Jira Integrations

Jira Service Management Synchronization PowerPack Version 1.0.0

Jira Service Management Automation Policies PowerPack Version 100

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Chapter 1

Introduction to the Jira Service Management Synchronization PowerPack

Overview

This chapter describes how you can use the *Jira Service Management* Synchronization PowerPack to automatically synchronize Jira issues and SL1 events between Jira and SL1 systems. The integration is bidirectional, betweenSL1 and Jira.

NOTE: After the 2.1.0 platform release, the *Integration Service* was rebranded as *SL1 PowerFlow*, and the *Automation Builder* was rebranded as *SL1 PowerFlow builder*.

NOTE: The label "SyncPack" is used in place of "Synchronization PowerPack" in the PowerFlow user interface.

This chapter covers the following topics:

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Prerequisites for this Synchronization PowerPack

This Synchronization PowerPack requires the following:

- A subscription that includes CMDB/Inventory Workflow Automations
- *Base Steps Synchronization PowerPack* version 1.3.2 or later
- *SL1 Notifications Base Synchronization PowerPack* version 1.0.1 or later
- Administrator access to Jira
- An IT Service Management Jira project to integrate with SL1

The following table lists the port access required by PowerFlow and this Synchronization PowerPack:

Source IP	PowerFlow Destination	PowerFlow Source Port	Destination Port	Requirement
PowerFlow	SL1 API	Any	TCP 443	SL1 API Access
PowerFlow	Jira API	Any	TCP 443	Jira API Access
PowerFlow	SL1 Database	Any	TCP 7706	SL1 Database Access

Contents of the Synchronization PowerPack

This section lists the contents of the *Jira Service Management* Synchronization PowerPack.

PowerFlow Applications

- ***Acknowledge SL1 Event***. This application adds a comment to the associated Jira incident when an event is acknowledged in SL1.
- ***Resolve SL1 Event from Jira***. This application resolves an SL1 event when the associated Jira incident is closed.
- ***Create Incident/Change Request in Jira from SL1 Event***. This application creates an incident or change request in Jira when an event is triggered in SL1.
- ***Show Jira Change Log in SL1 Event Notes***. This application collects a summary of Jira incident data and adds the data to the event notes of the associated SL1 event.

For more information about how to configure these applications, see *Configuring Applications for the Jira Service Management Synchronization PowerPack*.

Configuration Object

- ***Jira ITSM Configuration***. This configuration object can be used as a template after the Synchronization PowerPack is installed on the PowerFlow system. The configuration object includes the following:
    - Details for connecting to SL1, including the host, username, and password.
    - Details for connecting to Jira, including the URL, username, password, and API token.

- Details for connecting SL1 events to your Jira issues, including project, event URL, severity, account, and request type ID. Other details include issue type, project key, priority, ticket descriptions, and impact.
- Details for severity mapping.

Steps

The following steps are included in this Synchronization PowerPack:

- Acknowledge SL1 Event
- Create Jira Incident
- Get Closed Issues and Clear the SL1 Events
- Get Jira Issue
- Get Jira Log
- Post Update To SL1
- Read Event Id and Jira Key
- Update Incident Details To SL1
- Update SL1 Note

Installing the Synchronization PowerPack

A Synchronization PowerPack file has the **.whl** file extension type. You can download the Synchronization PowerPack file from the ScienceLogic Support site.

Downloading the Synchronization PowerPack

To locate and download the Synchronization PowerPack:

1. Go to the ScienceLogic Support Site.
2. Click the **[Product Downloads]** tab and select *PowerPack*.
3. In the ***Search PowerPacks*** field, search for the Synchronization PowerPack and select it from the search results. The **Release Version** page appears.
4. On the **[PowerPack Versions]** tab, click the name of the Synchronization PowerPack version that you want to install. The **Release File Details** page appears.
5. Click the **[Download File]** button or click the name of the **.zip** file containing the **.whl** file for this Synchronization PowerPack to start downloading the file.

NOTE: After you download a Synchronization PowerPack, you can import it to your PowerFlow system using the PowerFlow user interface.

Importing the Synchronization PowerPack

To import a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, click **[Import SyncPack]**. The **Import SyncPack** page appears.
2. Click **[Browse]** and select the **.whl** file for the Synchronization PowerPack you want to install.

> **TIP:** You can also drag and drop a **.whl** file to the **Import SyncPack** page.

3. Click **[Import]**. PowerFlow registers and uploads the Synchronization PowerPack. The Synchronization PowerPack is added to the **SyncPacks** page.

> **NOTE:** You cannot edit the content package in a Synchronization PowerPack published by ScienceLogic. You must make a copy of a ScienceLogic Synchronization PowerPack and save your changes to the new Synchronization PowerPack to prevent overwriting any information in the original Synchronization PowerPack when upgrading.

Installing the Synchronization PowerPack

To activate and install a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, click the **[Actions]** button (⋮) for the Synchronization PowerPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

> **NOTE:** If you try to activate and install a Synchronization PowerPack that is already activated and installed, you can choose to "force" installation across all the nodes in the PowerFlow system.

> **TIP:** If you do not see the PowerPack that you want to install, click the Filter icon (⚌) on the **SyncPacks** page and select *Toggle Inactive SyncPacks* to see a list of the imported PowerPacks.

2. Click **[Yes]** to confirm the activation and installation. When the Synchronization PowerPack is activated, the **SyncPacks** page displays a green check mark icon (✔) for that Synchronization PowerPack. If the activation or installation failed, then a red exclamation mark icon (❗) appears.
3. For more information about the activation and installation process, click the check mark icon (✔) or the exclamation mark icon (❗) in the **Activated** column for that Synchronization PowerPack. For a successful installation, the "Activate & Install SyncPack" application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.

4. If you have other versions of the same Synchronization PowerPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that Synchronization PowerPack and select *Change active version* to activate a different version other than the version that is currently running.

Chapter 2

Configuring Applications for the Jira Service Management Synchronization PowerPack

Overview

This chapter describes how to set up the PowerFlow applications for the *Jira Service Management*Synchronization PowerPack.

This chapter covers the following topics:

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Aligning a Configuration Object and Configuring PowerFlow Applications 14

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Creating and Aligning a Configuration Object in PowerFlow

A ***configuration object*** supplies the login credentials and other required information needed to execute the steps for a PowerFlow application. The **Configurations** page ( ) of the PowerFlow user interface lists all available configuration objects for that system.

You can create as many configuration objects as you need. A PowerFlow application can only use one configuration object at a time, but you can use (or "align") the same configuration object with multiple applications.

To use this Synchronization PowerPack, you will need to use an existing configuration object in the PowerFlow user interface or create a new configuration object. Next, you need to align that configuration object to the relevant applications.

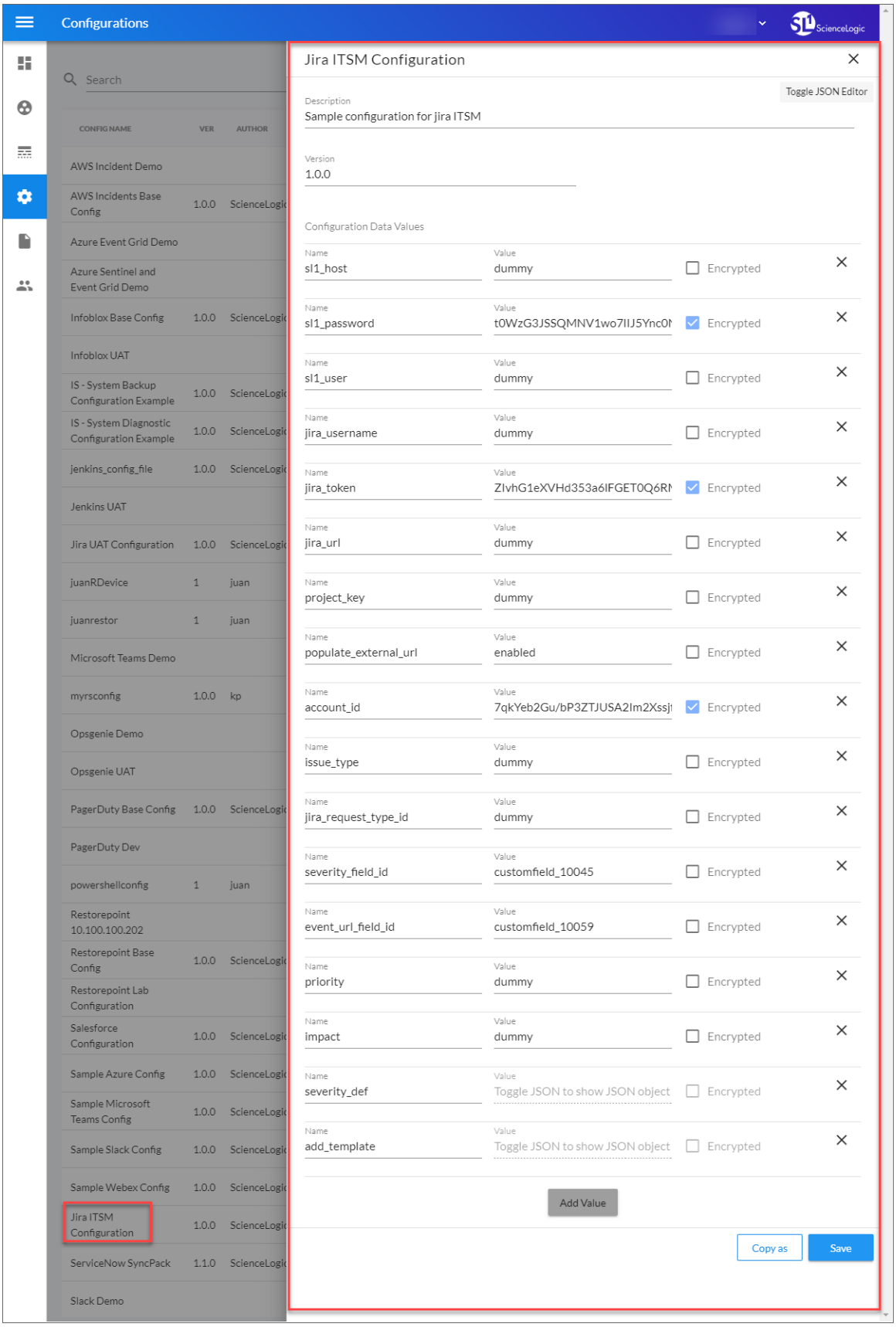
Creating a Configuration Object

For this Synchronization PowerPack, you should make a copy of the "Jira ITSM Configuration" configuration object, which is the sample configuration file that was installed with the *Jira Service Management* Synchronization PowerPack.

> **TIP:** The "Jira ITSM Configuration" configuration object contains all of the required variables. Simply update the variables from that object to match your SL1 and Jira settings.

To create a configuration object based on the "Jira ITSM Configuration" configuration object:

1. In the PowerFlow user interface, go to the **Configurations** page ( ).
2. Click the **[Actions]** button ( ) for the "Jira ITSM" configuration object and select *Edit*. The **Configuration** pane appears:


Configurations
ScienceLogic
Search
CONFIG NAME
VER
AUTHOR
AWS Incident Demo
AWS Incidents Base Config 1.0.0
Azure Event Grid Demo
Azure Sentinel and Event Grid Demo
Infoblox Base Config 1.0.0
Infoblox UAT
IS - System Backup Configuration Example 1.0.0
IS - System Diagnostic Configuration Example 1.0.0
jenkins_config_file 1.0.0
Jenkins UAT
Jira UAT Configuration 1.0.0
juanRDevice 1 juan
juanrestor 1 juan
Microsoft Teams Demo
myrsconfig 1.0.0 kp
Opsgenie Demo
Opsgenie UAT
PagerDuty Base Config 1.0.0
PagerDuty Dev
powershellconfig 1 juan
Restorepoint 10.100.100.202
Restorepoint Base Config 1.0.0
Restorepoint Lab Configuration
Salesforce Configuration 1.0.0
Sample Azure Config 1.0.0
Sample Microsoft Teams Config 1.0.0
Sample Slack Config 1.0.0
Sample Webex Config 1.0.0
Jira ITSM Configuration 1.0.0
ServiceNow SyncPack 1.1.0
Slack Demo
Jira ITSM Configuration
Toggle JSON Editor
Description
Sample configuration for jira ITSM
Version
1.0.0
Configuration Data Values
Name
Value
sl1_host
dummy
Encrypted
sl1_password
t0WzG3JSSQMNV1wo7IIJ5Ync0
sl1_user
dummy
jira_username
dummy
jira_token
ZlvhG1eXVHd353a6IFGET0Q6R
jira_url
dummy
project_key
dummy
populate_external_url
enabled
account_id
7qkYeb2Gu/bP3ZTJUSA2Im2Xssj
issue_type
dummy
jira_request_type_id
dummy
severity_field_id
customfield_10045
event_url_field_id
customfield_10059
priority
dummy
impact
dummy
severity_def
Toggle JSON to show JSON object
add_template
Toggle JSON to show JSON object
Add Value
Copy as
Save

3. Click **[Copy as]**. The **Create Configuration** pane appears.
4. Complete the following fields:

   - ***Friendly Name***. Type a name for the configuration object that will display on the **Configurations** page.
   - ***Description***. Type a brief description of the configuration object.
   - ***Author***. Type the user or organization that created the configuration object.
   - ***Version***. Type a version of the configuration object.

5. In the ***Configuration Data*** field, update the default variable definitions to match your PowerFlow configuration:

   - ***sl1_host***. Type the hostname or IP address of the SL1 system the alerts will synchronize with.
   - ***sl1_password***. Type the password for your SL1 system.
   - ***sl1_user***. Type the username for your SL1 system.
   - ***jira_username***. Type the username for your Jira system.
   - ***jira_password***. Type the password for your Jira system.
   - ***jira_token***. Enter a Jira API token.

     > **TIP:** For more information on creating a Jira API token, see *Creating an API token in Jira*.

   - ***jira_url***. Type the URL for your Jira system.
   - ***project_key***. Type the project key for the Jira project you want to be used when making the API request.
   - ***populate_external_url***. Type whether to add an Jira ticket URL to the corresponding SL1 event. The default value is 'enabled'.
   - ***account_id***. Enter the Jira account ID.

     > **TIP:** For more information on your Jira account ID, see *Locating the Account ID in Jira*.

   - ***issue_type***. Type the type of ticket you want to be created in Jira when an event is triggered in SL1.
   - ***jira_request_type_id***. Type the Jira request type ID.

     > **TIP:** For more information on your Jira request type ID, see *Locating the Request Type ID in Jira*.

   - ***severity_field_id***. Enter the Jira severity field ID.

> **TIP:** For more information on your severity field ID, see *Locating the Severity Custom ID in Jira*.

- ***event_url_field_id***. Enter the SL1 event URL field ID from Jira.

> **TIP:** For more information on your Jira Event URL Field, see *Configuring an SL1 Event URL Custom Field in Jira.*

- ***prirority***. Type the Jira incident priority value for incidents created from SL1 events.
- ***impact***. Type the impact value for incidents created from SL1 events.
- ***severity_def***. Toggle the JSON editor to define severity mapping between SL1 and Jira.
- ***add_template***. Toggle the JSON editor to define a message for the description field in Jira.

9. Click **[Save]**. You can now align this configuration object with one or more applications.

> **NOTE:** For more information about the Jira terms and concepts in this section, see the Jira documentation.

Creating an API Token in Jira

For PowerFlowto communicate with Jira, you must create a Jira API token and enter it in your configuration object.

To create an API token in Jira:

1. Click on your profile icon and select *Account Settings*.
2. Navigate to the **API Tokens** page (Security > Create and manage API tokens).
3. Click **[Create API token]** to generate a new API token.

Locating the Account ID in Jira

For PowerFlow to make changes to Jira, you must enter a Jira account ID in your configuration object.

To locate your Jira account type ID:

1. Click on your profile icon and select *Account*.
2. The page reloads and you can find the account ID at the end of the URL.

Locating the Request Type ID in Jira

For PowerFlow to make changes to Jira, you must enter a Jira request type ID for the type of request you want in your configuration object.

To locate a Jira incident request type ID:

1. Select the Jira project you want to use.
2. Navigate to the **Incidents** page (Project Settings > Request Types > Incidents).
3. Select the request type (for example, "Report a system problem"). The page reloads and you can find the request type ID at the end of the URL.

Locating the Severity Custom ID in Jira

For PowerFlow to identify the severity of a Jira issue, you must enter a severity custom ID in your configuration object.

To locate your severity custom ID in Jira:

1. Select the Jira project you want to use.
2. Navigate to the **Screens** page (Project Settings > Screens).
3. If you have not already added the ***Severity*** field to your issues list, select any of the screens to expand its details and select the *Edit issue* link. You can then add the Severity issue by selecting ***Severity*** in the **Select Field** drop down at the bottom of the **Issues**page.
4. On the **Screens** page, select any of the screens to expand its details and select the *Create Issue* link.
5. Navigate to the **Field Configurations** page (Fields > Field configurations).
6. Select *Default Field Configuration*.
7. Locate the ***Severity*** field and click *Edit*.
8. The page reloads and you can find the severity custom ID at the end of the URL.

Configuring an SL1 Event URL Custom Field in Jira

For PowerFlow to make changes to Jira, you must enter an SL1 event URL field ID in your configuration object.

To configure an SL1 event URL custom field in Jira:

1. Select the Jira project you want to use.
2. Navigate to the **Screens** page (Project Settings > Screens).
3. Select the **Jira Service Management: Change Management Screen Scheme** screen to expand its details and select the *Create Issue* link.
4. Navigate to the **Custom Fields** page (Fields > Custom fields).
5. Click **[Create custom field]** and select *URL Field*.

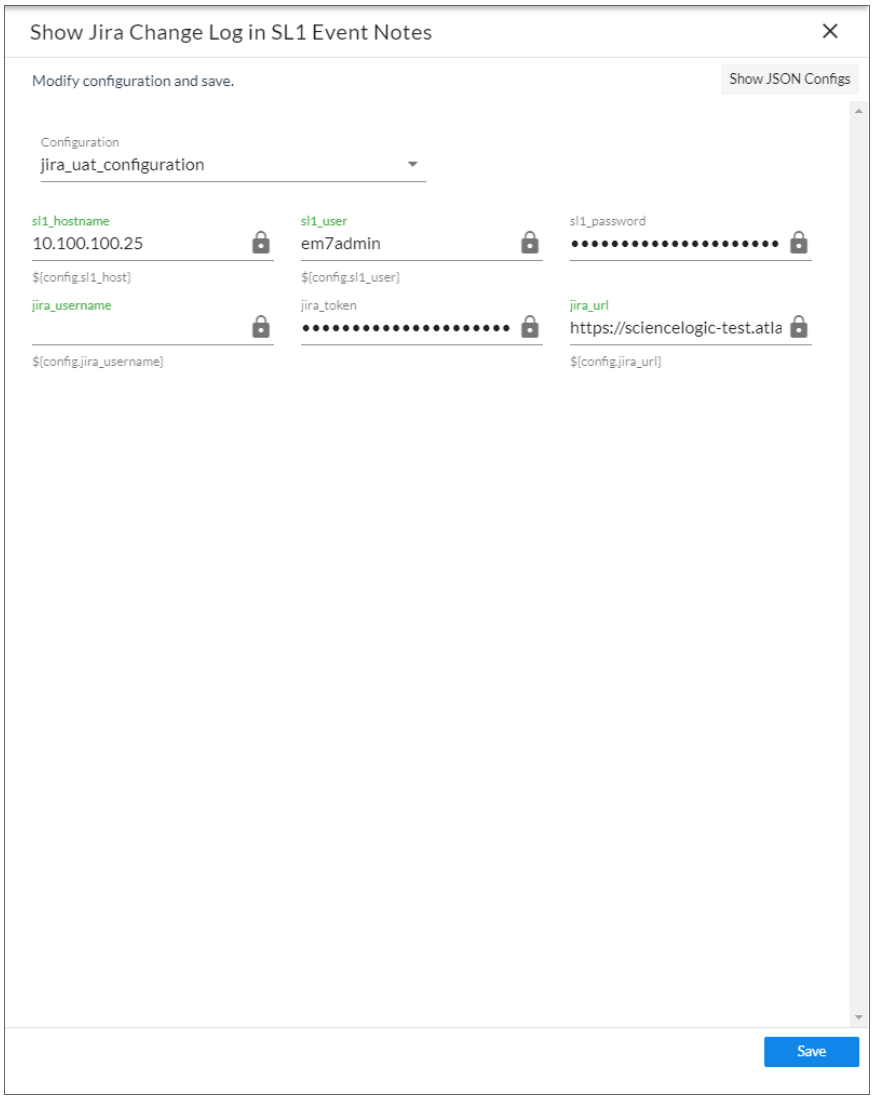
6. Supply a value in the required field and click **[Create]**.
7. The page reloads and you can find the custom field ID in the URL.
8. Repeat these steps for the **Jira Service Manage: Incident Management Screen Scheme** screen.

Aligning a Configuration Object and Configuring PowerFlow Applications

With this Synchronization PowerPack, you can synchronize your SL1 events and Jira issues including creating Jira incidents, updating acknowledgment data, resolving SL1 events and updating SL1 event notes. You will need to align the *Jira Service Management Synchronization PowerPack* applications with the relevant configuration object in PowerFlow, and, if needed, update any other fields on the **Configuration** pane for the applications.

To align the configuration object with the relevant PowerFlow applications:

1. On the **Applications** page of the PowerFlow user interface, open one of the PowerFlow applications listed above and click **[Configure]** ( ). The **Configurations** pane for that application appears:



2. From the ***Configurations*** drop-down, select the configuration object you want to use.

> **NOTE:** The values for **sl1_hostname** and the other parameters that appear in the **Configuration** pane with a padlock icon (🔒) are populated by the configuration object you aligned with the application. Do not modify these values. If you encounter an error, make sure your configuration object is configured properly.

3. Click **[Save]** to align that configuration with the application.
4. Repeat this process for the other PowerFlow applications.

Scheduling PowerFlow Applications

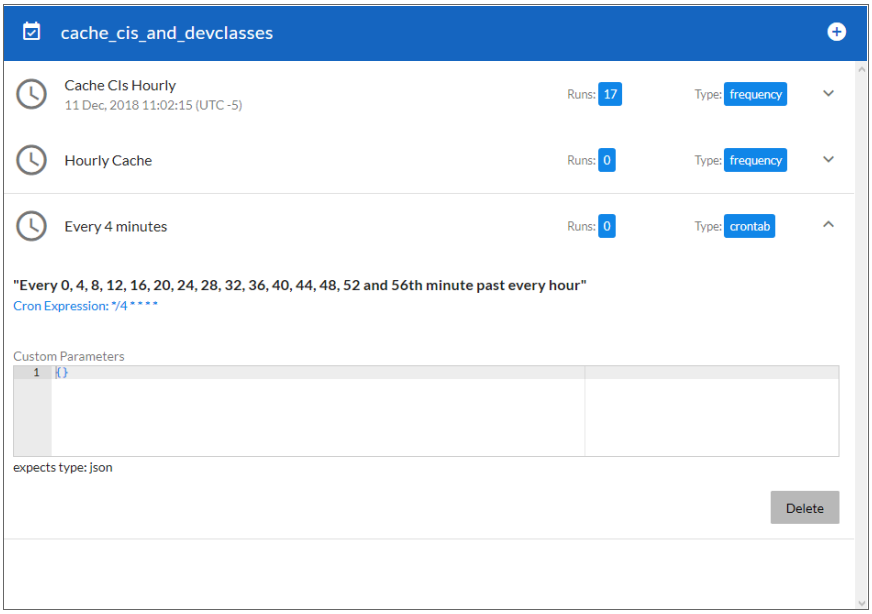
To trigger the applications in the Synchronization PowerPack, you must schedule the following PowerFlow applications, which are included in the Synchronization PowerPack:

- "Resolve SL1 Event from Jira"
- "Show Jira Change Log in SL1 Event Notes"

You can create one or more schedules for a single application in the PowerFlow user interface. When creating each schedule, you can specify the queue and the configuration file for that application.

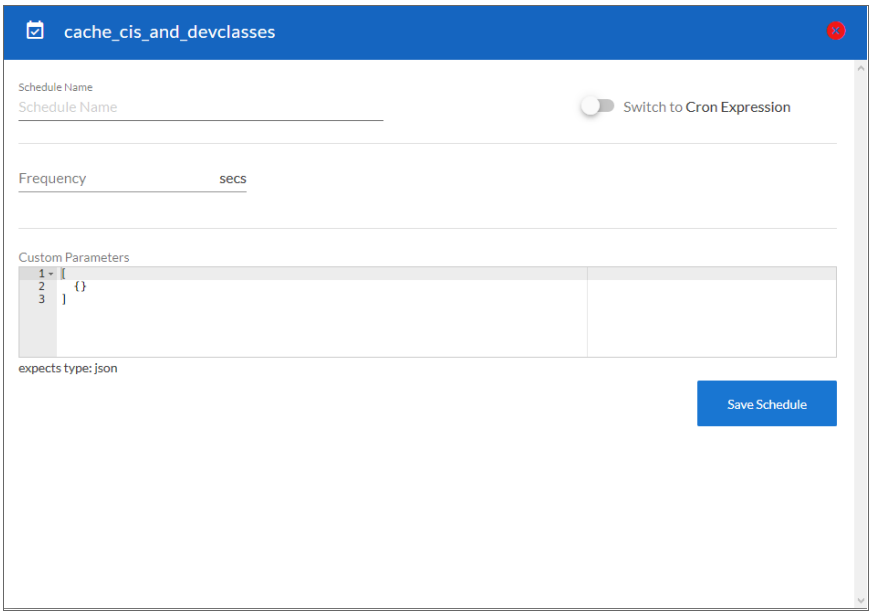
To schedule an application:

1. On the **Applications** page (), click the **[Schedule]** button for the application you want to schedule. The **Schedule** window appears, displaying any existing schedules for that application:



NOTE: If you set up a schedule using a cron expression, the details of that schedule display in a more readable format in this list. For example, if you set up a cron expression of ***/4 * * * ***, the schedule on this window includes the cron expression along with an explanation of that expression: "*Every 0, 4, 8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, and 56th minute past every hour*".

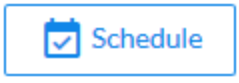
2. Select a schedule from the list to view the details for that schedule.
3. Click the + icon to create a schedule. A blank **Schedule** window appears:



4. In the **Schedule** window, complete the following fields:

   - ***Schedule Name***. Type a name for the schedule.
   - ***Switch to***. Use this toggle to switch between a cron expression and setting the frequency in seconds.
     - ***Cron expression***. Select this option to schedule the application using a cron expression. If you select this option, you can create complicated schedules based on minutes, hours, the day of the month, the month, and the day of the week. As you update the cron expression, the **Schedule** window displays the results of the expression in more readable language, such as *Expression: "Every 0 and 30th minute past every hour on the 1 and 31st of every month"*, based on ***/30 * * /30 * ***.
     - ***Frequency in seconds***. Type the number of seconds per interval that you want to run the application.
   - ***Custom Parameters***. Type any JSON parameters you want to use for this schedule, such as information about a configuration file or mappings.

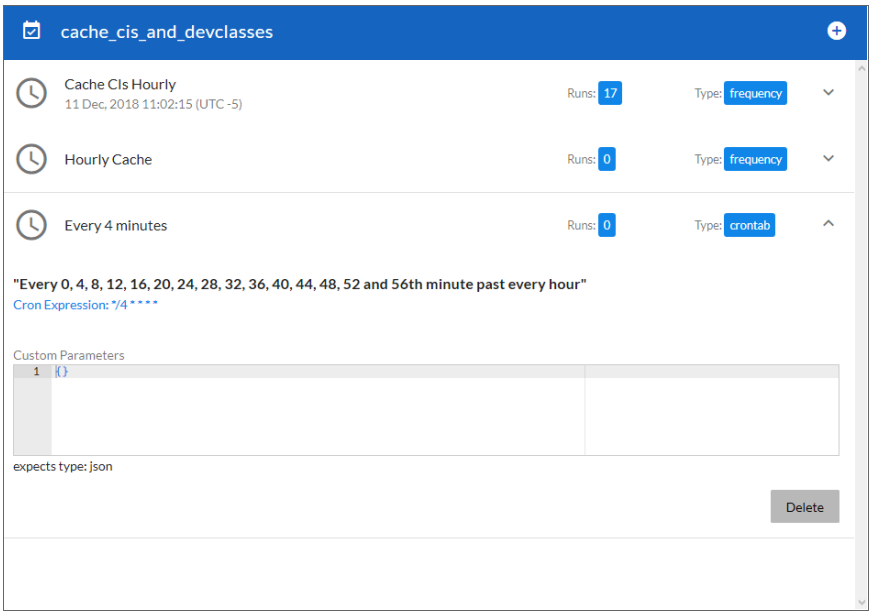
5. Click **[Save Schedule]**. The schedule is added to the list of schedules on the initial **Schedule** window. Also, on the **Applications** page, the word "Scheduled" appears in the **Scheduled** column for this application, and the **[Schedule]** button contains a check mark:



NOTE: After you create a schedule, it continues to run until you delete it. Also, you cannot edit an existing schedule, but you can delete it and create a similar schedule if needed.

To view or delete an existing schedule:

1. On the **Applications** page, click the **[Schedule]** button for the application that contains a schedule you want to delete. The **Schedule** window appears.
2. Click the down arrow icon ( ) to view the details of an existing schedule:



3. To delete the selected schedule, click **[Delete]**. The schedule is removed.

NOTE: When either multiple SL1 instances or multiple Jira instances are involved with PowerFlow, you should create an individual configuration object for each SL1 or Jira instance. Next, create an individual schedule for each configuration object. Each schedule should use a configuration object that is specific to that single SL1 or Jira instance. Creating copies of a PowerFlow application from a Synchronization PowerPack for the purpose of distinguishing between domains is not supported, and will result in issues on upgrades.

Chapter 3

Introduction to the Jira Service Management Automation Policies PowerPack

Overview

This chapter describes the Run Book Automation policies and Run Book Action policies found in the *Jira Service Management Automation Policies* PowerPack.

NOTE: This PowerPack requires a subscription that includes CMDB/Inventory Workflow Automations.

This chapter covers the following topics:

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Installing the Jira Service Management Automation Policies PowerPack 20

What is the Jira Service Management Automation Policies PowerPack?

The *Jira Service Management Automation Policies* PowerPack includes automation policies and action policies that bidirectionally sync issues and events in Jira and SL1.

Installing the Jira Service Management Automation Policies PowerPack

Before completing the steps in this manual, you must import and install the latest version of the *Jira Service Management Automation Policies* PowerPack.

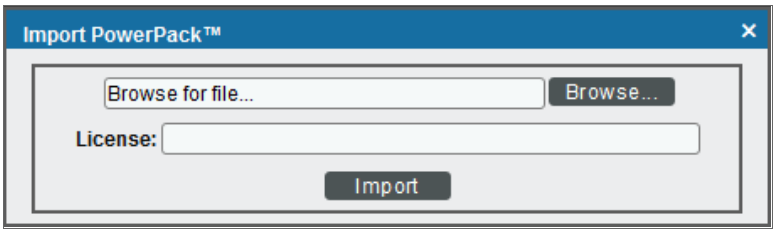
IMPORTANT:: You must install and configure the *Jira Service Management* Synchronization PowerPack version 1.0.0 before using the *Jira Service Management Automation Policies* PowerPack.

NOTE: The *Jira Service Management Automation Policies* PowerPack requires SL1 version 10.1.0 or later. For details on upgrading SL1, see the appropriate SL1 Release Notes.

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the ***Enable Selective PowerPack Field Protection*** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the ***System Administration*** manual.)

To download and install a PowerPack:

1. Download the PowerPack from the ScienceLogic Support Site.
2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. In the **PowerPack Manager** page, click the **[Actions]** button, then select *Import PowerPack*.
4. The **Import PowerPack** dialog box appears:



5. Click the **[Browse]** button and navigate to the PowerPack file.
6. When the **PowerPack Installer** modal appears, click the **[Install]** button to install the PowerPack.

> **NOTE:** If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter 4

Configuring Action Policy Credentials

Overview

This chapter describes how to configure the credential required by the action policies in *Jira Service Management Automation Policies* PowerPack.

This chapter covers the following topics:

Creating a SOAP/XML Credential to Access SL1 PowerFlow 23

Creating a SOAP/XML Credential to Access SL1 PowerFlow in the Classic User Interface 24

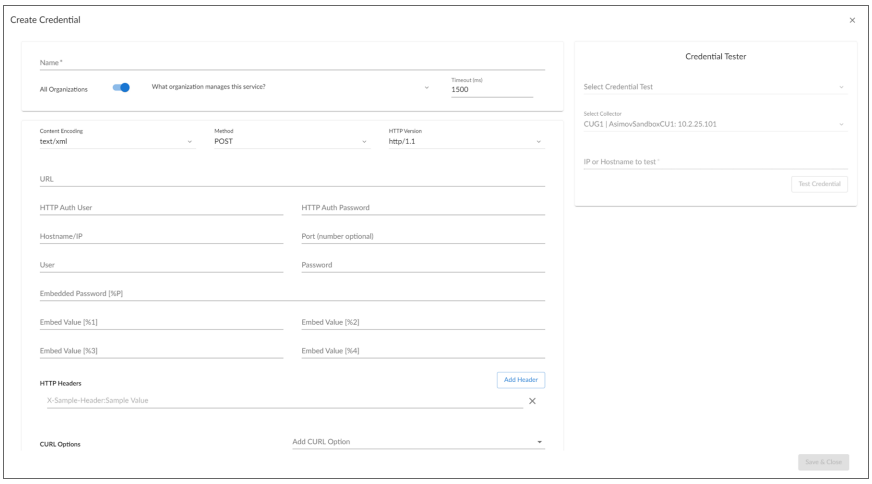
Creating a SOAP/XML Credential to Access SL1 PowerFlow

After you have integrated your Jira and PowerFlow systems, you must create a SOAP/XML credential so that the action policies included in the PowerPack can access your PowerFlow system. The *Jira Service Management Automation Policies* PowerPack includes a template for a SOAP/XML credential that you can edit for use with your SL1 PowerFlow system.

NOTE: If you are on an SL1 system prior to version 11.1.0, you will not be able to duplicate the sample credential. It is recommended that you create your new credentials using ***the SL1 classic user interface*** so you do not overwrite the sample credential(s).

To create a SOAP/XML credential:

1. Go to the **Credentials** page (Manage > Credentials).
2. Locate the "PowerFlow Jira" sample credential, then click its **[Actions]** icon (⋯) and select ***Duplicate***. A copy of the credential, called **PowerFlow Jira copy** appears.



3. Supply values in the following fields:

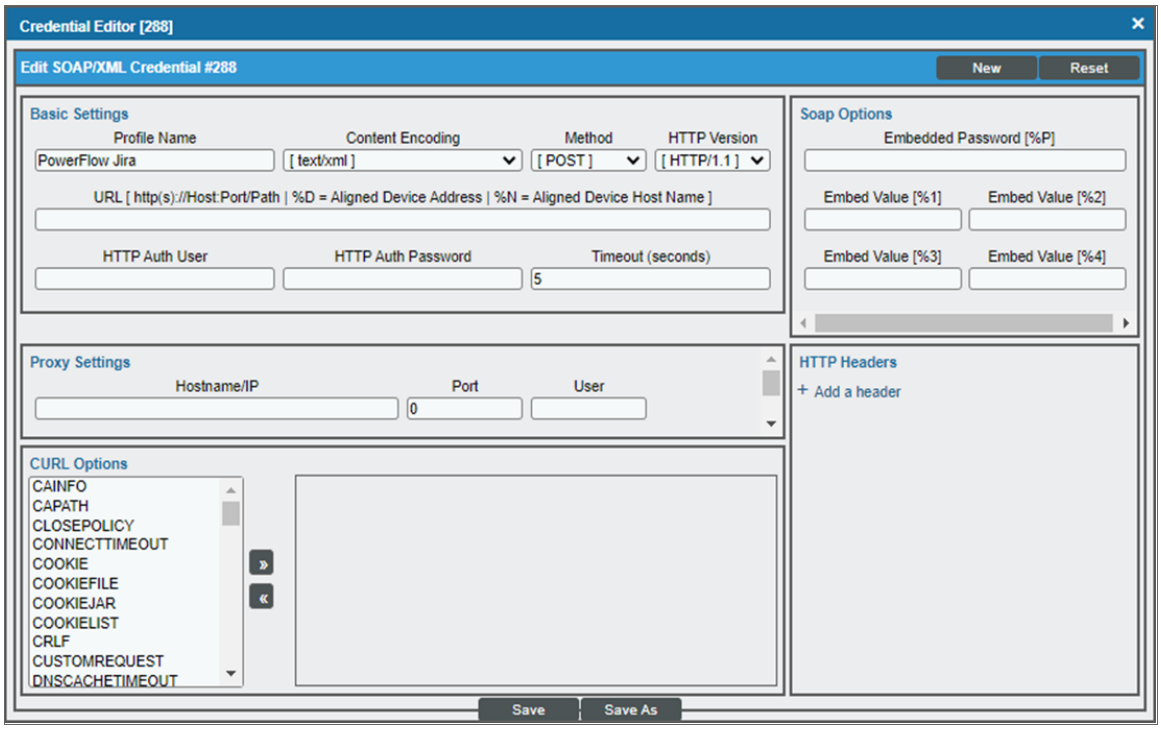
   - ***Name***. Type a new name for the credential.
   - ***All Organizations***. Toggle on (blue) to align the credential to all organizations, or toggle off (gray) and then select one or more specific organizations from the ***What organization manages this service?*** drop-down field to align the credential with those specific organizations.
   - ***URL***. Type the URL for your PowerFlow system.
   - ***HTTP Auth User***. Type the username for your PowerFlow system.
   - ***HTTP Auth Password***. Type the password for your PowerFlow system.

4. Click **[Save & Close]**.
5. SL1 assigns the credential an ID number. Take note of the ID number for the new credential on the Credentials page, in the ID column. You will need the ID number when editing the input parameters of the automation actions included in the *Jira Service Management Automation Policies*PowerPack.

Creating a SOAP/XML Credential to Access SL1 PowerFlow in the Classic User Interface

To create a SOAP/XML credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Locate the **PowerFlow Jira** sample credential and click its wrench icon ( ). The **Credential Editor** modal window appears:



3. Supply values in the following fields:
   - ***Profile Name***. Type a new name for the credential.
   - ***URL***. Type the URL for your PowerFlow system.
   - ***HTTP Auth User***. Type the username for your PowerFlow user account.
   - ***HTTP Auth Password***. Type the password for your PowerFlow user account.

4. Click the **[Save As]** button to save the new SOAP/XML credential.
5. SL1 assigns the credential an ID number. Take note of the ID number for the new credential on the Credentials page in the ID column or at the top of the **Credential Editor** modal. You will need the ID number when editing the input parameters of the automation actions included in the *Jira Service Management Automation Policies* PowerPack.

Chapter 5

Configuring the Jira Service Management Action Policies

Overview

This chapter describes how to edit the action policies included in the *Jira Service Management Automation Policies* PowerPack so that the action policies can communicate with your SL1 PowerFlow system.

This chapter covers the following topics:

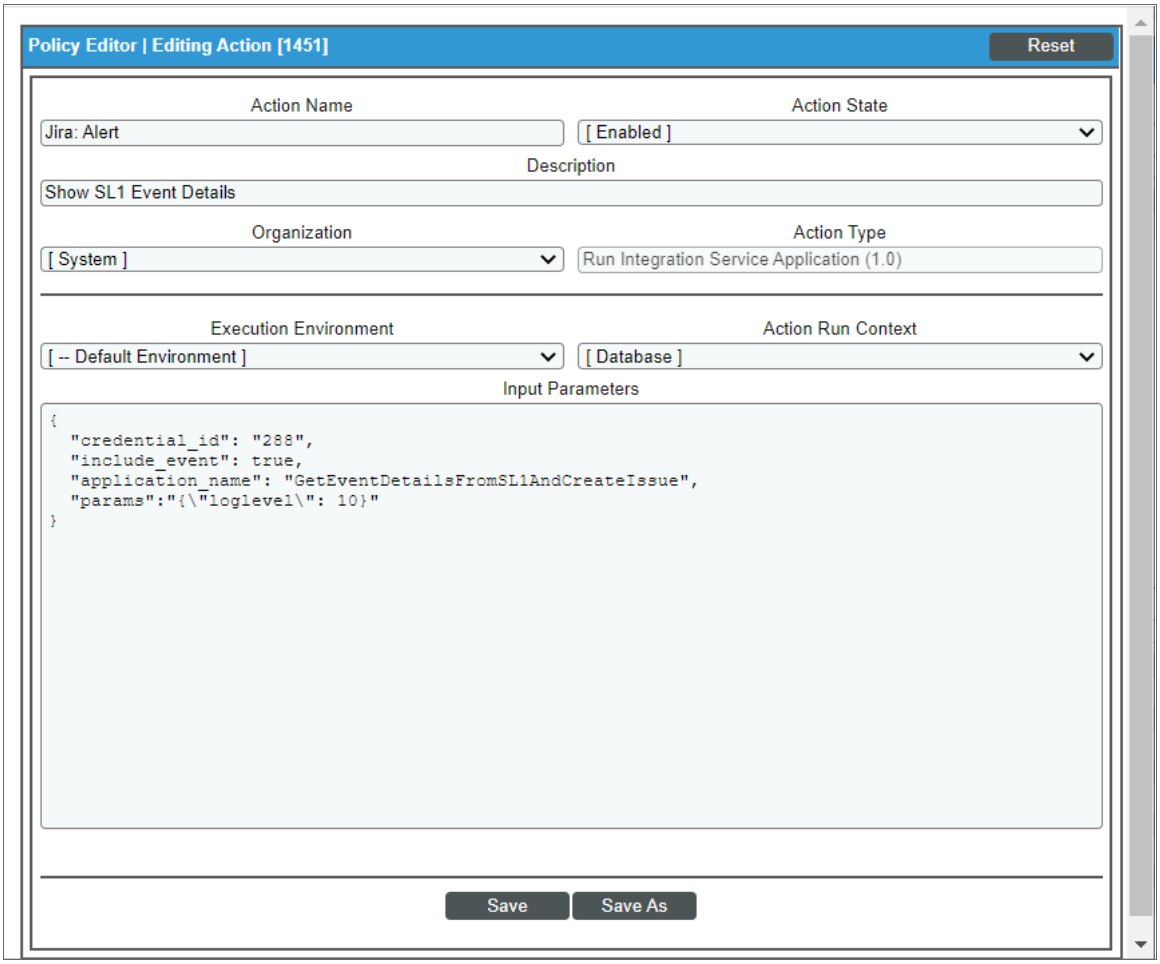
Editing the Jira Service Management Action Policies 27

Editing the Jira Service Management Action Policies

The *Jira Service Management Automation Policies* PowerPack includes two action policies that use the "Run Integration Service Application" action type to trigger the PowerFlow application that sends and receives data to Jira. You can specify the credential ID in a JSON structure that you enter in the ***Input Parameters*** field in the **Action Policy Editor** modal.

To edit the action policies included in the PowerPack:

1. Go to the **Action Policy Manager** page (Registry > Run Book > Actions).
2. Locate the action policy that you want to use, and then click its wrench icon ( ). The **Editing Action** page appears:



3. In the ***Input Parameters*** field, change the values of the following parameters:

    - ***credential_id***. Change the value to the credential ID that you noted earlier when *creating a credential for your PowerFlow system*. This parameter is required.

- ***include_event***. Leave the value as "true".
- ***application_name***. Leave the default application value.
- ***params***. Leave the default parameter value.

4. Click **[Save]**.

Chapter 6

Jira Service Management Automation Policies

Overview

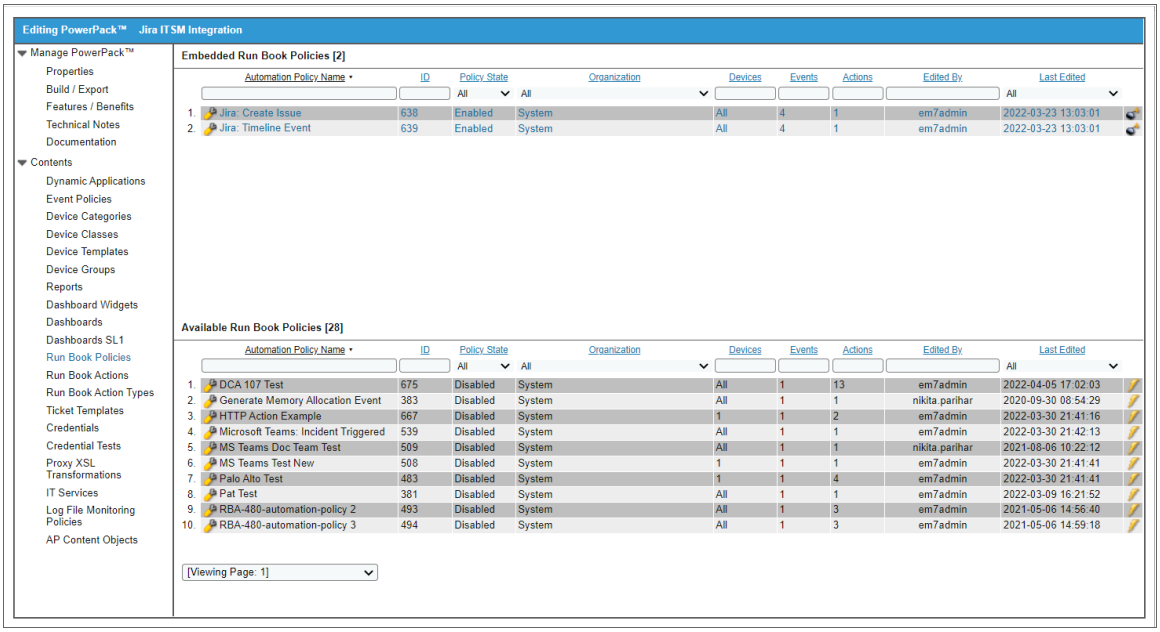
This chapter describes the automation policies found in the *Jira Service Management* PowerPack.

This chapter covers the following topics:

Standard Automation Policies *30*

Standard Automation Policies

The *Jira Service Management Automation Policies* PowerPack includes two standard automation policies that you can enable, shown in the following figure.



These policies update the Jira issue with the state of the associated SL1 event. When an event is first detected in SL1, an issue is created in Jira. When an event is acknowledged in SL1, a comment is added to the associated Jira incident.

The following table shows the automation policy, its aligned events, and the automation action that runs in response to the events.

Automation Policy Name	Aligned Events	Automation Action
Jira: Create Issue	All events	Jira: Alert
Jira: Timeline Event	All events	Jira: Create Timeline Event

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