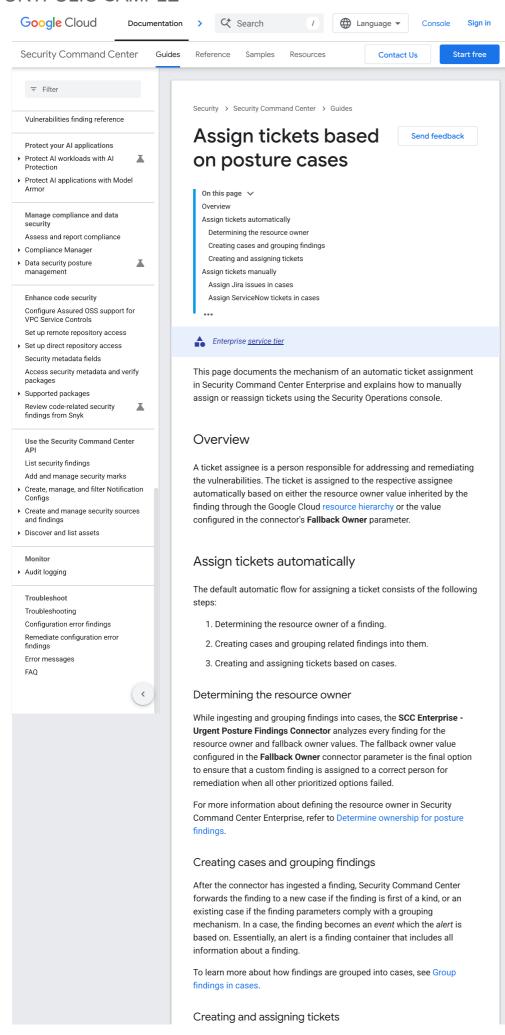
PORTFOLIO SAMPLE



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Creating a case automatically creates a ticket in an integrated ticketing system. All information contained in a case is bidirectionally synchronized with a corresponding ticket, meaning that every time there is an update in a case like a new finding, a new comment, or a status change, the same update appears in the ticket and the other way around.

Security Command Center Enterprise automatically assigns the created ticket to the resource owner of findings grouped in a case. All findings in a case have the same resource owner.



mportant: When using a ticketing system like Jira or ServiceNow to manage tickets, make sure to provide the assignable email (ldap) of the resource owner in your ticketing system, not the username.

Assign tickets manually

Assigning tickets manually in requires you to run manual actions on cases.

Assign Jira issues in cases

To manually assign a Jira issue in a case, complete the following steps:

- 1. In the Google Cloud console, go to Risk > Cases.
- 2. Select a case related to the ITSM ticket.
- 3. In the Case Overview tab, click Manual Action.
- 4. In the manual action Search field, enter Jira.
- 5. In the search results under the Jira integration, select the Assign Issue action. The action dialog window opens.
- 6. To configure the Issue Key parameter, enter the following placeholder: [Case.Ticket_ID]

The placeholder dynamically retrieves the Jira issue ID corresponding to the selected case.

a. To configure the Issue Key parameter for a specific issue, enter the Jira issue ID in the following format: SCCE-NUMBER 🖍

You can find the issue ID in the Jira issue URL:

```
https://YOUR INSTANCE NAME.atlassian.net/browse/ISSUE i
```

7. To configure the $\boldsymbol{Assignee}$ parameter, enter the email address of the Jira ticket assignee.

Alternatively, you can enter the name of the ticket assignee as it is displayed in Jira. The action supports using usernames or displayed names.

8. Click Execute.

Assign ServiceNow tickets in cases

To manually assign a ServiceNow ticket in a case, complete the following steps:

- 1. Retrieve the sys_id value to obtain the ServiceNow assignee ID.
- 2. Assign the ServiceNow ticket.

Retrieve the sys_id value

- 1. In the Google Cloud console, go to **Risk > Cases**.
- 2. Select a case related to the ServiceNow ticket.
- 3. In the Case Overview tab, click Manual Action.
- 4. In the manual action Search field, enter ServiceNow.
- 5. In the search results, select the Get User Details action. The action dialog window opens.
- 6. To configure the **Emails** parameter field, enter the email address of the ServiceNow ticket assignee.