# ScriptRunner IT Service Management (ITSM)

## Lab 2

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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 2 – Constrained Create Issue Dialog with Behaviours

## Before you start

Make sure you have followed the Final Steps from the previous lab where you created an Incident issue.

#### Step 1

- Go to Add-ons → Script Fragments using the cog in the top right corner
- Then click the Add New Item button and choose Create constrained issue dialog
- Configure the screen to look like the below:

Note	Create Problem	
	An optional note, used only for your reference.	
What section should	operations-top-level	•
this go in	The section to place the item	
Key	СР	
	The key of the module	
Menu text	Create Problem	
	Text of menu item	
Weight	1000	
	Placement of the item within its section	
Condition	SCRIF	PT FILE
	1	
	Show examples ☆	<b>→                                    </b>
	<ul><li>Just one project</li><li>Priority is Highest</li></ul>	
	Under what circumstances should this link be displayed. Must be either a plain sc implementation of com.atlassian.plugin.web.Condition	ript or an
Project	Extended Incident Management	\$
	Create issue in what project	
Issue type	Problem	\$
	Which issue type?	
	Braviaw Add Capael	

Click Add

## Step 2

- Go to Add-ons → Behaviours using the cog in the top right corner
- Enter a Name and Description for the behaviour where it says 'Add Behaviour'. Lets call it 'EIM Create Problem Behaviours' with the description 'Create Problem Behaviours for project EIM'
- Click Add. There should now be a behaviour in the list like below

EIM Create Problem Behaviours	Fields   Add Mapping   Advanced Edit   Delete Behaviour
Create Problem Behaviours for project EIM	

- Click on the Fields option for the newly created behaviour
- Now add an initialiser by clicking 'Create initialiser' in the middle of the screen
- The inline editor should popup, paste the follow code snippet into it

```
import com.atlassian.jira.component.ComponentAccessor
def issueManager = ComponentAccessor.getIssueManager()
//Check to make sure this is the correct context for the behaviour.
if (getBehaviourContextId() == "CP")
 {
//Set the project and issuetype to be readonly so the user cannot alter these.
     getFieldById("project-field").setReadOnly(true)
     getFieldById("issuetype-field").setReadOnly(true)
//Find the details of the Issue from which the request to link was made
    def contextIssue = issueManager.getIssueObject(getContextIssueId())
//Pre-populate the Summary, issue link and issue link type.
    getFieldById("summary").setFormValue("Problem created from
${contextIssue.key}").setReadOnly(false)
    getFieldById("issuelinks-linktype").setFormValue("Problem for
Incident").setReadOnly(true)
    getFieldById("issuelinks-
issues").setFormValue(contextIssue.key).setReadOnly(true)
  }
```

• The screen should now look like this:

Behaviour Settings			
Use Validator Plugin			
	This will check your workflow for uses of the Fields Required validator in Jira Suite Utilities, and mark these fields as required.		
Guide workflow	None \$		
	Use this setting to allow the tool to show you actions and state names when using Conditions.		
Initialiser		SCRIPT	FILE
Delete	<pre>import com.atlassian.jira.component.ComponentAccessor def issueManager = ComponentAccessor.getIssueManager() //Check to make sure this is the correct context for the behaviour. if (getBehaviourContextId() == "CP") [ //Set the project and issuetype to be readonly so the user cannot alter these. getFieldById("project-field").setReadOnly(true) getFieldById("issuetype-field").setReadOnly(true) getFieldById("issuetype-field").setReadOnly(true) //Find the details of the Issue from which the request to link was made def contextIssue = issueManager.getIssueObject(getContextIssueId()) //Pre-populate the Summary, issue link and issue link type. getFieldById("issuelinks-linktype").setFormValue("Problem for Incident").setReadOnly(false getFieldById("issuelinks-linktype").setFormValue(contextIssue.key).setReadOnly(true) getFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setReadOnly(true) jetFieldById("issuelinks-issues").setFormValue(contextIssue.key).setFieldById("issuelinks-issues").setFieldById("issuelinks-issues").setFieldById("issueli</pre>	)	• • •
	Enter the script to execute. API quick reference.	•	)

- Click save at the bottom of the screen
- You should get a flag that says the save has been successful

## Step 3

- Scroll to the top of the screen, where it says 'No mappings have been defined for this behaviour. <u>Add one now</u>.' Click on Add one now
- You should get a popup, fill in the fields to match the below:

Choose applicable context						
Add mapping for <i>EIM</i> project & issue type co	<i>Create Problem Behaviours</i> . Setting a mapping will overwrite any existing ombination.	mapping for this project, or				
Note: Service Desk is	only supported from version 3.5.2 onwards.					
Choose mapping type	<ul> <li>Use project/issuetype mapping</li> <li>Use Service Desk mapping</li> </ul>					
Choose projects*	Select project(s)	<   ~				
Choose issue types*	Problem ×	<   ~				
	Select applicable issue type(s)					
		Add Mapping Cancel				

- Click Add Mapping
- The details should all now have been saved and it should look like this:

EIM Create Problem Behaviours	Extended Incident Management ( Problem) Delete	Fields   Add Mapping   Advanced Edit   Delete Behaviour
-------------------------------	--	---

## Test Step

- Click the Boards dropdown in the banner menu and select the EIM project
- Find the EIM board and open it up
- Click on the issue you made before you started so that the side menu pops out like below

Selected for Development  Edit  Assign  Create Problem  Status:  Create Problem  Lawred by the second secon	
Details     Assign       Image: Status:     Create Problem	
i Status: Create Problem	
Incluents 1 issue           Component/s:         Log work	
EIM-1 Attach files	
↑ The system Affects Version/s Watch issue	
Fix Version/s: Create sub-task	
Epic Link: Create linked issue	
Workaround: Link	
Delete	
Add flag	
Add flag and comment	
Assignee: More Actions	
Dates	
Due: None	
Step ispa2nid=10000&issuetype=10004&returnUrl=%2Esecure%2EBanidBoard ispa%3EranidView%3D1%26view%3Ddetail%26selected(ssue%3DEIM=1	

- Now click on the Create Problem link this is the ink for the constrained issue dialog that we added
- The dialog should open up, check that the summary, issue link type and issue link field have been prefilled, so it looks like this:

Create Issue	4	Configure Fields	Ŧ
Project <sup>*</sup>	Sextended Incident Managem		
Issue Type <sup>*</sup>	Problem		
Summary*	Problem created from EIM-1		
Linked Issues	Problem for Incident		
Issue	EIM-1 ×		
	Begin typing to search for issues to link. If you leave it blank, no link will be made.		
Reporter*	Admin demo		
	Start typing to get a list of possible matches.		
Description	Style $\bullet$ B I U A $\bullet$ $^{\circ}A \bullet$ $\mathcal{O} \bullet$ $\coloneqq$ $\blacksquare$ $\textcircled{B}$ $\bullet \bullet \bullet$	*	
	□ Create anoth	er Create Can	cel

- The Issue Type and Project field should have been made read-only too
- Click Create

## Final Step

• Check that the board now looks like this:

Extended Incident Manage Kanban board	gement Required Open Problem	s Only My Issues	Recently Updated			Board -
2 Backlog	0 Selected for Development	0 In Progress	0 Done Release	Exte I car De Sta	nded Incident M nnot access my tails	Management / EIM-1
EIM-2				Co Lal O Fix Wo	mponent/s: bels: ects Version/s: Version/s: ic Link: rkaround:	(View Worklow) None None None None None
<ul> <li>✓ Incidents 1 issue</li> <li>✓ EIM-1</li> <li>↑ I cannot access my account data None</li> </ul>				0 Pe Re	ople porter: signee:	Admin demo Unassigned Assign to me
				Da Du Cre Up	tes e: eated: dated:	None Today 12:27 PM Today 12:27 PM