

Starts soon

**Create Jira
Integrations in
Minutes!**



by RIXTER AB



RIXTER AB



Rickard Atthem
Owner and developer



Peter Atthem
Brother that helps
with development



RIXTER AB



Integrations Hub for Jira



Inbox for Jira - in-app notification

TODAY'S AGENDA

WHY DID WE BUILD THE IHUB?

What are we really talking about?

01



THE PILLARS OF INTEGRATIONS

What does a typical integration involve

02



INTEGRATION FLOW

How does the data flow

03



04

AUTHENTICATION

how to authenticate and secure the API calls



05

DEMO & SCENARIOS

What does the app look like?



06

THANKS + QUESTIONS

Thanks for listening

WHY DID WE BUILD THE IHUB?

- TIME CONSUMING
- REQUIRES DEVELOPMENT SKILLS
- MAINTENANCE
- LOGS / TRACEABILITY
- TROUBLESHOOTING
- System Agnostic



“It now takes minutes instead of hours to build integrations” - Rickard Hyllenstam, Senior Productivity Engineer at Klarna Bank AB

WHY DID WE BUILD THE IHUB?

{ REST }



THE PILLARS OF INTEGRATIONS

INTEGRATES JIRA WITH ANY SYSTEM



TRIGGERS

- JIRA Events
- Post-Functions
- Schedules
- Inbound calls



CONDITIONS

- Routes to the correct action



ACTIONS

- Executes the integration

TRIGGERS

ANY EVENT THAT IHUB WILL REACT ON

- **JIRA EVENTS**
- **POST FUNCTIONS**
- **CRON JOBS**
- **INBOUND REST CALLS**

CONDITIONS

EVALUATES IF THE ACTION SHALL TRIGGER

- JQL EXPRESSION
- USER
- HTTP CODE
- INCOMING URLs
- FIELDS
- DATA CONDITION

ACTIONS

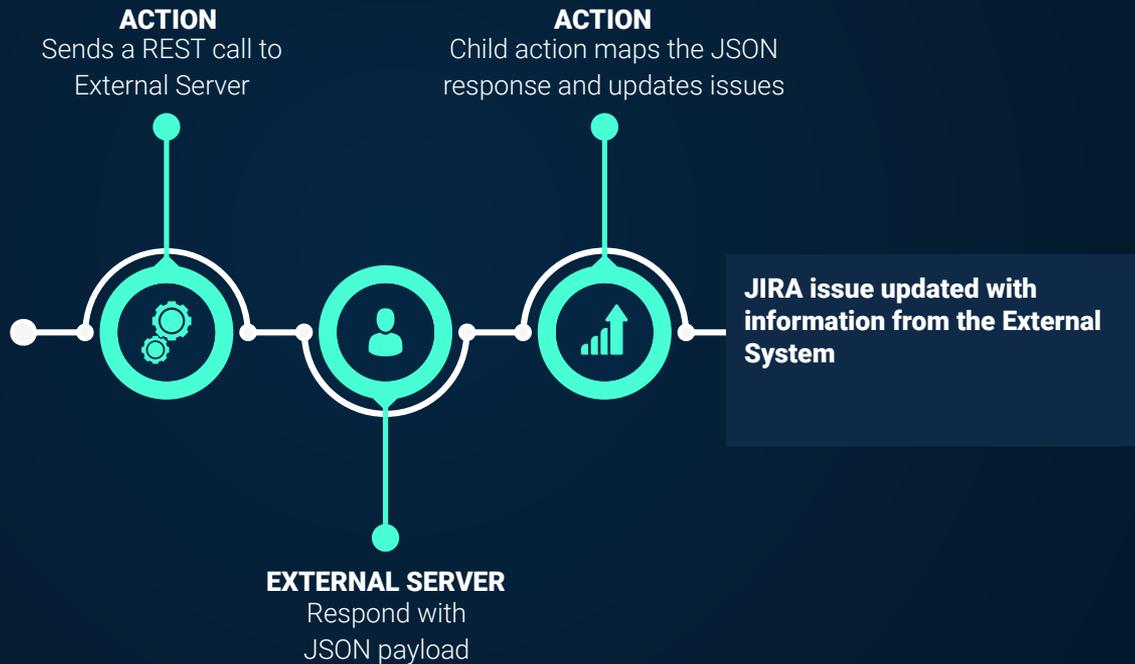
EXECUTES THE INTEGRATION

- REST REQUESTS
- ITERATIONS
- PAGINATED REST REQUESTS
- CATCH ACTIONS

INTEGRATION FLOW



EVENT or
POST-FUNCTION or
SCHEDULE
Inbound REST call



AUTHENTICATIONS

BASIC AUTH



Username and
Password

BEARER



Token String

OAUTH 2



Grant Types:
- Authorization code
- Implicit
- Resource and password
- Client cred
- Azure devops (custom)

Custom Headers



Any header with
token/password

JIRA - SALESFORCE

ONBOARDING OF TEAMS

INCIDENT PROCESS

DEMO



JIRA - SALESFORCE



SYSTEM COLLABORATION



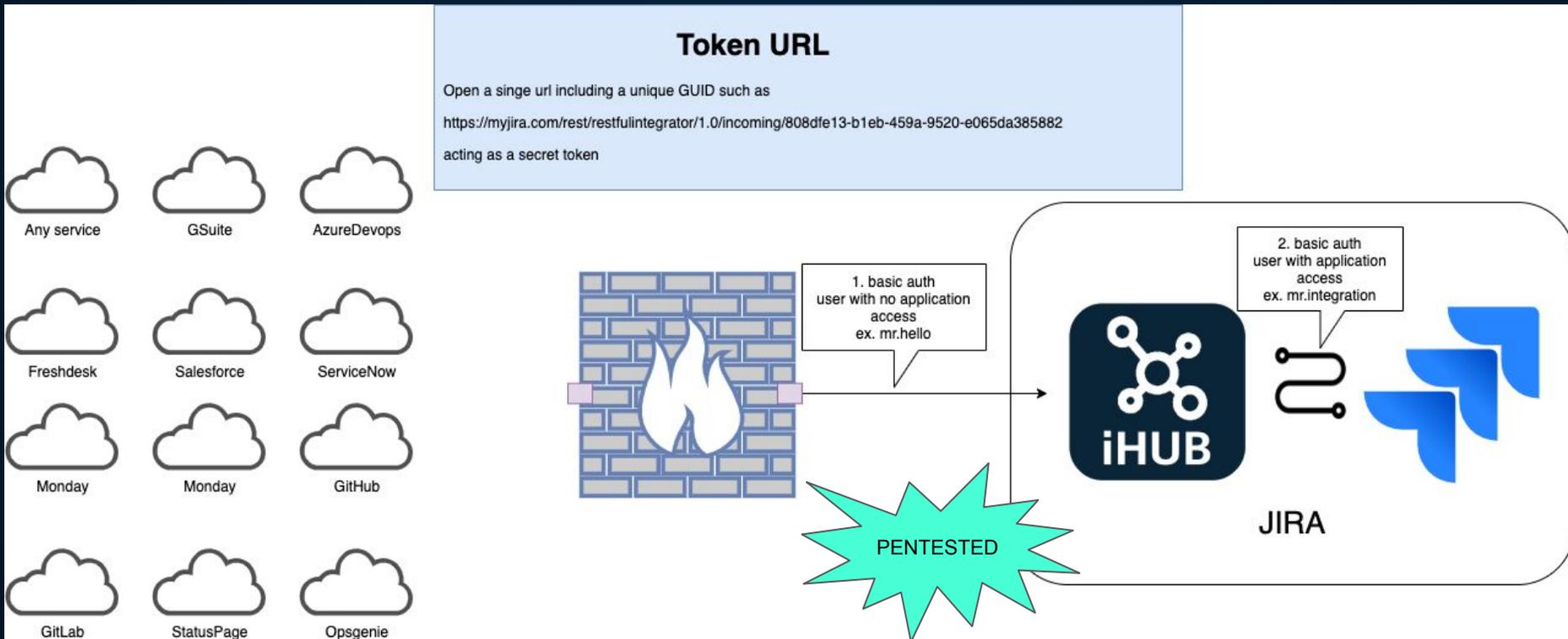
INBOUND EVENTS



OUTBOUND EVENTS



JIRA BEHIND FIREWALL?



ONBOARDING OF TEAMS



SETUP A NEW TEAM



AUTOMATE CREATION



AUTOMATED RESPONSE



INCIDENT PROCESS



CREATE INCIDENT

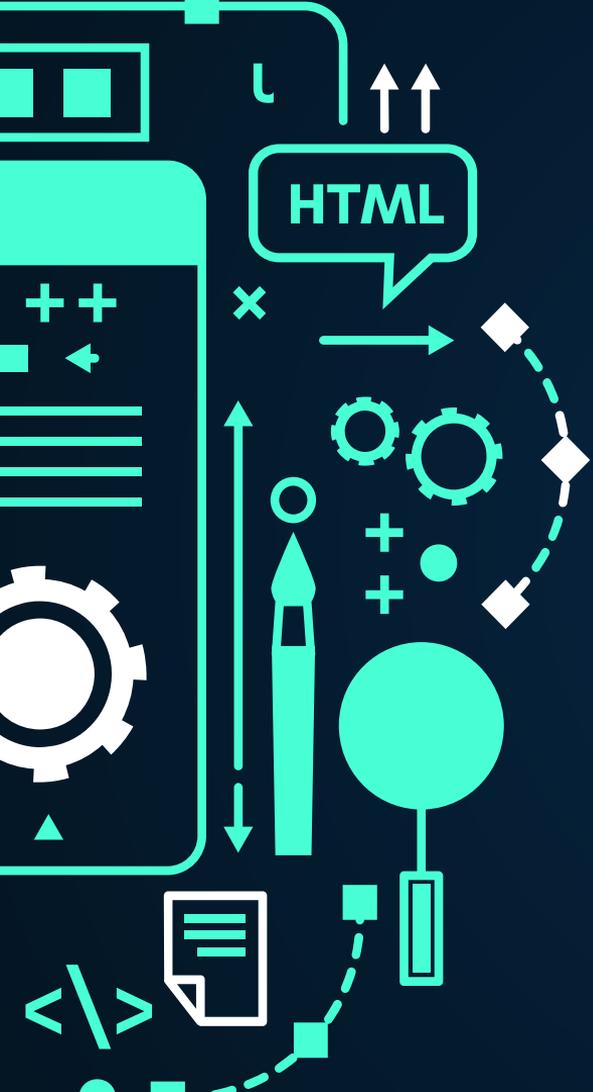


ACKNOWLEDGE



INFORM AND DISCUSS





THANKS + QUESTIONS!

Does anyone have any question?

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support.rixter.se



Jira - Other Ticket management system

- Salesforce
- ServiceNow
- Azure devOps

Onboarding of Teams

Access Control

Release Calendar

Provisioning of Servers

Informed Decision making

Import Data to Insight

Jira - Jira issue sync

Incident Process

Translation for Customer support

Inform 3d party via Spreadsheet

Template by Slidesgo, Icons by Flaticon, Infographics by Freepik

JIRA BEHIND FIREWALL?



LESS EXPOSED ENDPOINTS



TOKEN BASED URL



ACTION BASED PERMISSION



Other integrations

Jira - Other Ticket management system

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Jira - Jira issue sync

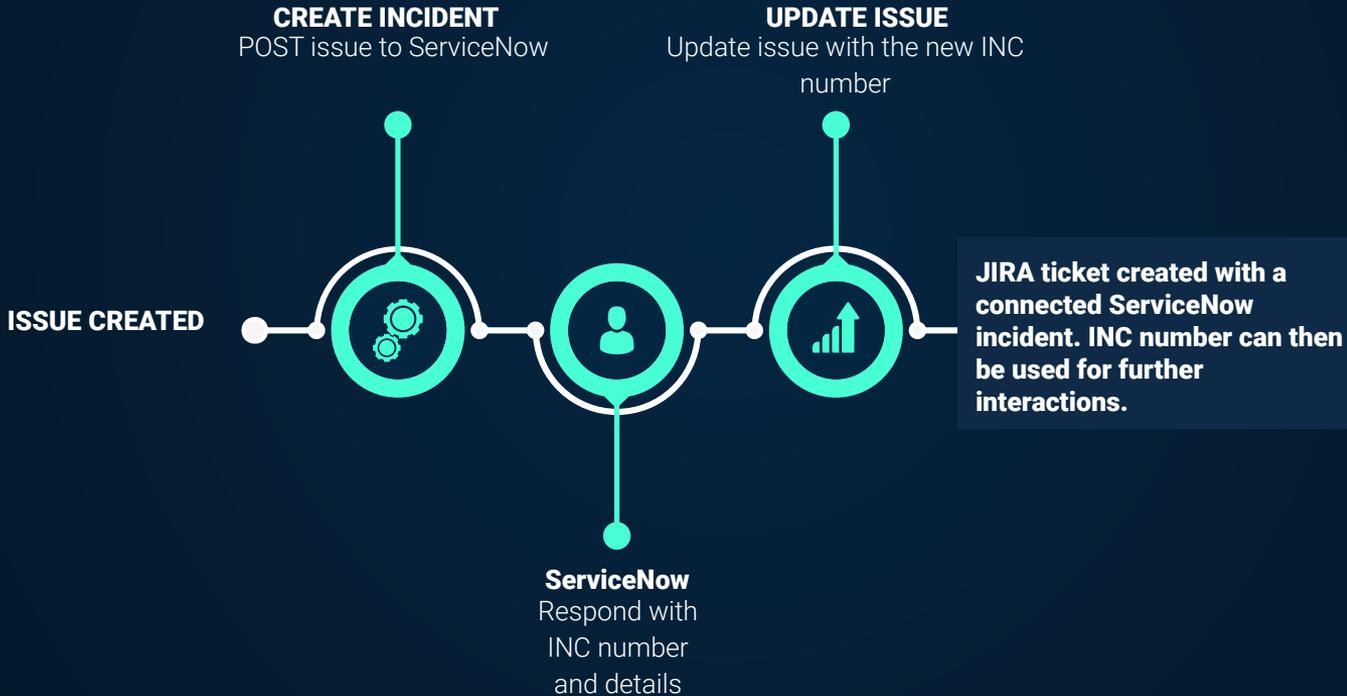
Incident Process

Translation for Customer support

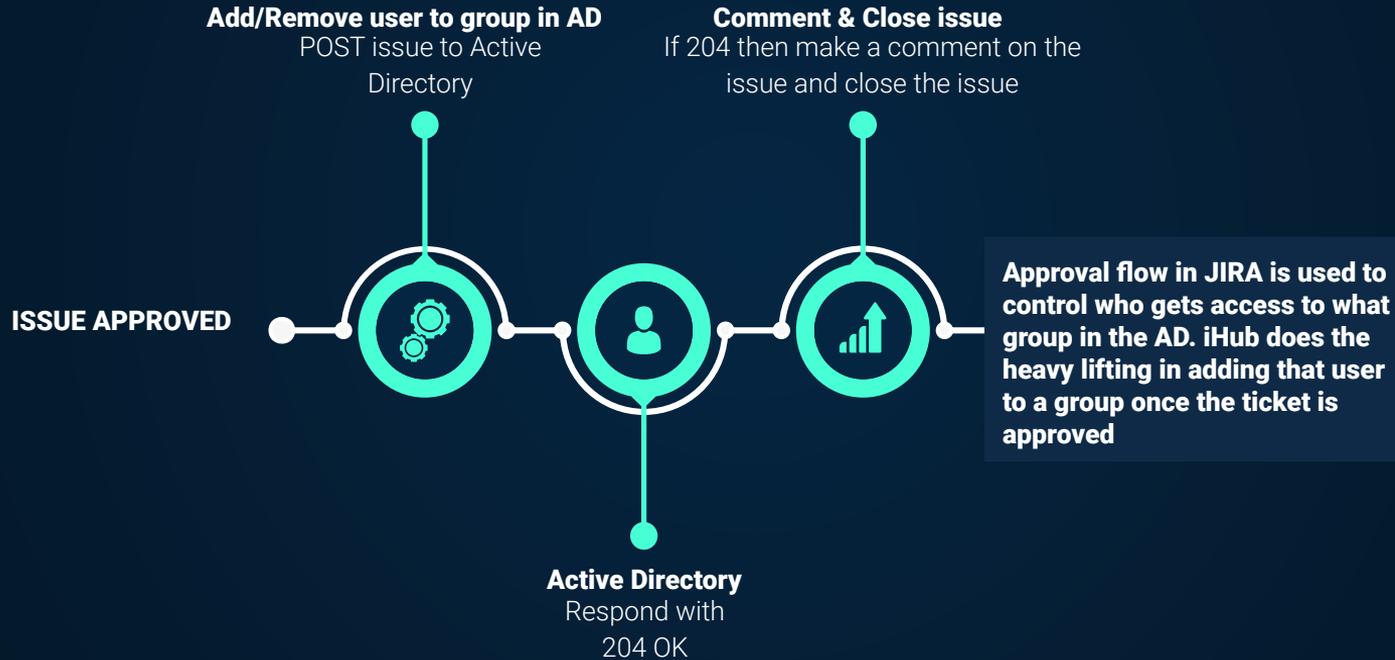
Inform 3d party via Spreadsheet



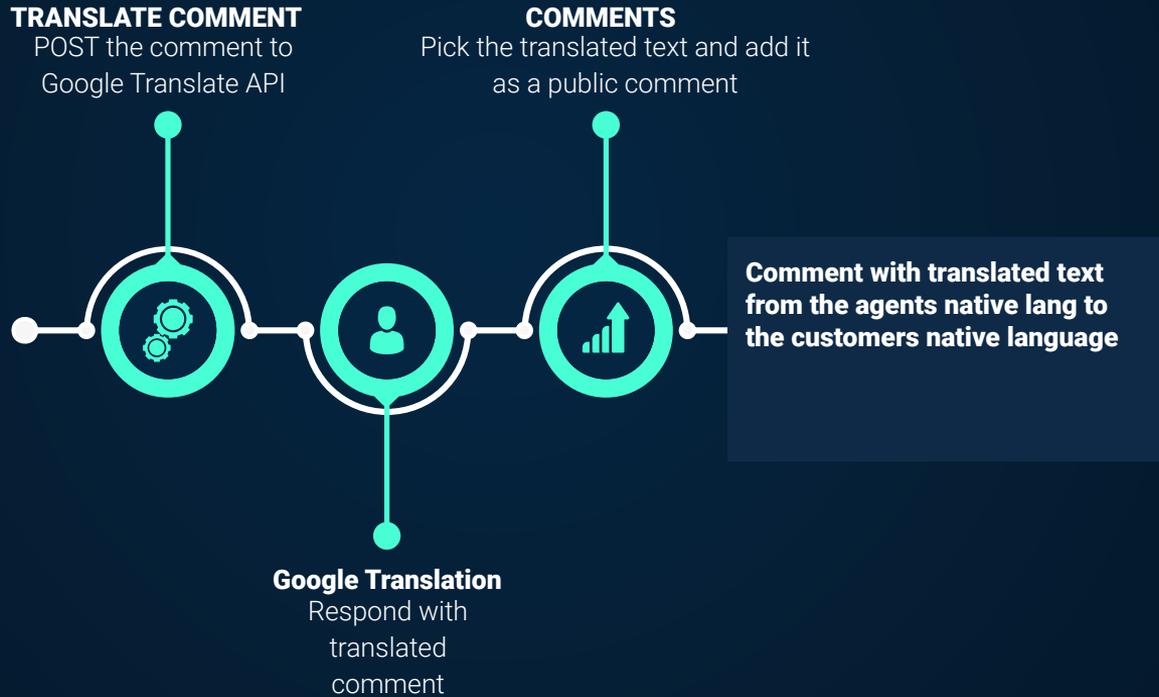
example. iHUB to ServiceNow



example. iHUB to Active Directory (AD)

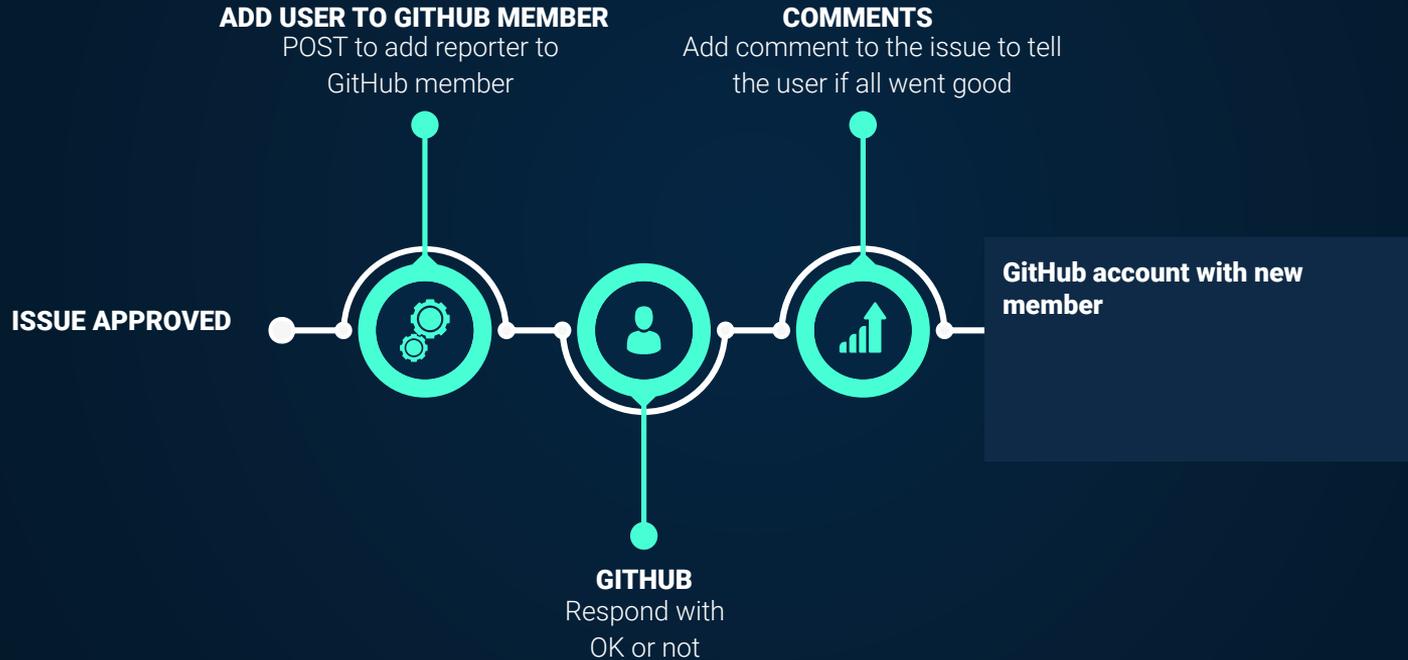


example. Google Translation to Customers



ISSUE TRANSITION
use transition screen for input native lang.

example. Onboard/Offboard users in GitHub



example. Team onboarding in tools

CREATE JIRA PROJECT
Add new JIRA project

CREATE SLACK CHANNEL
Add slack channel for the team

ISSUE APPROVED



From one JIRA issue create a complete setup for the Team

New JIRA project with members
New Confluence space with members
New Slack channel for the team
New BitBucket Project and Repo for the team



example. Incident Management

CREATE SLACK CHANNEL

Channel for the Incident
with issue data

CREATE OPSGENIE ALERT

Publish an alert in OpeGenie

ISSUE CREATED



From the JIRA ticket we have
created all necessary entries for
the teams and stakeholders to
collaborate

CREATE STATUS INCIDENT

Create an
incident with
description



UI



REQUEST ACTIONS



AUTHENTICATIONS



INCOMING



Main UI

Tree
- Allows for chained action

The screenshot displays the 'Request Actions' interface. At the top, there is a toolbar with icons for navigation and settings. Below the toolbar, the title 'Request Actions' is followed by buttons for 'Create', 'Save', 'Copy', 'Delete', and 'Test'. The main area is divided into two panes. The left pane shows a tree view of actions, including 'Comment on RINT', 'Add Warehouse members as', 'Add Warehouse member', 'Run 10min', 'Get Developers members', 'Add user to group', 'Clear field', 'Slack', 'Get linked issue', 'Lambda Test', and 'Add Salesforce Account'. The right pane shows the configuration for the selected 'Comment on RINT' action. It includes tabs for 'Configuration', 'Triggers', 'Conditions', and 'Execution Log'. The 'Configuration' tab is active, showing fields for 'Enabled action', 'Action Name' (set to 'Comment on RINT'), 'Select parent' (set to '-- None --'), 'Method' (set to 'POST'), 'URL' (set to 'https://support.raxter.se/rest/api/2/issue/{{issue.key}}/comment'), 'Authentication method' (set to 'rick[BASIC_AUTH]'), and 'Headers'.

Configuration
- Config the REST call

Triggers
- Triggers on JIRA events

Conditions
- HTTP Condition

Execution Log
- Follow the execution

Execution Log

POST  Add user to group
Created 2019-07-19 17:26:55 by Peter Atthem, Updated 2019-07-19 17:32:06 by Peter Atthem

[Configuration](#) [Triggers](#) [Conditions](#) [Execution Log](#)

[Delete Log](#)

Date ▾	Trigger ▾	Request Data ▾	Resend ▾	Status ▾	Time ▾
2020-07-22 12:08:05	ISSUE RESOLVED	View	Resend	201	305
2019-07-19 17:32:22	ISSUE RESOLVED	View	Resend	201	73
2019-07-19 17:31:37	ISSUE RESOLVED	View	Resend	400	66

< **1** >

Build in UI for logs

Can also be piped to a separate `ihub-execution.log` file

Issue Integration Tab - Log

TEST Regular / TESTB-9

Add rick to github

Edit Comment Assign More Reopen Reopen and start progress Admin

Details

Type: Task Status: **DONE** (View Workflow)
Priority: Medium Resolution: Done
Labels: None
Username: rick-looklet

Description

ff

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity Integrations

Date	Trigger	Action	Request Data	Status	Time
22/Jul/20 10:08 AM	ISSUE RESOLVED	Add user to group	View	201	305

Follow up integration on the issue it self

Authentications

Authentications

Type: OAuth2 [Add authentication](#)

[Save](#) [Delete](#) ACCESS TOKEN GRANTED

Authentications

- peter
- rick
- TOKEN19
- TOKEN26
- SalesForce (RICK)**
- GitHub (RICK)
- GitHub (P)
- Atlassian Marketplace
- Salesforce code
- AzureDevOps
- ServiceNow
- Salesforce

Name
SalesForce (RICK)

Grant Type
Resource Owner Password Credentials

Callback URL
https://support.rlxter.se/secure/RestfulClientAction.jspa
Use the above URL when register the application in the external system. example in Github, Salesforce, Google etc.

Access Token URL
https://login.salesforce.com/services/oauth2/token

Username
ratthem@gmail.com.developer

Password
.....

Client ID
3MVG96_7YM2sl9wQkRuTONALgXe1F15QIIIfNxFru7C93p6sDholyhteVrN7yDuLizTgTcxgvmIF71xeOOp4Q

Client Secret
B1A1990E82825B6C55F32162FD2A408350508ED309A038D2E7FAC5E398D38EFA

List

Configuration & Authorization

Incoming

Incoming REST Requests

New Rule

Respond with POST data and triggered action(s) to client

On

Off

RULE	Description	Action
Service Now		... ▼
BMC		... ▼
FreshDesk		... ▼

List of rules each packaging an integration for incoming REST calls

Incoming

WHEN (POST or FILE)
IF (DATA, USER OR URL)
THEN (ACTION)

Incoming REST Requests

Created 2020-09-04 10:51:18 by Peter Atthem, Updated 2020-09-18 10:36:48 by Peter Atthem

Name
BMC

Enabled

Description

WHEN POST	IF URL Edit Remove + Add Condition	THEN Comment IN
WHEN POST	ELSE IF + Add Condition	THEN Add Warehouse memb... ▾

Remove Add

Save Cancel

Passes data to actions