



INTEGRATIONS

Jira Sync Plugin for Ivanti Neurons for ITSM

Jira Sync Plugin integrates Ivanti Neurons for ITSM with Jira to provide seamless collaboration between IT service desks and development teams. It enables bidirectional synchronisation of issues, comments, attachments, worklogs, and status updates, automating the transfer of incidents and tasks.

Issues can be easily created, linked, and synchronised based on configurable mappings to specific or dynamic projects, issue types, or status transitions. All occurrences are logged in the transaction history for traceability and auditing. This plugin uses dedicated integration users and API keys from both platforms and supports multiple Jira instances. It includes advanced parser and builder functions like Lookup, LookUpByJsonValue, and JavaScript for custom field mapping logic, enhancing data transformation and error handling with success and fail actions.

WHY DO YOU NEED IT?

IT service desks and development teams often face delays and errors from manual transfers of incidents between ITSM tools and Jira, such as copying data across systems, which leads to inconsistencies, unintentional mistakes, and lost updates much like overloaded inboxes ignore critical emails.

WHY IS IT IMPORTANT?

Bidirectional integration prevents financial or reputational losses in various scenarios.

For IT, network outages affect multiple users and teams receive instant synchronised updates to start troubleshooting, which prevents extended downtime. Security breaches compromise data integrity and IT staff get alerted through linked issues to contain threats, which reduces risks of further exploitation. Server failures disrupt critical applications and on-call engineers respond faster via automated syncing, which restores services sooner to maintain operations.

For business, email system downtime halts communications and executives stay informed through integrated tools, which decreases productivity losses during resolution. Customer-facing service interruptions impact revenue and business stakeholders receive priority alerts, which helps manage client expectations to preserve relationships. Compliance violations risk fines and relevant parties get notified immediately, which enables corrective measures to avoid regulatory penalties.

KEY FEATURES

- **Automatic issue creation and linking:** Issues are automatically created in Jira from Ivanti incidents or requests, with pre-populated fields and linking back to the original record. This eliminates manual data entry, reducing errors and saving time for service desk staff. Teams benefit from faster handoffs, improving overall process efficiency and minimising resolution delays.
- **Bidirectional status updates:** Status changes are synchronised in real-time between Ivanti Neurons for ITSM and Jira. This ensures both IT and development teams stay aligned without redundant updates. Organisations prevent miscommunications that could lead to extended downtimes, safeguarding service levels and reducing potential financial impacts.
- **Comment synchronisation:** Comments are transferred bidirectionally, appearing instantly in both systems. This facilitates seamless communication, allowing developers to request clarifications without switching tools. Users experience enhanced collaboration, leading to quicker issue resolutions and stronger team productivity.
- **Attachment handling:** Attachments are uploaded and synced automatically between the platforms. This provides complete context without manual file transfers, avoiding data loss. Businesses gain from comprehensive records, supporting better decision-making and compliance in audits.
- **Worklog sharing:** Worklogs are shared and updated across Ivanti and Jira. This tracks time spent accurately, aiding in resource allocation. Teams achieve improved accountability, optimising project management and preventing overruns in budgets.
- **Customisable mappings:** Object and field mappings are configured to match specific business objects and workflows. This allows tailored data flows with advanced parsers and builders like Lookup and JavaScript, accommodating unique requirements like issue types or request categories and handling errors effectively. Companies enjoy flexible integration, adapting to evolving needs and maximising ROI from their tools.
- **Multi-instance support:** Multiple Jira instances are connected simultaneously to a single Ivanti Neurons for ITSM environment. This supports complex setups, such as separate projects for different departments. Enterprises scale operations efficiently, unifying disparate systems and avoiding silos that hinder growth.
- **Transaction logging:** Transactions are logged optionally for auditing and troubleshooting. This provides a detailed history of integrations, helping identify issues quickly. Organisations maintain transparency, ensuring regulatory compliance and preventing disputes over data handling.

SKU #SNRG-INTG-CS-ASAI-JIRA



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