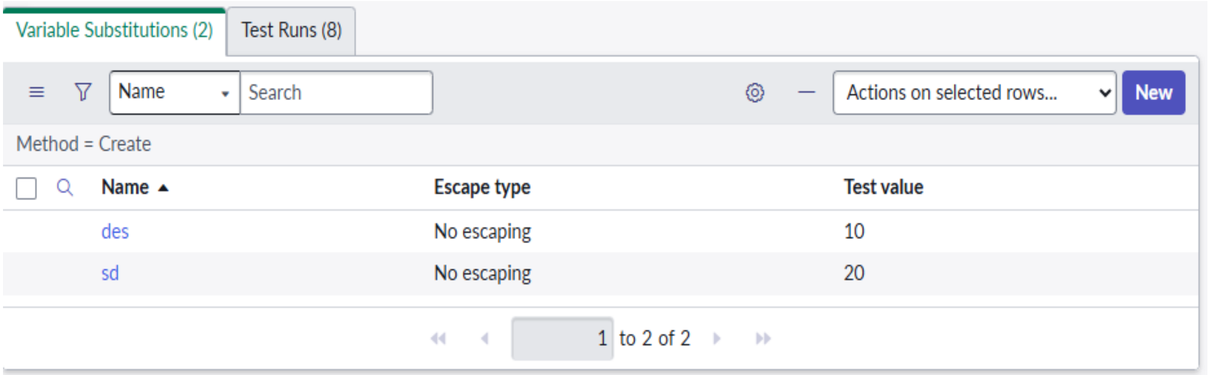
HTTP Query Parameters

Name	Value	Order ▲
Insert a new row...		

Content

```
{
 "fields": {
  "project": {
    "key": "KAN"
  },
  "issuetype": {
    "name": "Task"
  },
  "summary": "${sd}",
  "description": {
    "type": "doc",
    "version": 1,
```

- Test the content by giving Test Values

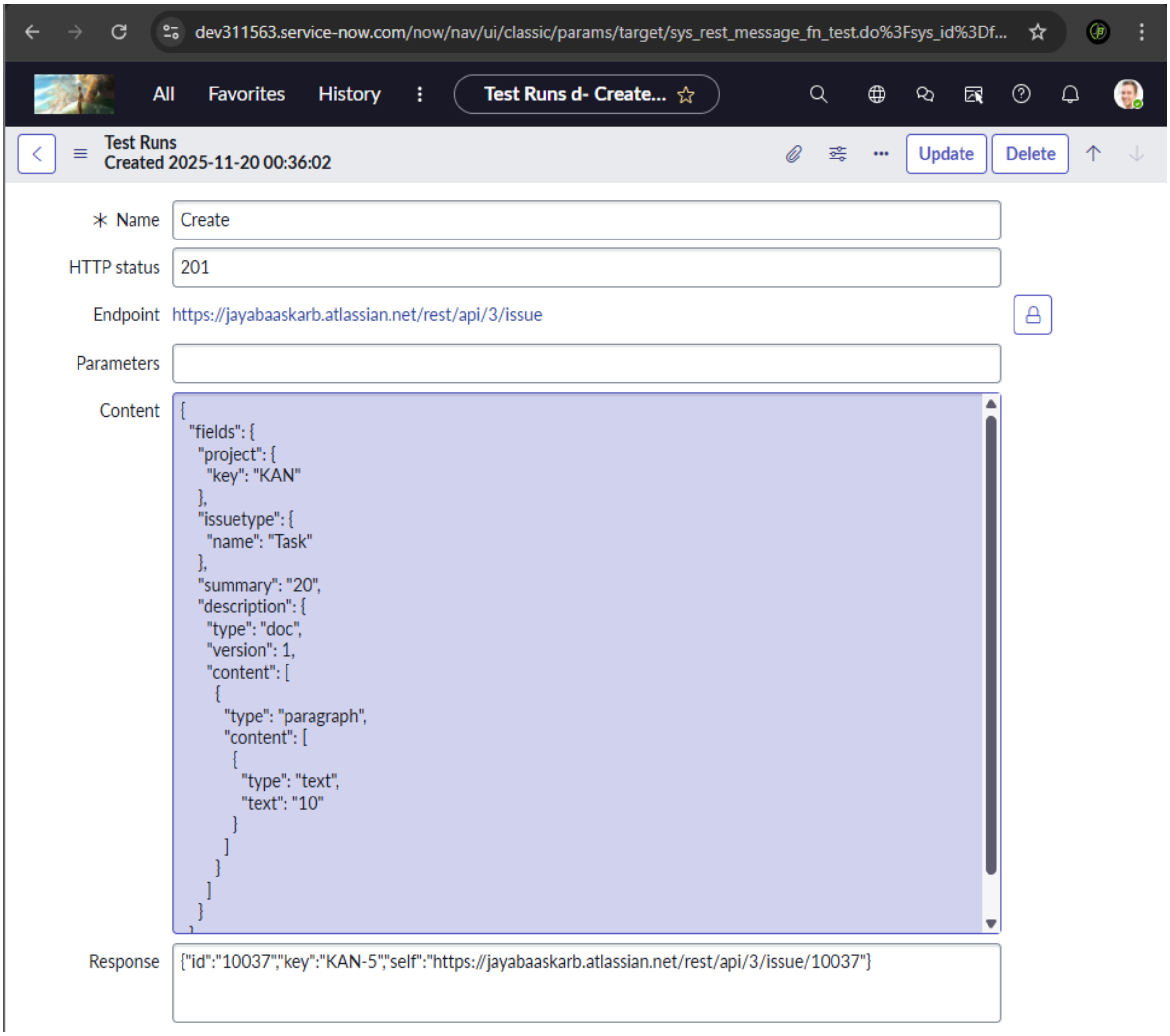


Method = Create

Name ▲	Escape type	Test value
des	No escaping	10
sd	No escaping	20

1 to 2 of 2

- Http status 201 Indicates Proper Cnnection to Jira



dev311563.service-now.com/now/nav/ui/classic/params/target/sys_rest_message_fn_test.do%3Fsys_id%3Df...
All
Favorites
History
Test Runs d- Create...
Update
Delete

Test Runs
Created 2025-11-20 00:36:02

Name: Create

HTTP status: 201

Endpoint: https://jayabaaskarb.atlassian.net/rest/api/3/issue

Parameters:

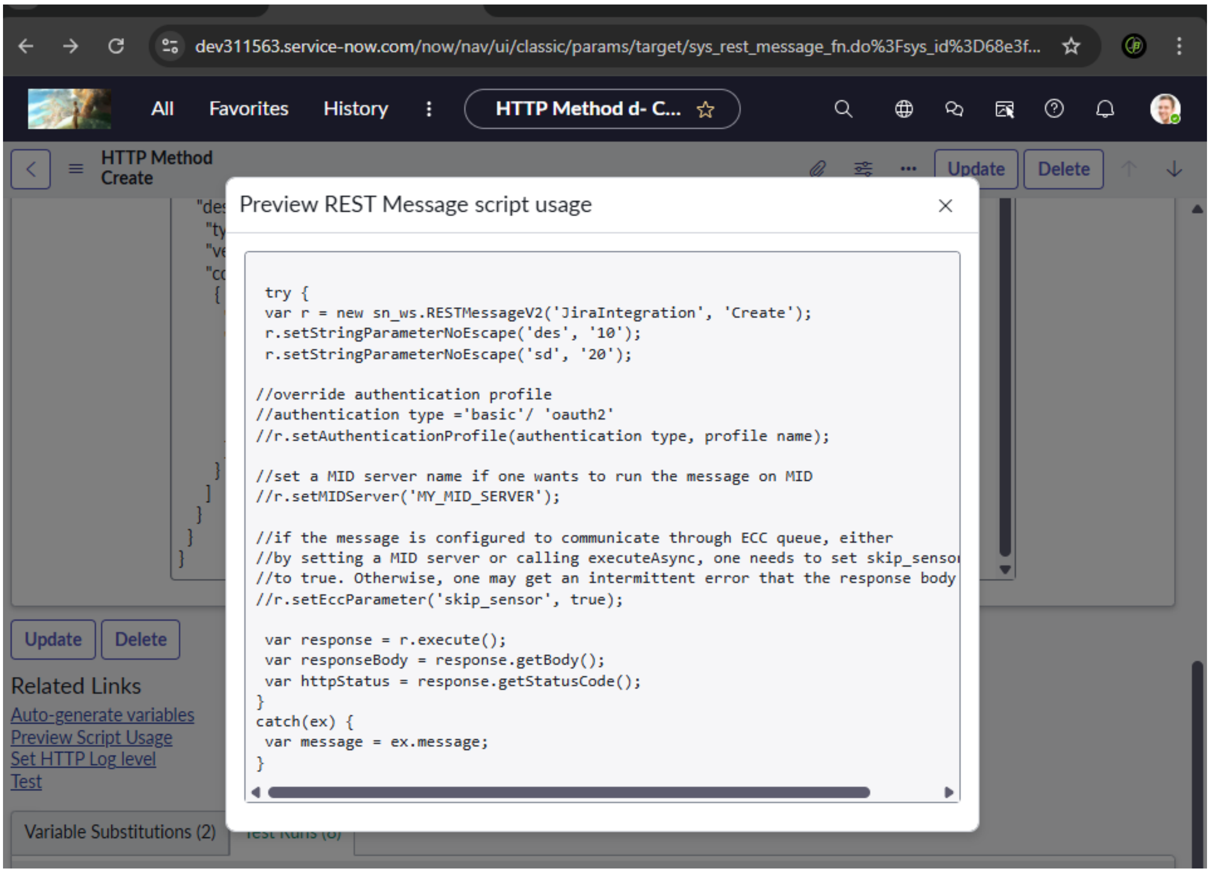
Content:

```
{
 "fields": {
  "project": {
   "key": "KAN"
  },
  "issuetype": {
   "name": "Task"
  },
  "summary": "20",
  "description": {
   "type": "doc",
   "version": 1,
   "content": [
    {
     "type": "paragraph",
     "content": [
      {
       "type": "text",
       "text": "10"
      }
     ]
    }
   ]
  }
```

Response:

```
{"id":"10037","key":"KAN-5","self":"https://jayabaaskarb.atlassian.net/rest/api/3/issue/10037"}
```

- Preview Script Usage

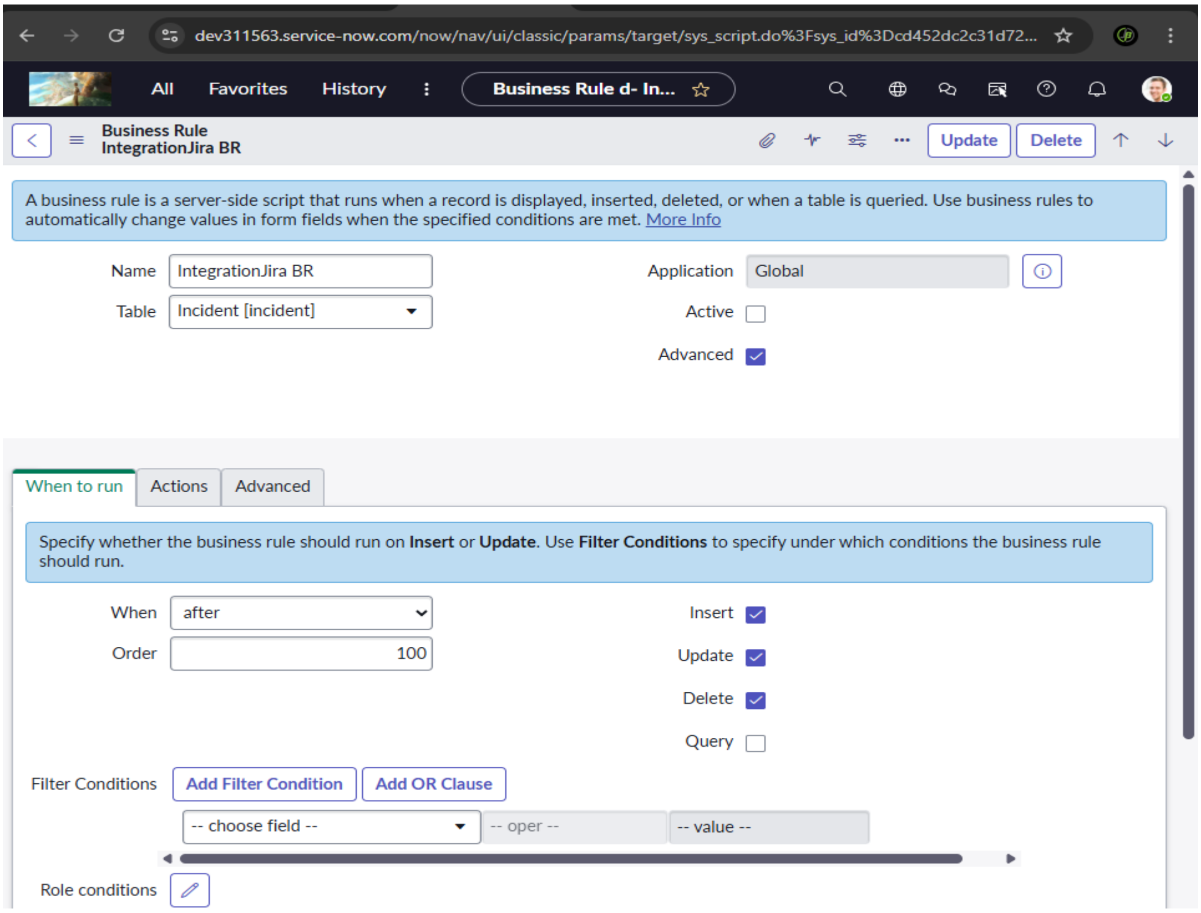


HTTP Method
Create

Preview REST Message script usage

```
 try {
 var r = new sn_ws.RESTMessageV2('JiraIntegration', 'Create');
 r.setStringParameterNoEscape('des', '10');
 r.setStringParameterNoEscape('sd', '20');

//override authentication profile
//authentication type ='basic'/ 'oauth2'
//r.setAuthenticationProfile(authentication type, profile name);

//set a MID server name if one wants to run the message on MID
//r.setMIDServer('MY_MID_SERVER');

//if the message is configured to communicate through ECC queue, either
//by setting a MID server or calling executeAsync, one needs to set skip_senso
//to true. Otherwise, one may get an intermittent error that the response body
//r.setEccParameter('skip_sensor', true);

 var response = r.execute();
 var responseBody = response.getBody();
 var httpStatus = response.getStatusCode();
}
catch(ex) {
 var message = ex.message;
}
```

- Copy the Script to Create a Business rule that runs After – Insert,Update,Delete in incident table


dev311563.service-now.com/now/nav/ui/classic/params/target/sys_script.do%3Fsys_id%3Dcd452dc2c31d72...
All
Favorites
History
Business Rule d- In...
Business Rule
IntegrationJira BR
Update
Delete

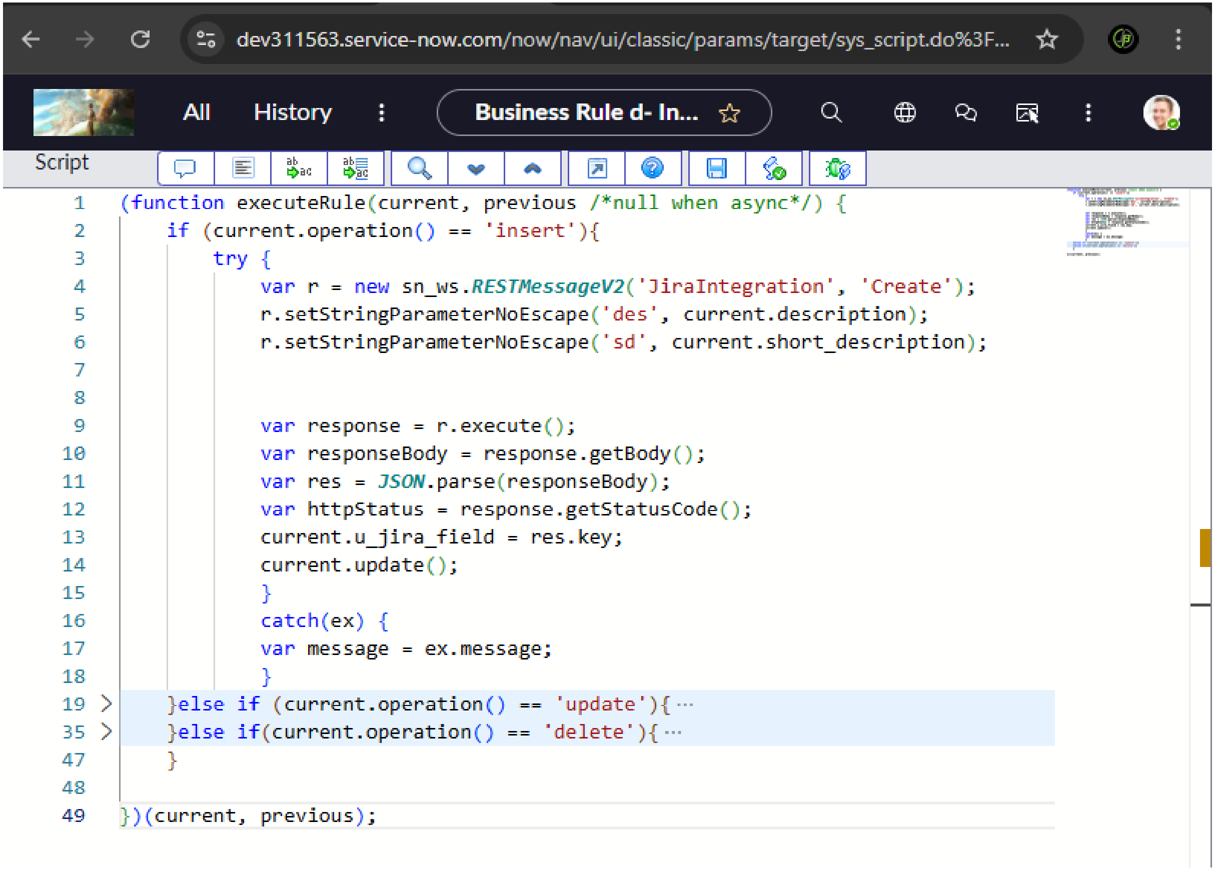
A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. More Info

Name: IntegrationJira BR
Table: Incident [incident]
Application: Global
Active ☐
Advanced ☑

Specify whether the business rule should run on **Insert** or **Update**. Use **Filter Conditions** to specify under which conditions the business rule should run.

When: after
Order: 100
Insert ☑
Update ☑
Delete ☑
Query ☐

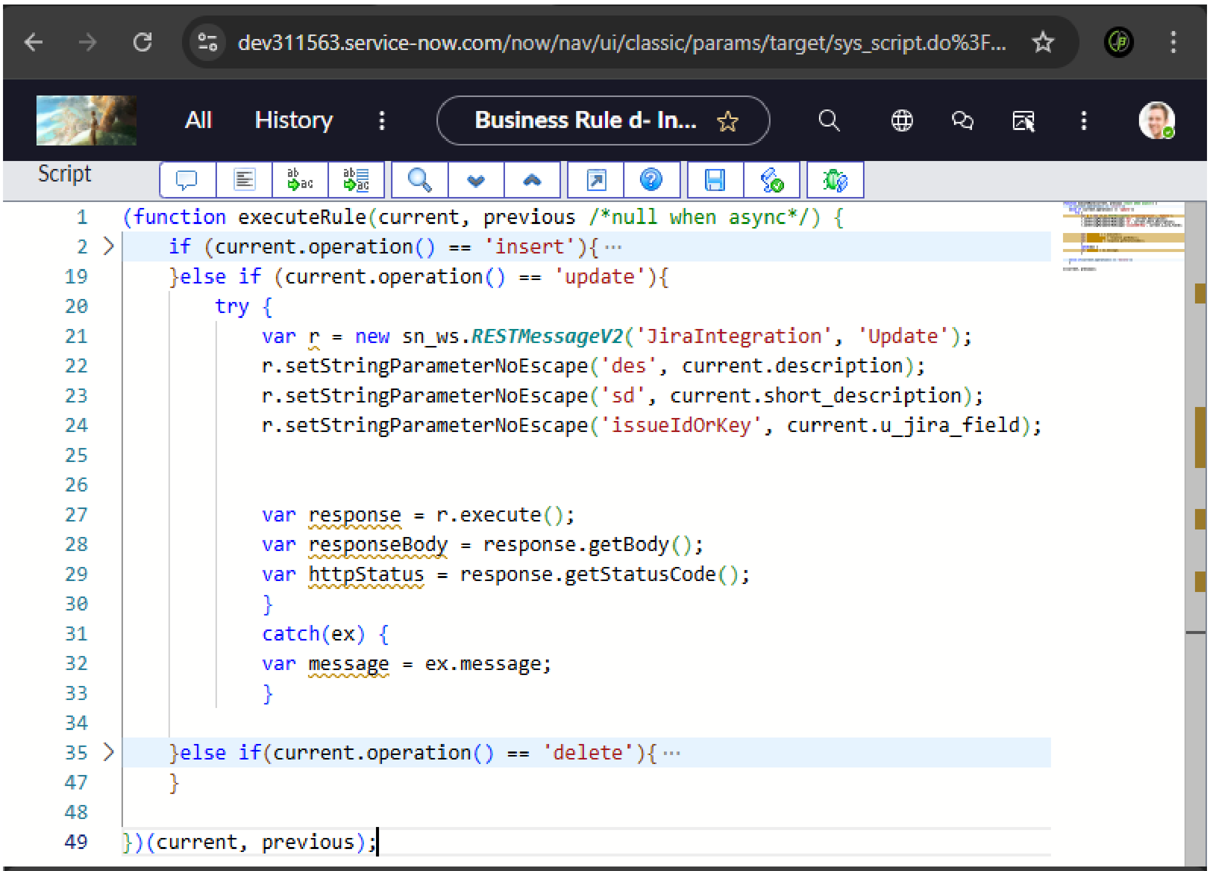
- Paste the Copied Preview script and Point Variables to the Incident table Fields.(Create a custom field to populate Jira issue id for future use).


dev311563.service-now.com/now/nav/ui/classic/params/target/sys_script.do%3F...
All
History
Business Rule d- In...
Script

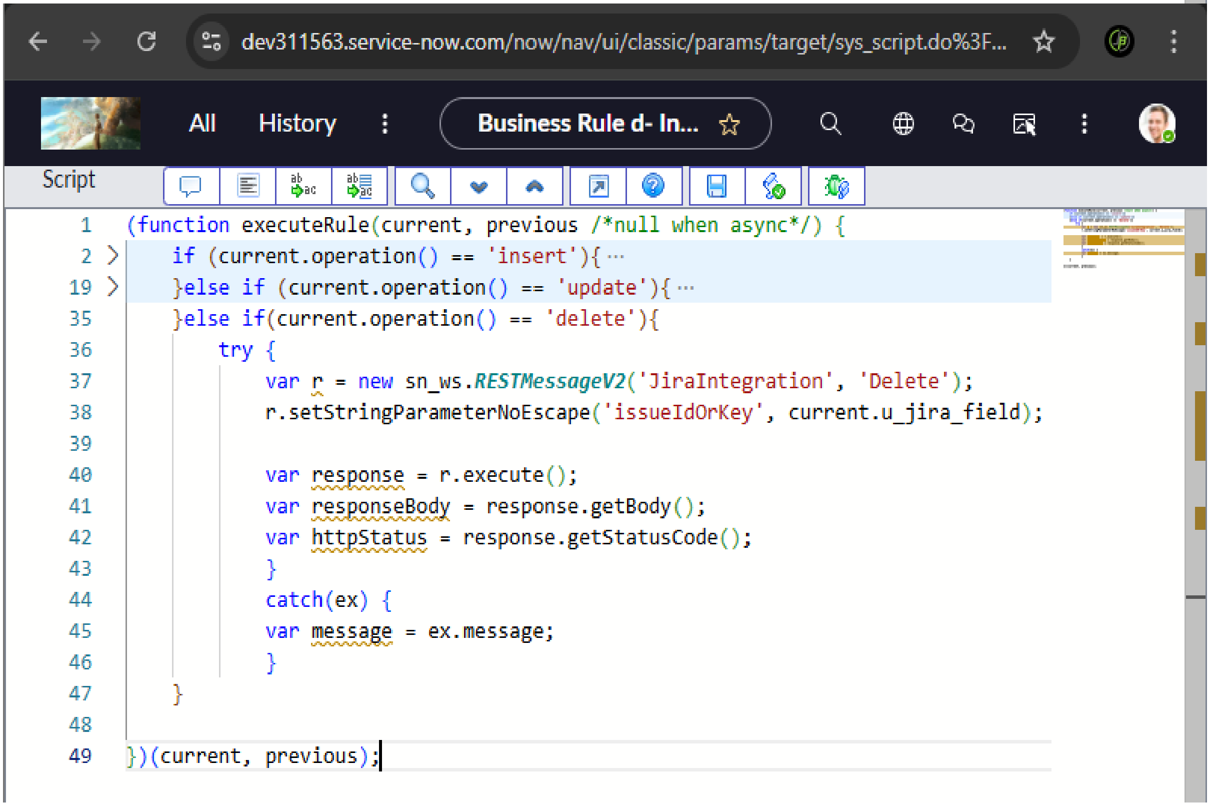
```
(function executeRule(current, previous /*null when async*/) {
    if (current.operation() == 'insert'){
        try {
            var r = new sn_ws.RESTMessageV2('JiraIntegration', 'Create');
            r.setStringParameterNoEscape('des', current.description);
            r.setStringParameterNoEscape('sd', current.short_description);


            var response = r.execute();
            var responseBody = response.getBody();
            var res = JSON.parse(responseBody);
            var httpStatus = response.getStatusCode();
            current.u_jira_field = res.key;
            current.update();
            }
            catch(ex) {
            var message = ex.message;
            }
    }else if (current.operation() == 'update'){⋯
    }else if(current.operation() == 'delete'){⋯
    }

})(current, previous);
```

- ○ Repeat this process for Update and Delete.
- ○ Note that the endpoint suffix may vary for each http methodrefer Jira documentation

https://developer.atlassian.com/cloud/jira/platform/rest/v3/intro/#authentication

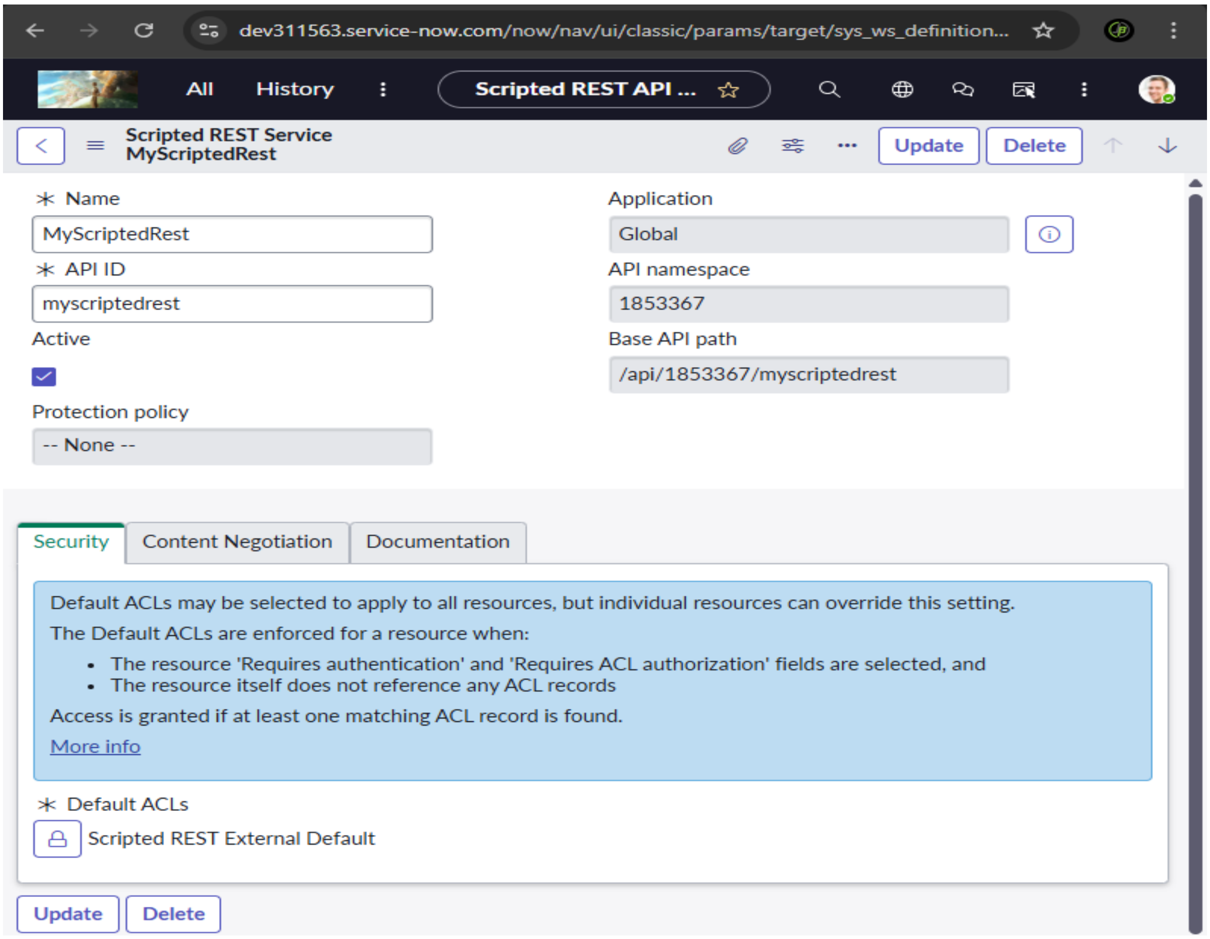

dev311563.service-now.com/now/nav/ui/classic/params/target/sys_script.do%3F...
All
History
Business Rule d- In...
Script

```
(function executeRule(current, previous /*null when async*/) {
    if (current.operation() == 'insert'){ ···
    }else if (current.operation() == 'update'){
        try {
            var r = new sn_ws.RESTMessageV2('JiraIntegration', 'Update');
            r.setStringParameterNoEscape('des', current.description);
            r.setStringParameterNoEscape('sd', current.short_description);
            r.setStringParameterNoEscape('issueIdOrKey', current.u_jira_field);


            var response = r.execute();
            var responseBody = response.getBody();
            var httpStatus = response.getStatusCode();
            }
            catch(ex) {
            var message = ex.message;
            }

    }else if(current.operation() == 'delete'){ ···
    }

})(current, previous);
```


dev311563.service-now.com/now/nav/ui/classic/params/target/sys_script.do%3F...
All
History
Business Rule d- In...
Script

```
(function executeRule(current, previous /*null when async*/) {
    if (current.operation() == 'insert'){ ···
    }else if (current.operation() == 'update'){ ···
    }else if(current.operation() == 'delete'){
        try {
            var r = new sn_ws.RESTMessageV2('JiraIntegration', 'Delete');
            r.setStringParameterNoEscape('issueIdOrKey', current.u_jira_field);

            var response = r.execute();
            var responseBody = response.getBody();
            var httpStatus = response.getStatusCode();
            }
            catch(ex) {
            var message = ex.message;
            }
    }

})(current, previous);
```

- Inbound – From Jira to ServiceNow
    - ○ Go to Scripted Rest APIs in ServiceNow > Create New


dev311563.service-now.com/now/nav/ui/classic/params/target/sys_ws_definition...
All
History
Scripted REST API ...
Update
Delete

Scripted REST Service
MyScriptedRest

✱ Name	MyScriptedRest
✱ API ID	myscriptedrest
Active	☑
Protection policy	-- None --
Application	Global
API namespace	1853367
Base API path	/api/1853367/myscriptedrest

Default ACLs may be selected to apply to all resources, but individual resources can override this setting.

The Default ACLs are enforced for a resource when:

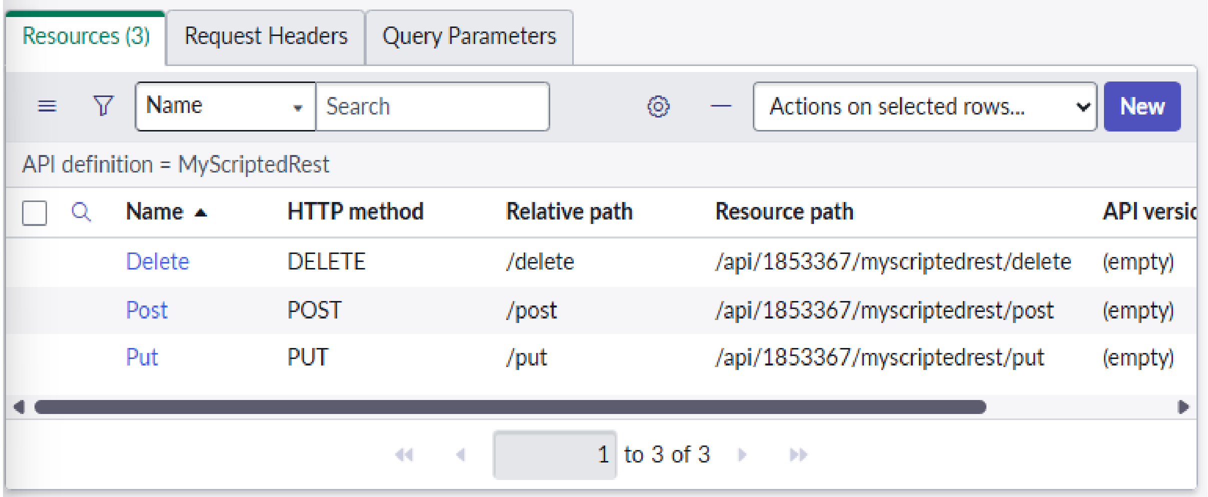
- The resource 'Requires authentication' and 'Requires ACL authorization' fields are selected, and
- The resource itself does not reference any ACL records

Access is granted if at least one matching ACL record is found.

More info

✱ Default ACLs: Scripted REST External Default

- ○ Create new Resources

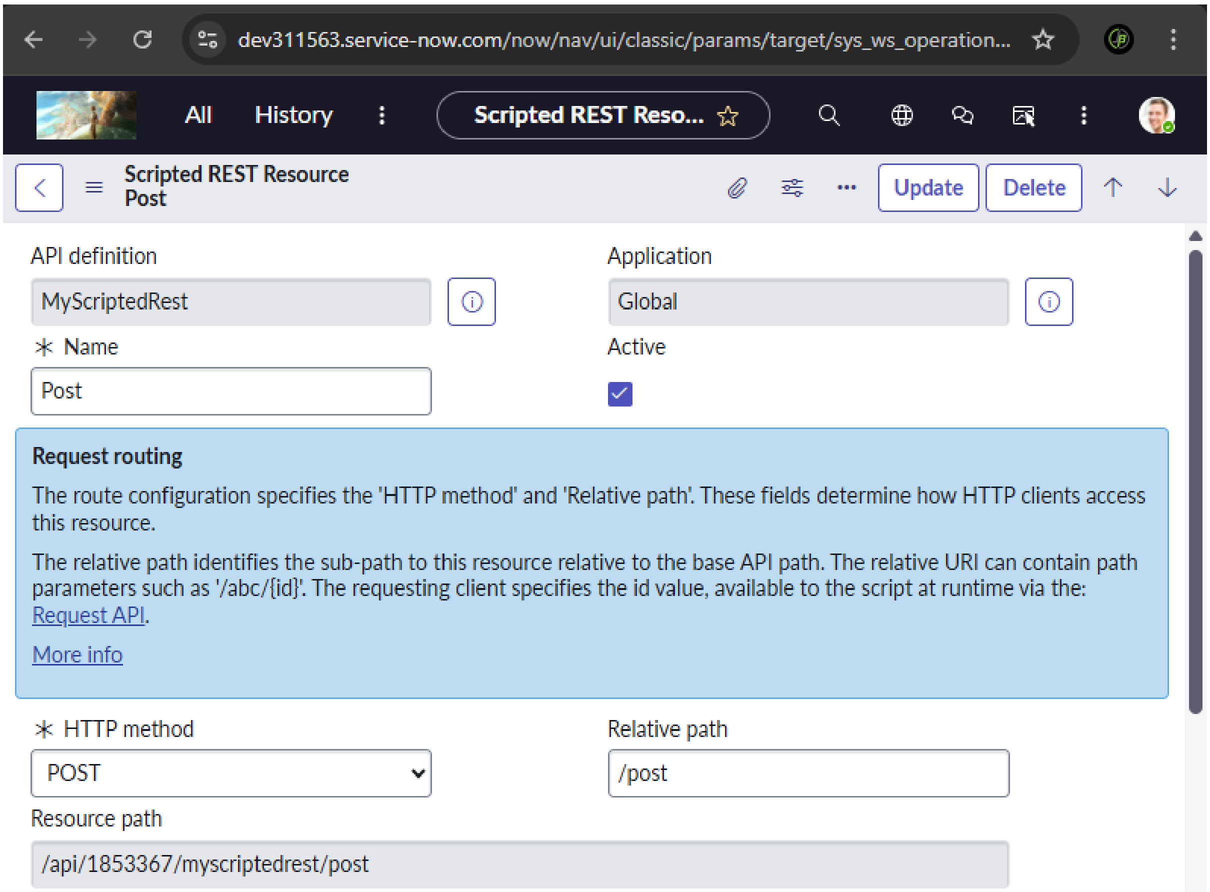


API definition = MyScriptedRest

Name ▲	HTTP method	Relative path	Resource path	API versio
Delete	DELETE	/delete	/api/1853367/myscriptedrest/delete	(empty)
Post	POST	/post	/api/1853367/myscriptedrest/post	(empty)
Put	PUT	/put	/api/1853367/myscriptedrest/put	(empty)

1 to 3 of 3

- Select Appropriate http method and add relative path
- Disable Requires Authetication in Security


dev311563.service-now.com/now/nav/ui/classic/params/target/sys_ws_operation...
All
History
Scripted REST Reso...
Update
Delete

Scripted REST Resource
Post

API definition: MyScriptedRest

Application: Global

Name: Post

Active: ☑

Request routing

The route configuration specifies the 'HTTP method' and 'Relative path'. These fields determine how HTTP clients access this resource.

The relative path identifies the sub-path to this resource relative to the base API path. The relative URI can contain path parameters such as '/abc/{id}'. The requesting client specifies the id value, available to the script at runtime via the: Request API.

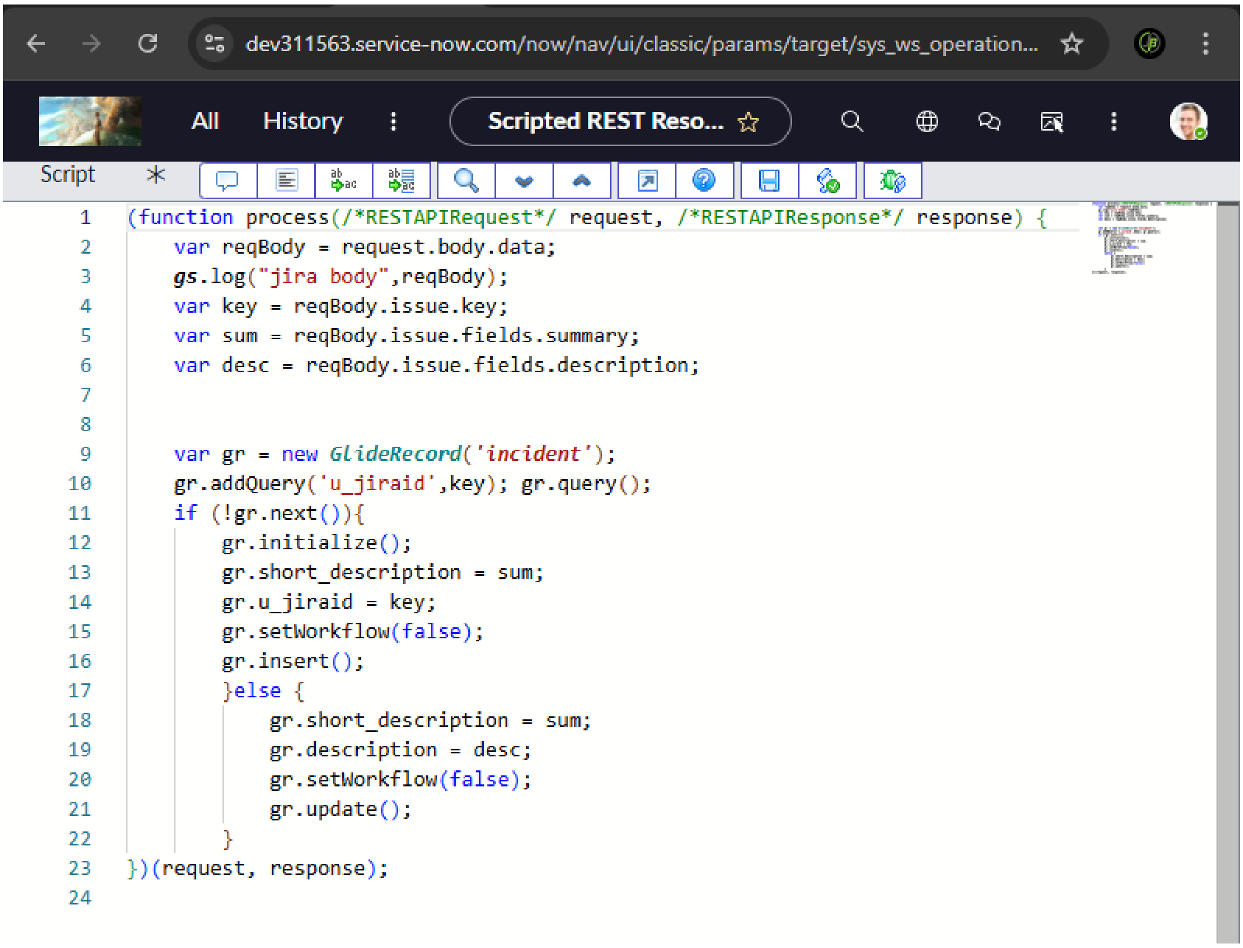
More info

HTTP method: POST

Relative path: /post

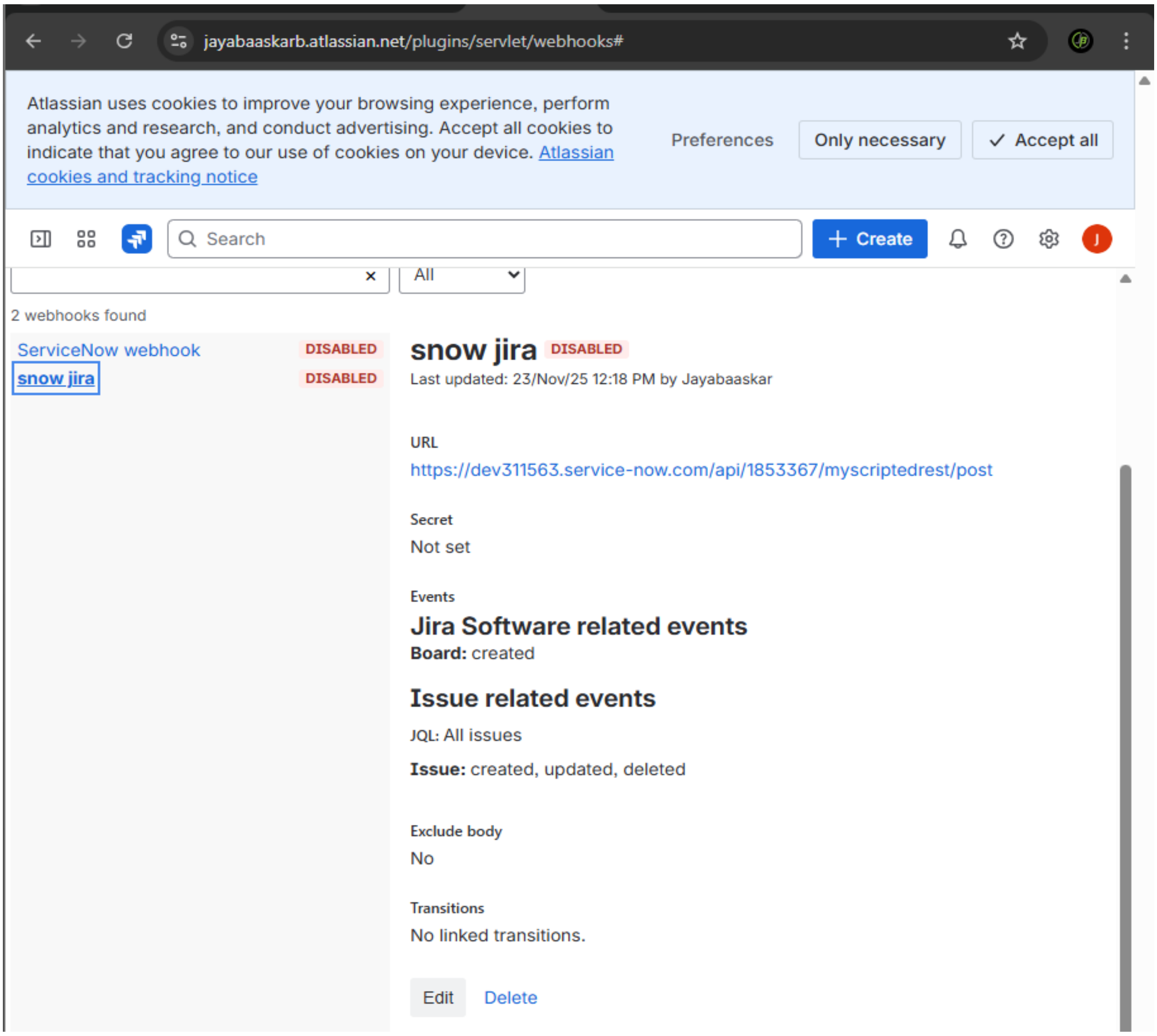
Resource path: /api/1853367/myscriptedrest/post

- Write the appropriate background script using rest commands and pull jira issue data to fill in Incident.


dev311563.service-now.com/now/nav/ui/classic/params/target/sys_ws_operation...
All
History
Scripted REST Reso...
Script

```
(function process(/*RESTAPIRequest*/ request, /*RESTAPIResponse*/ response) {
    var reqBody = request.body.data;
    gs.log("jira body",reqBody);
    var key = reqBody.issue.key;
    var sum = reqBody.issue.fields.summary;
    var desc = reqBody.issue.fields.description;


    var gr = new GlideRecord('incident');
    gr.addQuery('u_jiraid',key); gr.query();
    if (!gr.next()){
        gr.initialize();
        gr.short_description = sum;
        gr.u_jiraid = key;
        gr.setWorkflow(false);
        gr.insert();
        }else {
            gr.short_description = sum;
            gr.description = desc;
            gr.setWorkflow(false);
            gr.update();
        }
})(request, response);

```

- Go to Jira webhooks for integration
- Jira admin Settings > System > Advanced > Webhooks > create new
- Give Resource path as Suffix with the servicenow instance url serving as endpoint
- https://dev311563.service-now.com/api/1853367/myscriptedrest/post



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2 webhooks found

ServiceNow webhook DISABLED
snow jira DISABLED

snow jira DISABLED

Last updated: 23/Nov/25 12:18 PM by Jayabaaskar

URL
https://dev311563.service-now.com/api/1853367/myscriptedrest/post

Secret
Not set

Events
Jira Software related events
Board: created

Issue related events
JQL: All issues
Issue: created, updated, deleted

Exclude body
No

Transitions
No linked transitions.

- Whenever an incident is created,updated,deleted in servicenow same Operation will happen in the Jira issue table bidirectionally