Create custom field in Jira

The **Correlation Id** custom field in Jira will allow for the bonding of a ServiceNow incident with a Jira issue. This needs to be done to ensure that both ServiceNow and Jira can identify the issues/incidents being replicated. View the Atlassian documentation for general information on creating or configuring a custom field.

Prerequisites

⚠️You will need a Jira account with Administrative access to your Jira instance or the project you wish to share from

Procedure

To create the custom field in Jira, follow these steps:

1

Access your Jira instance

Go to your Jira instance and select ⚙ > **Issues** > **Fields** > **Custom Fields**. Click **Create custom field**.

2

Select a field type

For the custom field field type, choose **Text Field (single-line)**. Then, click **Next**.

3

Name the field

Name the field as **Correlation Id**, and optionally give it a description. Click **Create** to save the custom field.

ℹ️ **NOTE**: The name of the field you create should have the exact capitalization and spacing as shown above.

4

Add associated screens

Click on the custom field you just created, and in the **Screens** tab, click on **Add or remove associated screens**. Select the screens that the fields will be seen on. The fields should be prefaced by the project that you are sharing from.

ℹ️ **NOTE**: If you are syncing data with multiple projects, make sure that each project is listed in the **Screens**.

Save the custom field.

5

Get the fields ID numbers

You will now need to find the **customFieldId** for both of the custom field created and provide those ID numbers to Perspectium Support. This is needed for the Perspectium Integration Mesh setup and can be obtained from the rest API:

1

Enter **https://<jira_instance>.atlassian.net/rest/api/2/field** substituting your InstanceName for the name of your Jira instance.

2

This should return a JSON file which you then search for **Correlation Id**

3

On the lines you find **Correlation Id**, you should see **customfield_#####**

{"type":"array","items":"string","custom":"com.pyxis.greenhopper.jira:gh-sprint","customId":10010}},
{"id":"customfield_10011","key":"customfield_10011","name":"Rank","custom":true,"orderable":true,"navigable":true,"searchable":true,"clauseNames":["cf[10
{"type":"any","custom":"com.pyxis.greenhopper.jira:gh-lexo-rank","customId":10011}},{"id":"customfield_10056","key":"customfield_10056","name":"Perspecti
ID","custom":true,"orderable":true,"navigable":true,"searchable":true,"clauseNames":["cf[10056]","Perspectium ID"],"schema":
{"type":"string","custom":"com.atlassian.jira.plugin.system.customfieldtypes:textfield","customId":10056}},{"id":"customfield_10012","key":"customfield_1
Response","custom":true,"orderable":true,"navigable":true,"searchable":true,"clauseNames":["[CHART] Date of First Response","cf[10012]"],"schema":
{"type":"datetime","custom":"com.atlassian.jira.ext.charting:firstresponsedate","customId":10012}},{"id":"customfield_10057","key":"customfield_10057","n
Id","custom":true,"orderable":true,"navigable":true,"searchable":true,"clauseNames":["cf[10057]","Correlation Id"],"schema":
{"type":"string","custom":"com.atlassian.jira.plugin.system.customfieldtypes:textfield","customId":10057}},{"id":"customfield_10013","key":"customfield_1
Status","custom":true,"orderable":true,"navigable":true,"searchable":true,"clauseNames":["[CHART] Time in Status","cf[10013]"],"schema":
{"type":"any","custom":"com.atlassian.jira.ext.charting:timeinstatus","customId":10013}},{"id":"customfield_10058","key":"customfield_10058","name":"Corr
Display","custom":true,"orderable":true,"navigable":true,"searchable":true,"clauseNames":["cf[10058]","Correlation Display"],"schema":
{"type":"string","custom":"com.atlassian.jira.plugin.system.customfieldtypes:textfield","customId":10058}},{"id":"customfield_10014","key":"customfield_1
Type","custom":true,"orderable":true,"navigable":true,"searchable":true,"clauseNames":["cf[10014]","Request Type"],"schema":{"type":"sd-customerrequestty

In the example above, the ID will be customfield_10057.

4

The **#####** you see is the **customFieldId** that should be given to Perspectium Support.