



QualityNet Jira/HCQIS ServiceNow Integration ADO ServiceNow-Jira Integration Setup Process Quick Reference Guide

Overview

This document provides steps involved in ServiceNow-Jira Integration HCQIS Application Development Organizations (ADOs) into using QualityNet JIRA and HCQIS ServiceNow integrated Incident and Change Management functionality.

This integration enables ADO groups to access Incidents and Change tickets related to their group/project initiated in either ServiceNow or JIRA systems that reflect in both systems in real time.

ADO ServiceNow-Jira Integration Setup Process steps

Download the ServiceNow-Jira Integration Setup Request PDF form from QualityNet HCQIS ServiceNow confluence page <https://qnetconfluence.cms.gov/display/HS/HCQIS+ServiceNow> and save it locally on your computer.

1. Fill in the PDF form with details all the questions and save.
2. Send the completed PDF with your answers as an attachment to the following email addresses:
 - a. HCQIS ServiceNow team: CCSQServiceNow@cms.hhs.gov
 - b. QualityNet Atlassian team: qualitynetatlassiansupport@hcqis.org
3. HCQIS ServiceNow Team and QualityNet Atlassian Team will review your Integration Setup request form(s) with CMS leadership.
4. ADO team will be notified with approval / disapproval status.
5. If approved, a feature will be added to the Product Backlog and the ADO Team will be notified on expected date and time of Integration Setup process completion.
 - a. ServiceNow and Atlassian Teams will configure both ServiceNow and JIRA systems to complete the Integration Setup process based on the details provided in the enrollment form.
 - b. ADO Team will be notified when the Integration Setup is completed.
 - c. All the enrolled ADO team members will be provided training on how to use the newly configured ServiceNow-Jira Integration Incident / Change functionality upon request.
6. Product Management will close your ServiceNow-Jira Integration Setup request.