

ScriptRunner IT Service Management (ITSM)

Lab 1

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 1 - Adding Behaviours to The Customer Portal

Before you start

Each of you will have been given administration login access to a brand-new JIRA instance that comes with a single pre-configured JSD project (EIM project Key). Please make sure you can find this project and access the administration section of your JIRA. It is recommended to save the password for auto-complete if you have this capability set up on your browser.

Step 1

- 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'. Let's call it 'EIM JSD Behaviours' with the description 'Service Desk Custom Portal Behaviours for project EIM'
- Click Add. There should now be a behaviour in the list like below

Name	Mappings	Operations
EIM JSD Behaviours' with the description Service Desk Custom Portal Behaviours for project EIM		Fields Add Mapping Advanced Edit Delete Behaviour

- 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

```
getFieldByName("Phone Number").setHidden(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

Use this setting to allow the tool to show you actions and state names when using *Conditions*.

Initialiser

Delete

```
1 getFieldByName("Phone Number").setHidden(true)
```

SCRIPT FILE

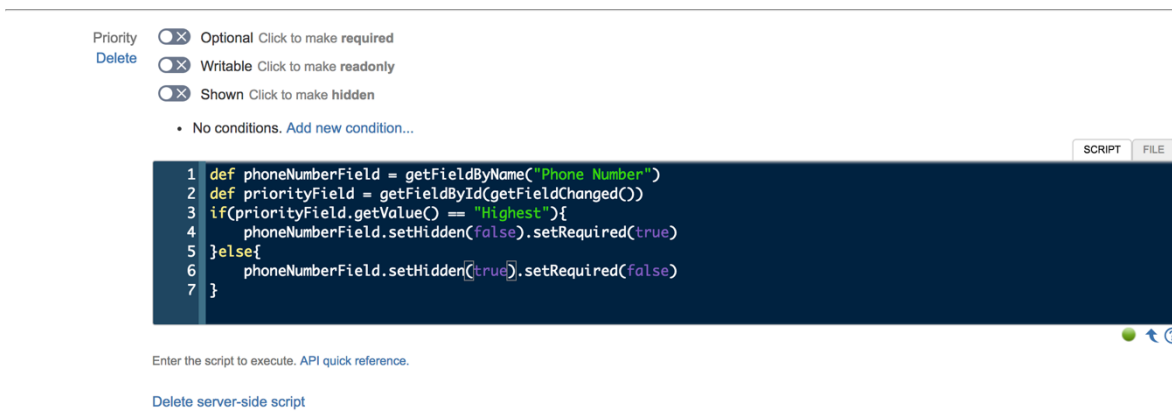
Enter the script to execute. [API quick reference](#).

Step 2

- Now add a behaviour to the Priority field by choosing it from the drop-down list and pressing Add (below the initialiser)
- Select the option to 'Add server-side script'
- The inline script should popup, paste this code snippet into it

```
def phoneNumberField = getFieldByName("Phone Number")
def priorityField = getFieldById(getFieldChanged())
if(priorityField.getValue().name == "Highest"){
    phoneNumberField.setHidden(false).setRequired(true)
}else{
    phoneNumberField.setHidden(true).setRequired(false)
}
```

The screen should now look like this:



The screenshot shows a configuration interface for a field named 'Priority'. On the left, there are three radio buttons: 'Optional Click to make required', 'Writable Click to make readonly', and 'Shown Click to make hidden'. Below these is a section for conditions: 'No conditions. Add new condition...'. On the right, there are 'SCRIPT' and 'FILE' tabs. The 'SCRIPT' tab is active, showing a code editor with the following code:

```
1 def phoneNumberField = getFieldByName("Phone Number")
2 def priorityField = getFieldById(getFieldChanged())
3 if(priorityField.getValue() == "Highest"){
4     phoneNumberField.setHidden(false).setRequired(true)
5 }else{
6     phoneNumberField.setHidden(true).setRequired(false)
7 }
```

Below the code editor, there is a text input field with the placeholder text 'Enter the script to execute. API quick reference.' and a 'Delete server-side script' link.

- 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. Add one now.' Click on Add one now
- You should get a popup, fill in the fields to match the below:

Choose applicable context

Add mapping for *EIM JSD Behaviours' with the description*. Setting a mapping will overwrite any existing mapping for this project, or project & issue type combination.

Note: Service Desk is only supported from version 3.5.2 onwards.

Choose mapping type Use project/issuetype mapping Use Service Desk mapping

Service Desk* ✕ ▾
Select applicable service desk

Request Types* ✕ ▾
Select applicable service desk

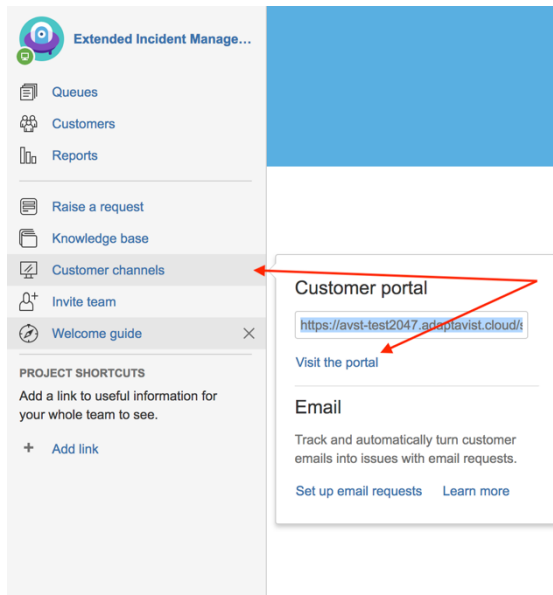
[Add Mapping](#) [Cancel](#)

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

Name	Mappings	Operations
EIM JSD Behaviours' with the description	<input checked="" type="radio"/> Extended Incident Management <input checked="" type="radio"/> Incident - Detailed Delete	Fields Add Mapping Advanced Edit Delete Behaviour

Test Step

- Click the Projects dropdown in the banner menu and select the EIM project
- On the left-hand side select the Customer Channels option from the menu
- Now click the Visit the portal option



- Choose the **Incident - Detailed** request type from the list
- Check that the **Phone Number** field is not visible
- Now click on the **Priority** field and choose the value **Highest** from the list
- Check that the **Phone Number** field is now visible and that it does not say (Optional) next to it

The screenshot shows a form titled 'More details of what happened (optional)'. It contains several fields: a large text area for details, a 'Priority (optional)' dropdown menu set to 'Highest', a 'Include any screenshots (optional)' section with a 'browse' link, and a 'Phone Number' text input field. At the bottom are 'Create' and 'Cancel' buttons. Red circles and arrows highlight the 'Priority' dropdown and the 'Phone Number' field, indicating the state after the test step.

- Now click on the **Priority field** and choose the value **Medium** from the list
- Check that the **Phone Number** field is not visible

What happened?

More details of what happened *(optional)*

Priority *(optional)*

Medium

Include any screenshots *(optional)*

📎 Drag and drop files, paste screenshots, or
[browse](#)

[Create](#) [Cancel](#)

Final Step

- Use the customer portal to create an incident, you can use either details incident or quick incident
- Enter some useful and life-like information. For example: "I cannot access my account data"

What happened?

More details of what happened *(optional)*

Priority *(optional)*

Medium

Include any screenshots *(optional)*

📎 Drag and drop files, paste screenshots, or
[browse](#)

[Create](#) [Cancel](#)