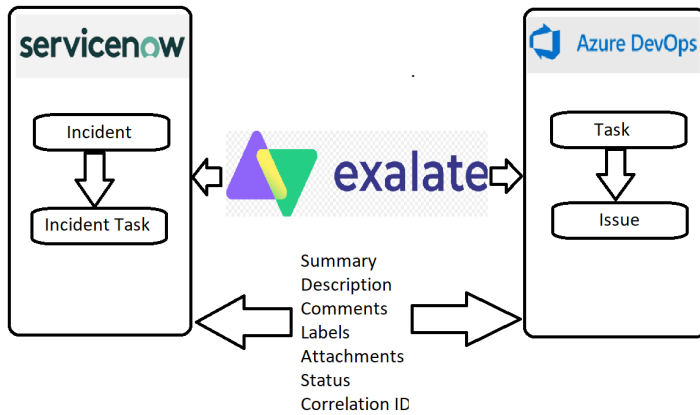


ServiceNow Azure DevOps: Maintaining Issue Hierarchy

The main requirement for this use case is to maintain the issue hierarchy while Exalating issues between ServiceNow and Azure DevOps (bi-directionally).

The **Incident Incident Task** relationship in ServiceNow must be reflected as **Task Issue** relationship on Azure DevOps, and vice versa. The following depicts what we are trying to achieve here:



Let us first consider the ServiceNow to Azure DevOps side:

- ServiceNow outgoing scripts need to ensure that the both the Incident and Incident_task tables are catered for:

```
if(entity.tableName == "incident") {
    replica.key          = entity.key
    replica.summary      = entity.short_description
    replica.description   = entity.description
    replica.attachments  = entity.attachments
    replica.comments     = entity.comments
    replica.state        = entity.state
    replica.entityType = "incident"
}
if(entity.tableName == "incident_task") {
    replica.key          = entity.key
    replica.summary      = entity.short_description
    replica.description  = entity.description
    replica.attachments  = entity.attachments
    replica.comments     = entity.comments
    replica.state        = entity.state

    if (entity?.incident)
        replica.parentid = nodeHelper.getTableByLink(entity.incident.link).sys_id
    replica.entityType = "incident_task"
}
```

- On the Azure DevOps side, we need to firstly map the issue types. This can be easily done using the following code segment on the Incoming Script on the Azure DevOps side:

```
if (replica.entityType == "incident")
    workItem.typeName = "Task";
else if (replica.entityType == "incident_task")
    workItem.typeName = "Issue";
```

- The next step on the Azure DevOps side would be populate the parent link in order to ensure that the hierarchy is maintained. This can be done via the following code snippet, that uses the [getLocalIssueKeyFromRemoteId](#) method, added in the Azure DevOps incoming scripts:

```
if(replica.parentid){
    def localParent = syncHelper.getLocalIssueKeyFromRemoteId(replica.parentid, 'incident').id
    if(localParent)
        issue.parentId = localParent
    else
        throw new com.exalate.api.exception.IssueTrackerException("Cant field parent with id " + replica.parentid)
}
```

Let us now consider the Azure DevOps to ServiceNow direction:

- The key to maintaining the hierarchy here is passing the parentid field in the outgoing script on the Azure DevOps side:

```
replica.parentId = workItem.parentId
```

- Next we need to ensure that the correct mappings are present on the ServiceNow Incoming scripts:

```
if (replica.type.name == "Task")
    entity.tableName = "incident"
else if (replica.type.name == "Issue")
    entity.tableName = "incident_task"
```

- And to close this off, we will employ [getLocalIssueKeyFromRemoteId](#) to fetch the local parent and maintain the hierarchy:

```
entity.incident = syncHelper.getLocalIssueKeyFromRemoteId(replica.parentId)?.idStr
```

The entire code from the ServiceNow side is [here](#), and for Azure DevOps is [here](#).

Please review the following video to see the use case in action:



SNOW_ADO_Bi-di... Hierarchy.mp4

Questions

Recent Questions

Ask a question

1. 0

votes

How to sync issues from two Jira cloud sites to one? Is this possible?

- 1 answer
- [Vedant Kulkarni](#)
- Mar 27, 2024
- Space: [Exalate](#)
- [jira-cloud](#)
- [connector-cloud-jira](#)

2. 0

votes

Issues are not syncing to local destination desk

- 1 answer
- [John Lombardo](#)
- Mar 21, 2024
- Space: [Exalate](#)
- [exalate](#)
- [connector-cloud-jira](#)
- [jira-cloud](#)

3. 0

votes

Not getting the Custom Field sync value from JIRA to Zendesk

- 0 answers
- [Dinesh Gupalan](#)
- Mar 18, 2024
- Space: [Exalate](#)
- [connector-onpremise-jira-zendesk](#)

4. 0

votes

Need to split source comment into multiple destination comments. (The entered text is too long.)

- 1 answer
- [Kyle K](#)
- Feb 14, 2024
- Space: [Exalate](#)
- [exalate](#)
- [jira-cloud](#)
- [comments](#)

5. 0

votes

exalate plugin of jira server

- 1 answer
- [Sreenivasaraju P](#)
- Feb 08, 2024
- Space: [Exalate](#)
- [exalate](#)

6. 0

votes

How to have keys match between jira cloud instances

- 2 answers
- [Chris Matthews](#)
- Feb 07, 2024
- Space: [Exalate](#)
- [connector-cloud-jira](#)

7. 0

votes

how decrease dimension of /var/atlassian/application-data/jira/data/exalate

- 1 answer
- [Francesco Doricchi](#)
- Dec 14, 2023
- Space: [Exalate](#)
- [exalate](#)

8. 1

vote

How to Impersonate Attachments in Jira Cloud?

- 0 answers
- [Valeriia Solianikova](#)
- Dec 12, 2023
- Space: [Exalate](#)
- [exalate](#)

- [jira](#)
- [attachments](#)

9. 0

votes

status

How to sync field that has been added to an existing connection?

- 2 answers
- [Daniel](#)
- Dec 03, 2023
- Space: [Exalate](#)
- [connector-onpremise-jira](#)
- [connector-cloud-salesforce](#)

10. 0

votes

How to synchronize custom fields?

- 4 answers
- [Harold Oconitrillo](#)
- Nov 09, 2023
- Space: [Exalate](#)
- [jira](#)
- [configuration](#)

Ask a question