

20-10-2022

Axon – Jira Integration

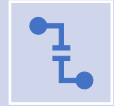
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Agenda

- Overview
- Configurations
- Additional Fields
- Axon Marketplace Integration with Jira
- Demo

Overview



Configure Axon to connect to external change request system Jira.



Raise a change request to provide a controlled and audited change approval process.



For example, if you create a new System object in Axon, the change request system can create a new ticket to track the inputs and approvals for the System. When a System stakeholder participates in the workflow for System objects, the change request system tracks the object creation process and notifies the System stakeholder.

Configurations

Configuration at Admin Panel

- Admin Dashboard
- DG Operating Model
- Role Permissions
- Default Workflows
- Default Change Requests
- Roles & Responsibilities
- Role Assignment
- Change Request Systems
- Licensed Users
- Periodic Review of Objects
- Meta-Model Administration
- Operational Management
- Customize & Configure
- Admin Activity Logs

CONFIGURE CHANGE REQUEST SYSTEM

Name [?]	<input type="text" value="Jira_Rashmi"/>
Server URL [?]	<input type="text" value="https://rashmiprabhu8192.atlassian.net"/>
Server Login User Name [?]	<input type="text" value="rashmiprabhu8192@gmail.com"/>
Server Login Token [?]	<input type="password" value="....."/>
External Status Field [?]	<input type="text" value="state"/>
Completed Status of Change Request [?]	<input type="button" value="Done"/>
Cancelled Status of Change Request [?]	<input type="button" value="Cancel"/>
Project Key [?]	<input type="text" value="AJ"/>
Issue Type [?]	<input type="text" value="Task"/>

Property	Description
Change Request System	Select the change request system that you want to configure. Axon supports connection to ServiceNow and to Jira.
Name	Name of the change request system instance.
Server URL	URL of the change request system service in the following format: <code>http(s)://<host_name></code> or <code>http(s)://<IP_address></code>
Server Login User Name	User name to log in to the change request system
Server Login Password (ServiceNow only)	Password to log in to the change request system
Server Login Token (Jira only)	The token to log in to Jira. To get a server login token, log in to Jira, navigate to Account Settings > Security > Create
External Status Field	Enter the field name in the change requests system that indicates the ticket status. For example, if the change request system uses the "State" field to indicate the ticket status, enter State here.
Completed Status of Change Request	Enter the status in the External Status Field that corresponds to a completed change request. For example, if a completed status in the State field is indicated as "Resolved", enter Resolved.
Cancelled Status of Change Request	Enter the status in the change request system that corresponds to a cancelled change request. For example, enter Cancelled or Revoked.
Project Key (Jira only)	Enter the key of the Jira project.
Issue Type (Jira only)	Enter the type of Jira issue. To get the Project Key, log in to Jira, navigate to Projects > View all Projects.
Additional Fields	Optional. Specify the additional fields that the change request system requires to create a ticket. Enter the values in JSON format. When you specify the fields, the fields appear in the External Fields section of an Axon change request. For example, if the ticketing system requires a change request to have a severity level and due date, you can configure Severity and Due Date as additional fields. For details on configuring the additional fields, see Configure Additional Fields for External Change Request System .



Default Change Request Configuration at Admin Panel

The screenshot displays the 'Default Change Requests' configuration page in the Admin Panel. The left sidebar shows the user 'John Admin' (Super Admin) and a navigation menu with options like 'Admin Dashboard', 'DG Operating Model', 'Role Permissions', 'Default Workflows', 'Default Change Requests', 'Roles & Responsibilities', 'Role Assignment', 'Change Request Systems', 'Licensed Users', 'Periodic Review of Objects', 'Meta-Model Administration', 'Operational Management', 'Customize & Configure', and 'Admin Activity Logs'. The main content area is titled 'Default Change Requests' and includes the following settings:

- Facet**: System
- Enable Workflow Approval**: Enabled (toggle switch) with the label 'Enable Workflow for Facet Types'.
- CONFIGURE WORKFLOW APPROVAL SETTINGS**
 - Default Change Request System**: Jira_Rashmi
 - Additional Configurations (JSON)**:

```
[
  {
    "id": 78,
    "key": "description",
    "displayName": "Description",
    "defaultValue": "Created from Axon",
    "dataType": null,
    "isMandatory": true,
    "isHidden": false,
    "isSensitive": false
  }
]
```
 - Default Axon Status for Creating Object**: Active
 - Default Lifecycle for Creating Object**: In Production
 - Default Change Request Type**: Request For Change
 - Default Change Request Urgency**: Medium
 - Default Change Request Severity**: Medium

Additional Fields

Customizable Additional Fields for External Change Request System

- *When you configure Axon to connect to an external change request system, the external system might require additional fields that do not appear by default in the Axon configuration page.*
- *Enter the details of the additional fields in JSON format so that Axon can create change requests in the external system.*

Format

Add each additional field in the following format:

```
{
  "key": "<field_name_in_external_system>",
  "displayName": "<field_display_name_in_Axon>",
  "dataType": "<list_or_text_box>",
  "defaultValue": "<default_value>",
  "isMandatory": <required_or_not>,
  "isHidden": <display_in_Axon_or_not>,
  "isSensitive": <mask_field_or_not>
}
```

Example

```
{
  "key": "Severity",
  "displayName": "Importance",
  "dataType": "list",
  "defaultValue": "High,Medium,Low",
  "isMandatory": true,
  "isHidden": false,
  "isSensitive": false
},
```

Additional Fields

JSON Property for Description

```
{  
  "key": "description",  
  "displayName": "Description",  
  "defaultValue": "Created from Axon",  
  "dataType": null,  
  "isMandatory": true,  
  "isHidden": false,  
  "isSensitive": false  
}
```

The screenshot shows a Jira ticket page for '130: test jira' with the following details:

- Summary:** 130: test jira
- Navigation:** SUMMARY, RELATIONSHIPS, STAKEHOLDERS, HISTORY
- DEFINITION:** test jira
- Classification:** Request For Change
- Affected Item:** onboard_full
- Analysis:** No analysis recorded yet
- Resolution:** No resolution recorded yet
- EXTERNAL FIELDS:**
 - Ticket Number: AJ-3
 - Description: Created from Axon
- DOCUMENTS:** This Change Request has no documents.
- CLASSIFICATIONS:**
 - BASIC CLASSIFICATIONS:**
 - Axon Status: Completed
 - Severity: Low
 - Urgency: Low
 - ADVANCED CLASSIFICATIONS:**
 - Estimated Benefit: Not specified
 - Estimated Cost: Not specified
 - OTHER INFORMATION:**
 - Created By: John Admin
 - Created: 25-Aug-2022
 - Last Updated: 25-Aug-2022

External Ticketing in Axon Marketplace using Jira

You can integrate Jira in Axon MarketPlace for Change Request – External Ticketing

The screenshot shows the 'Change Request Systems' configuration page in the Axon Marketplace. The 'Integration' tab is highlighted. Under the 'ServiceNow' section, the 'MODE' is set to 'Automatic'. The 'PROVIDER' dropdown is set to 'Jira : Jira_Rashmi'.

Change Request Systems
Specify the change request system that Axon uses when data consumers request access to a data collection. Other services coming soon.

ServiceNow

MODE

- Internal
Use the internal Axon order process. The data consumer can choose to manually enter an external ticket number.
- Automatic
Create a change request ticket in an external system that is configured in Axon.

PROVIDER
Jira : Jira_Rashmi

Jira Ticket Generated for this Order

The screenshot displays the Informatica user interface for an order. The top navigation bar includes 'Home', 'Search', 'Data I Own', 'Tasks 18', 'History', and 'Settings'. The main content area is titled 'History > Access > Acc000038 AVAILABLE' with a sub-header 'View details and timeline of the data collection that is delivered to the consumer.'

Delivery (Request Withdrawal)

TARGET	FTP (preferred)
FORMAT	JSON
METHOD	FTP
LOCATION	S3
DESCRIPTION	system

Timeline (Add Comment, Request Withdrawal)

- AVAILABLE
- Sachin Jain commented on 26 Aug 2022 at 07:15 pm
Have provided the details

Order Summary

REF. ORD-1	ORDERS
PURPOSE	ORDERS
DATA OWNERS	John Admin
TECHNICAL OWNERS	Sachin Jain
CATEGORY	SALES

External Ticket

ServiceNow TICKET	AJ-7
ServiceNow STATUS	Done
DESCRIPTION	Created from Axon

Ord000062

ORDERED	26 Aug 2022
FULFILLED	26 Aug 2022
APPROVED BY	John Admin
FULFILLED BY	Sachin Jain

References

<https://docs.informatica.com/data-quality-and-governance/axon-data-governance/7-3/installation-guide/after-you-run-the-installer/connect-to-external-change-request-systems.html>

<https://docs.informatica.com/data-quality-and-governance/axon-data-governance/7-3/installation-guide/after-you-run-the-installer/connect-to-external-change-request-systems/configure-additional-fields-for-external-change-request-system.html>

Demo