How to Set up a ServiceNow Jira Integration

THE COMPREHENSIVE GUIDE

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As companies grow, the need to integrate data between different platforms becomes more inevitable. For instance, if you're working in ServiceNow and you have a partner or a client who uses Jira, then a ServiceNow Jira integration seems to be the best solution for seamless collaboration.

So in this guide, we will discuss the need to integrate ServiceNow Incidents with Jira Issues. (Although this process can also be applied to other entities, like Problems, Cases, Change Requests, etc.)
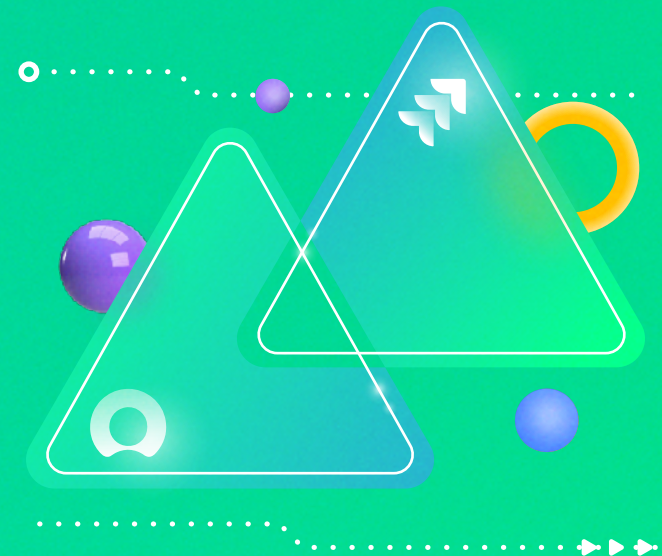
We will cover why admins set up the ServiceNow Jira integration in the first place, how to choose the right technology to configure the integration, next. And we will cover the step-by-step process on how to set it up.
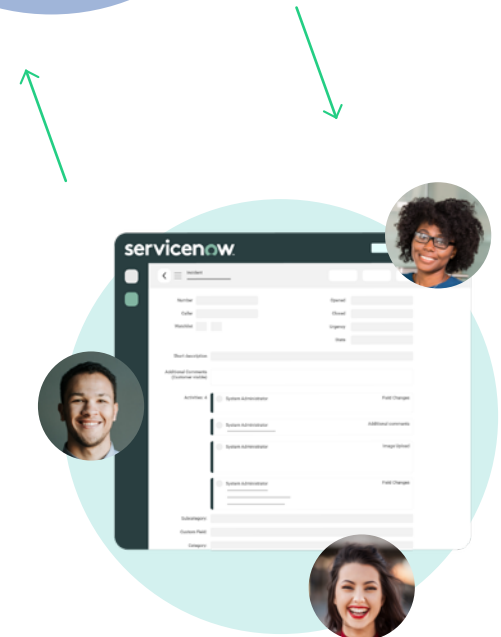
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Why Integrate
ServiceNow with Jira

Thinking of IT Service Management, ServiceNow has become a mainstream choice for CIOs & the head of IT departments to consider.

Started as an innovative niche cloud platform to manage ITSM processes based on ITIL best practices, ServiceNow has gained enormous traction in recent years. They currently have more than 20.000 customers worldwide & are growing rapidly.

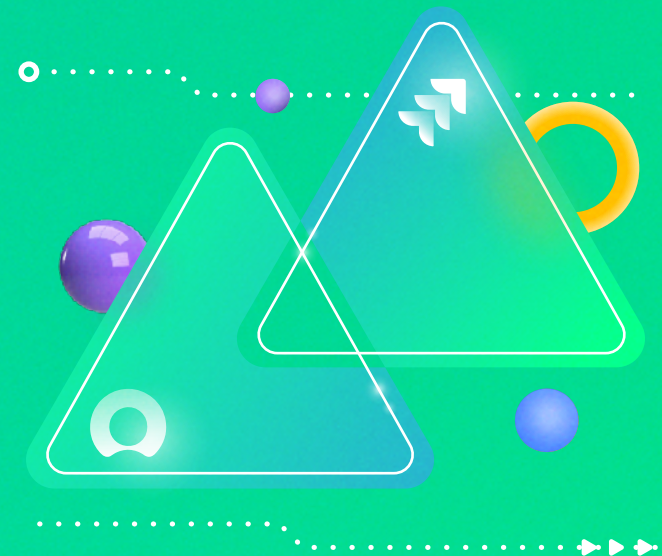On the other hand, when thinking of Agile Software development, Jira sprints in mind immediately.

As part of the Atlassian product offering, Jira manages issues & projects for Software teams. And it integrates nicely with other Software development tools of Atlassian. In short, for many Software teams, Jira is the natural choice for Issue/Project management. This is especially true when other Atlassian products are used for Software Development too.

With the above positioning of ServiceNow & Jira in the IT Service Management & Software development space in mind, the need for integration becomes obvious.

Here we've summed up two examples of possible scenarios:

1. A company's IT department uses ServiceNow to provide users a One-Stop-Shop portal for all IT services. This includes reporting issues on Software. In-house Software teams use Jira to manage Issues/Projects. They generally prefer the Atlassian suite because it is used for Coding/Collaboration
   • Incidents reported by a user on ServiceNow need to be forwarded to Jira as an issue to be solved by the Software team
   • When the Software team encounters infrastructure issues, they need to be forwarded to ServiceNow as an Incident
2. A company uses ServiceNow for ITSM and one or several Software packages are provided by an external software vendor. The software vendor tracks issues on the Software from all customers with Jira. Then the incident in ServiceNow needs to create an Issue on Jira and get status updates.

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How to Choose the Right Technology for Setting up your Integration

When designing an integration between two ticketing tools, three aspects always need to be considered:

1 Decentralized Integration (autonomy)

The ticketing tools at each end of the integration have the means to control what information is sent to the other side and how incoming information is interpreted. Changes in the ticketing tools shouldn't break the integration. Rather they should be easily reflected in the integration.

2 Reliability

A reliable integration is one that always works for the user — even when the other side is not available for whatever reason (such as maintenance). Operational maintenance capability is important to ensure always-on integration.

3 Flexibility in the Configuration

The integration is able to bridge the differences between the two systems. To be able to effectively attribute mapping is the first mandatory step. Having the flexibility to align the process differences between the teams/organizations — a second

Exalate meets all of these requirements and is the tool we'll use for this tutorial **START NOW** (it's free)

In the chapters below we will show you how Exalate addresses the above aspects in more detail. But first, let's go through the step-by-step process of how to set up the integration!

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