Bond Jira Service Desk with another app

After completing the initial steps to set up Jira Service Desk for a ServiceBond integration, you will need to bond Jira Service Desk with another app to finish configuring your integration.

> ⓘ The instructions and information provided are for bonding Jira Service Desk with ServiceNow. If you are trying to bond Jira Service Desk with another ITSM app, contact Perspectium Support for a guided setup.

Bond Jira Service Desk with ServiceNow

To sync your Jira Service Desk tasks and map Jira Service Desk task fields with ServiceNow records, select between the two options and complete the following procedures:

Option 1: Using the Perspectium for ServiceNow Update Set

⚠ You will first need to install 3 Perspectium update sets to your ServiceNow instance **in the following order**:

1. Perspectium for ServiceNow update set (AKA Perspectium Core).

2. Perspectium Common Endpoint update set

3. Perspectium Common Document update sets that correspond to the process being integrated. For example, if integrating incidents install Perspectium Common Incident.

You can request download links for these update sets by contacting Perspectium Support.

(1) **Create a ServiceNow transform map for JSD.**

(2) **Configure ServiceNow table maps for JSD.**

(3) **Create a ServiceNow shared and subscribed queue for JSD.**

(4) **Create a ServiceNow dynamic share for JSD.**

Option 2: Using a ServiceNow Meshlet

The ServiceNow meshlet makes HTTP requests directly to your ServiceNow instance in order to update and check for updates to your records. At the same time, it communicates with the JSD meshlet to receive/send updates from JSD.

(1) Contact Perspectium Support for assistance setting up your ServiceNow meshlet.

Trying to bond Jira Service Desk with another app?

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