

ServiceNow: JIRA Access Import

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Category: {'link':

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Issue Description:

Jira Import

Sample Incident INC1143267

Environment:

Importing users for Jira access.Pre-requisites:

Data Source - > FDT JIRA User Import

Source Table -> FDT JIRA User Import [u_fdt_jira_import]

Target Table -> JIRA [u_cmdb_ci_jira]

Steps to be follow :

Step 1: Modify the excel sheet provided by the user like

Name -> JIRA User AccessAssigned to -> User nameMaterial number (available in ServiceNow)Cost center (available in ServiceNow)Email Id (we have to check the users in user table in ServiceNow and any active JIRA access for the user).

If we find any of this information is not correct and not available in ServiceNow. we need to inform to the user and get the correct details from them.

Step 2: After modifications of the excel, attach the excel to incident and get confirmation from user.

Step 3: After user confirmation get approval from platform owner to proceed the import in test.

Step 4: After approval, go to Data source -> FDT JIRA User Import -> Delete the existing sheet and upload the updated excel sheet.

Step 5: "Test load of 20 records" and view the result of first 20 records by filtering the necessary fields same as in excel sheet and in the test record. And verify all records are perfectly imported or not.

Step 6: Once the test of 20 records are successfully imported, "Load All Records".

Step 7: Verify the imported records in FDT Accounting -> JIRA User Access table.

Step 8: By setting the filter as Created on -> Date of creation and Created by -> "admin name of yours" .

Step 9: Verify the imported records by filtering the necessary fields same as in excel sheet and in the table. Verify all records are imported or not.

Step 10: Send the imported sheet by exporting as excel to the user and with comments as import is successfully completed in test and get confirmation to continues in prod.

Step 11: Once get the approval from user to continue in prod , then re-assign to platform owner to get approval from to proceed the import in prod.

Step 12: After the approval from platform owners, repeat the steps from "step 4 to step 10" and state the comments as that import was successfully done in prod and test.

Step 13: Close the ticket by providing the import link and with ticket closure.

Cause:

Importing the JIRA Access for the user.