



USU Service Management Connector for Jira

Integration between Jira and USU Service Management (Valuemation)

Main Features

- Synchronization of **Jira Issues** and **Tickets** in USU Service Management (Valuemation)
- **Configurable mapping** of objects and fields
- Easily extendable for **custom fields**
- Event-based or manual synchronization



Standard use cases

- Following slides describe the “standard use cases” which are covered by the “out of the box” configuration of the Connector
- The configuration can be altered in both directions (Jira -> USU and USU -> Jira), so another use cases can be covered as well




Issue Created in Jira -> Create Ticket in USU

1. New Issue is created in Jira
2. Jira sends automatically “Create Ticket” message to USU
3. USU creates new Incident Ticket with the data from the Jira Issue (Jira Key, Summary, Description, Assignee, Attachments, Link to Jira Issue)
4. USU sends back Ticket Number and Link to USU Ticket
5. In the Jira Issue the USU Ticket Number and the Link to USU Ticket are visible



Ticket Number and URL Link to the USU Ticket

 test / TEST-29

My test Issue

Edit Comment Assign More Reopen Reopen and start progress Admin

Details

Type:	<input checked="" type="checkbox"/> Task	Status:	DONE (View Workflow)
Priority:	Medium	Resolution:	Done
Labels:	None		
Valuation Ticket No:	IN-0001063		
Valuation Ticket Link:	http://psdevelopment4.sykorait.com:9090/vmweb/vmweb?task=runlink&blink=6iFksG8OH56yfDtz1VxqMzW_INvc9xM9NtG4eTBt05k6TuYBYMEw61PfpQVCBPFQjjbuwUY6PQlv_dW0Ytn-jQDScQuglfa0XkjNGJuy9DW4tH9CvLN7byo2zHN6FTc1CcdtqEw7p_SkKy2ZpCUQ1sTIKfUKJxDAKQ0c2m6ahcmm2mHj7IIZBtleYXfWZnA-OQWCS-kWWbIR1Oq9Rw		

Description

test

Link to Jira Issue and Issue Key in USU Ticket

SIT_Incidents x Edit: Incident: IN-0001063,...

IN-0001063, Error message, Solved (IN), My test Issue

Categorization

Type * Error message

Parent Category

Category

Prioritization

Impact * 3 M...

Urgency * 3 Medium

Priority * 3 Medium

Service Level Agreement

SLA

Date Planned *

Service

Add File Assign System Assign Component

SIT_Jira

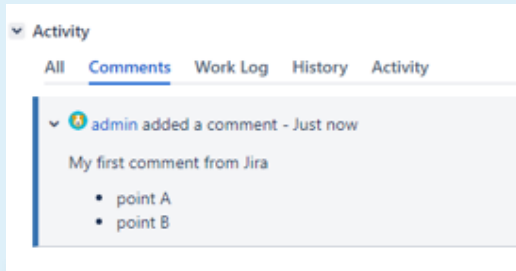
sitJiraKey TEST-29 sitJiraSource

sitJiraLink <http://psdevelopment5.sykorait.com...>



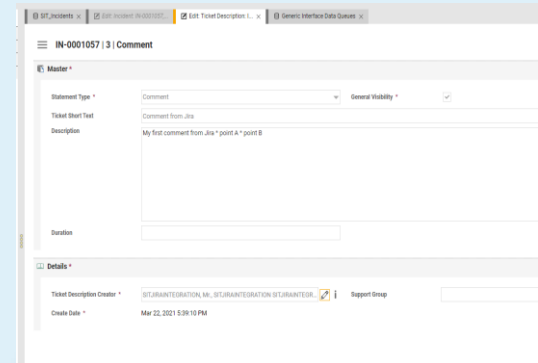
Issue Commented in Jira -> Create Description in USU

New Jira Issue Comment



Automatic Event: Issue Commented

New Ticket Description in USU Incident



Issue Commented in Jira -> Create Description in USU

1. A Jira issue is already linked to an USU Ticket
2. New comment is created in the Jira Issue
3. The connector sends “Create Description” message to USU
4. In the USU Ticket there is a new Ticket description with the content from the Jira Comment



Ticket Description in USU -> Create Comment in Jira

New Ticket Description in USU

New: Ticket Description

Statement Type * General Visibility *

Ticket Short Text *

Description

Duration

Automatic Event: Ticket
Commented

New Comment in Jira

Activity

All Comments Work Log History Activity

admin added a comment - 2 minutes ago

My first comment from Jira

- point A
- point B

SIT/JIRA/INTEGRATION added a comment - Just now

My comment from ValuationnContent...

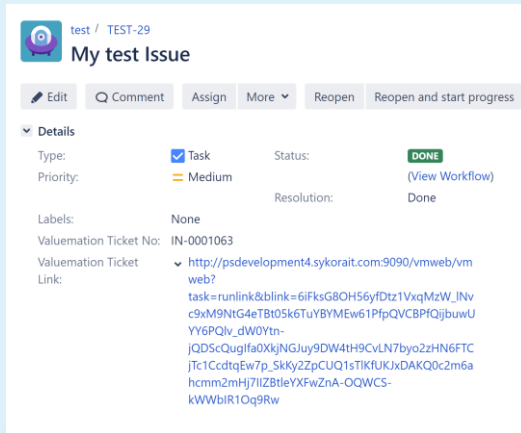
Ticket Description in USU -> Create Comment in Jira

1. An USU Ticket is already linked to Jira Issue
2. New Ticket description is created in the USU Ticket
3. The connector send “Add Comment” message to Jira
4. In the Jira Issue there is new comment with the content from the USU Ticket Description



Jira Issue Status Changed -> Change Status of USU Ticket

Issue set to Done



test / TEST-29
My test Issue

Edit Comment Assign More Reopen Reopen and start progress

Details

Type: Task Status: **DONE** (View Workflow)

Priority: Medium Resolution: Done

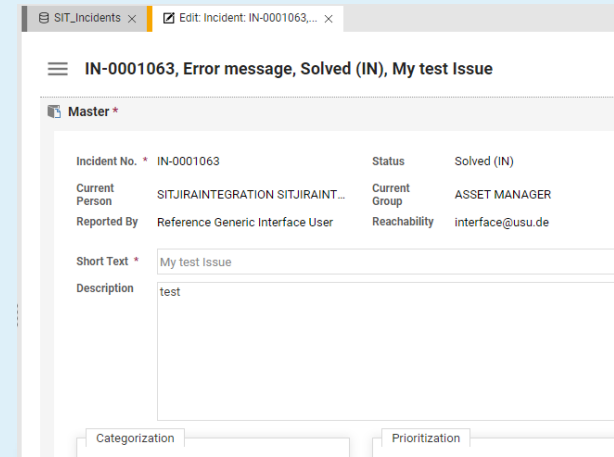
Labels: None

Valuementation Ticket No: IN-0001063

Valuementation Ticket Link: http://psdevelopment4.sykorait.com:9090/vmweb/vmweb?task=runlink&blink=6iFksG8OH56yDtz1VxqMzW_INvc9xM9NtG4eTBt05k6TuYBYMEw61PpQVCBPIQjbuwUY6PQlv_dW0Ytn-JQD5cCqgIfa0XkjNGJuy9DW4H9CvLN7byo2zHN6FTCjTc1CcdtqEw7p_Skky2ZpCUQ1sTKlFKjxDAKQ0c2m6ahcmm2mHj7lZBtleYXfWzNa-OQWCS-KWWblR1Oq9Rw

Automatic Event: Issue Done

USU Ticket status set to Solved



SIT_Incidents x Edit: Incident: IN-0001063, ... x

IN-0001063, Error message, Solved (IN), My test Issue

Master*

Incident No. *	IN-0001063	Status	Solved (IN)
Current Person	SITJIRAINTEGRATION SITJIRAIN...	Current Group	ASSET MANAGER
Reported By	Reference Generic Interface User	Reachability	interface@usu.de

Short Text * My test Issue

Description test

Category: Categorization Prioritization

Jira Issue Status Changed -> Change Status of USU Ticket

1. A Jira issue is already linked to an USU Ticket
2. The status of the Jira Issue is changed (to done / closed / reopened)
3. The connector sends “Update Ticket” message to USU
4. The status of the USU Ticket is changed (to Solved / Closed / In Progress)
5. The status mapping on both sides can be changed
6. A status update from USU to Jira can be configured as well



Configurable Mapping

Administration Search Jira admin

Applications Projects Issues **Manage apps** User management Latest upgrade report System

ATLASSIAN MARKETPLACE
Find new apps
Manage apps
OSGi
VM CTM CONNECTOR FOR JIRA
Objects
Object Mapping
License Info

OBJECT MAPPING LOG

[+ Create Interface](#)

Default

Object Mapping

#Name Jira object Direction VM object Status

#	#Name	Jira object	Direction	VM object	Status	Action
1	Attachments	Jira Attachment	Jira->VM	VM Attachment	<input type="checkbox"/> <input type="button" value="X"/>	+ Field Map Mappings <input type="button" value="Events"/> <input type="button" value="Delete"/>
2	Issue-Ticketdesc	Jira Issue	Jira->VM	Ticket Description	<input type="checkbox"/> <input type="button" value="X"/>	+ Field Map Mappings <input type="button" value="Events"/> <input type="button" value="Delete"/>
3	Issue-Ticket-Updated	Jira Issue	Jira->VM	Valuement Ticket	<input checked="" type="checkbox"/>	+ Field Map Mappings <input type="button" value="Events"/> <input type="button" value="Delete"/>
4	Issue-Ticket-Reference	Jira Issue	Jira->VM	Valuement Ticket	<input type="checkbox"/> <input type="button" value="X"/>	+ Field Map Mappings <input type="button" value="Events"/> <input type="button" value="Delete"/>
5	Comment-Ticketdesc	Jira Issue Comment	Jira->VM	Ticket Description	<input checked="" type="checkbox"/>	+ Field Map Mappings <input type="button" value="Events"/> <input type="button" value="Delete"/>
6	Issue-Ticket-Created	Jira Issue	Jira->VM	Valuement Ticket	<input checked="" type="checkbox"/>	+ Field Map Mappings <input type="button" value="Events"/> <input type="button" value="Delete"/>



Configurable Mapping

1. The definition of the field mappings and the various messages and events are configurable on both sides Jira and USU
2. In USU Service Management (Valuemation) the Generic Interface Modul is used as the base component



Events

1. The Connector can react on various Jira Events e. g. Issue Created / Issue Commented etc.
2. Each event can use different mapping. Different fields can be sent for newly created Issues and for updates.
3. JQL Conditions could be used to limit the Events e. g. only for specific Issue Types.
4. It is possible to configure multiple mapping for the same Event with different JQL condition. For example, different Issue Types can send data from different fields.



Logging

1. Detailed logging is available on both sides (Jira and USU).
2. If set each request and response can be stored and examined directly in the GUI if needed.



Compatibility

1. The connector was tested with these versions
2. JIRA Server 8.13.0 and newer
3. USU Service Management (Valuemat) 5.2 HF 11 and newer
4. The Cloud version of the Connector will be implemented in the next phase
5. Compatibility check with Jira Data Center is planned in the next phase



Resources

1. Product Page (available after approval)

<https://marketplace.atlassian.com/apps/1224846/usu-service-management-connector-for-jira>

2. Documentation

<https://www.sykorait.com/jira/UserGuidev1-0-0.pdf>





Thank you!



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