

ScriptRunner IT Service Management (ITSM)

Lab 5

October 2018

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ScriptRunner IT Service Management (ITSM)

Overview

This lab brings together ScriptRunner features that allow ITSM practices such as updating all Linked incidents, count alerts using Scripted Fields, Using PostFunctions to set Remedial Action Priority, Optimising the Jira Service Desk behaviour, and constraining the Create Issue dialog with customised rules.

What do these labs showcase?

- How ScriptRunner enables a one-stop shop for updating all linked incidents in one go, saving time and cost for IT teams by automating these tasks and provide time to focus on more critical issues
- Using ScriptRunner Behaviours, you can now control the user interaction in a Jira Service Desk form, enabling IT teams to decipher key information by controlling what input the user must provide in a support desk form
- Using the power of Behaviours again, we see how to constrain the Create Issue dialog in Jira, providing more control over how your Jira users interact with the form
- Supercharging custom fields to show the number of alerts in an issue, users will learn how powerful Scripted Fields is with this example
- Tailor your Jira workflow to put in place a post function that sets a remedial action priority, for example, automatically set the remedial action issue priority to 'Highest' if it has 2 or more linked alerts.

Technology used

The following technology components are used in this solution:

- ScriptRunner for Jira Server - 5.4.12
 - Scripted Fields
 - Post Functions
 - Behaviours
 - Script Listener
- Jira Service Desk - 3.8.1
- Jira Software - 7.5.0
- Jira Core - 7.5.0

Prerequisites

- A demo/magic button Jira with Service Desk and Software license
- A demo/magic administration account
- A ScriptRunner for Jira Server license (evaluation or commercial):
- A basic understanding of Jira

Lab 5 – Using PostFunctions to Set Remedial Action Priority

Before you start

Make sure that you have followed Lab 4 and the Number of Alerts field is set up properly. Also make sure you have a Remedial Action Issue with 2 or more Alerts linked to it.

Extended Incident Management / EIM-8
Remedial Action for: EIM-3

Edit Comment Assign More Backlog Selected for Development Workflow Admin

Details S

Type: Remedial Action Status: **BACKLOG** (View Workflow)
Priority: ↑ Medium Resolution: Unresolved
Component/s: None
Labels: None P
Number of Alerts: 2

Description

Click to add description

Attachments

Drop files to attach or browse.

Issue Links S

Remedial Action for

Alert - An Alert represents an issue raised by an exte... ↑ BACKLOG
Alert - An Alert represents an issue raised by an exte... ↑ BACKLOG D

Step 1

- Go to Issues → Workflows using the cog in the top right corner

ISSUE TYPES

- Issue types
- Issue type schemes
- Sub-tasks

WORKFLOWS

- Workflows**
- Workflow schemes

SCREENS

- Screens
- Screen schemes
- Issue type screen schemes

FIELDS

- Custom fields
- Field configurations
- Field configuration schemes

- Then find the **Software Simplified Workflow for Project PM** workflow and click the Edit option on the right

Name	Last modified	Assigned Schemes	Steps	Actions
Software Simplified Workflow for Project PM ⓘ Generated by JIRA Software version 7.1.22. This workflow is managed internally by JIRA Software. Do not manually modify this workflow.	17/Sep/18 Admin demo	<ul style="list-style-type: none"> PM: Software Simplified Workflow Scheme 	4	View Edit Copy

- In the list of transitions, find the Backlog transition and choose the Selected For Development option

Step Name (id)	Linked Status	Transitions (id)	Actions
Backlog (11)	BACKLOG	Backlog (11) >> Backlog Selected for Development (21) >> Selected for Development In Progress (31) >> In Progress Done (41) >> Done Link to Known Problem (51) >>	Add transition Edit View Properties

- From the tabs click on the Post Functions tab
- Click on the Add post function on the right

Triggers 0 Conditions 0 Validators 0 Post Functions 6

The following will be processed after the transition occurs

1. **Type:** class
Class: com.atlassian.jira.workflow.function.issue.UpdateIssueFieldFunction
Arguments:
 field.name = resolution
 field.value =

[Add post function](#)

- From the list that is shown, choose the Script Post-Function [ScriptRunner] option and click Add
- Then choose the Custom script post-function option
- Configure the screen to look like this:

Custom script post-function

Run your own groovy script from a file or entered into JIRA.

Note

An optional note, used only for your reference.

Script file

Path to the script file accessible on the server

Inline script

```

1 import com.atlassian.jira.component.ComponentAccessor
2 import com.atlassian.jira.issue.MutableIssue
3
4 MutableIssue issue = issue
5 def priority = ComponentAccessor.getConstantsManager().get
6 def numberOfAlertsCustomField = ComponentAccessor.getCustomField
7 int value = issue.getCustomFieldValue(numberOfAlertsCustomField)
8 if(issue.issueType.name == "Remedial Action" && value >

```

Enter your script here

- Here is the code snippet:

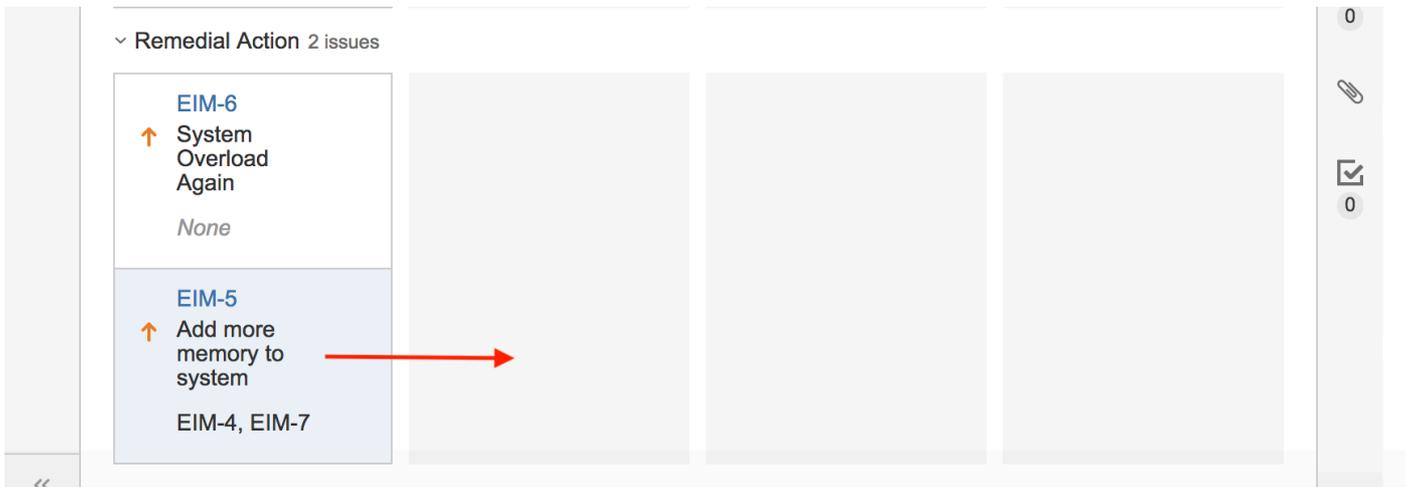
```
import com.atlassian.jira.component.ComponentAccessor
import com.atlassian.jira.issue.MutableIssue

MutableIssue issue = issue
def priority = ComponentAccessor.getConstantsManager().getPriorityObject("1")
def numberOfAlertsCustomField =
ComponentAccessor.getCustomFieldManager().getCustomFieldObjectsByName("Number of
Alerts").first()
double value = issue.getCustomFieldValue(numberOfAlertsCustomField) ?
issue.getCustomFieldValue(numberOfAlertsCustomField) as double : 0
if(issue.issueType.name == "Remedial Action" && value > 1) {
    issue.setPriority(priority)
}
```

- Click Update
- The post function should now show up in the list
- Click the Publish button at the top to publish the workflow
- When it asks you to save a backup click 'No'

Test Step

- Click on the Boards dropdown in the banner menu
- Find the Remedial Action issue with 2 or more Alerts linked to it
- Move it from Backlog into Selected For Development



- Check that it has been moved to the top swim lane with the other highest priority issues