

## 4me Integration with Atlassian Jira

The 4me Integration service makes it easy to set up a solid and real-time integration with Jira. The integration with Jira is available for development teams that use Jira to work on the requests for bug fixes and enhancements that are assigned to them in 4me and for customer organizations with Jira Service Desk that need to forward incidents to a service provider organization that works in 4me. This integration is available, as part of the 4me Integration service, for customers with an on-premise Jira environment, as well as for those that use Jira in the cloud.



The 4me Integration service is separate from the 4me service. 4me customers can subscribe to the 4me Integration service when they need to establish an integration with Atlassian Jira. It is a managed service that includes:

- Hosting on a high-availability infrastructure that is load-balanced over two separate data centers
- Monitoring and 24x7 support
- Automated testing before each new release of the 4me service is deployed
- Maintenance so that the integration continues to work as new releases of 4me are deployed

When Atlassian Jira or the 4me service is temporarily unavailable, both parties are automatically notified and the transactions are queued until the issue has been resolved.

### Setting Up the Integration

Before the connection is established between a 4me account and a Jira instance, the scenarios that require information to be passed between these environments are defined in a functional design document. As most Jira environments are customized, the data that needs to be exchanged in each scenario is mapped in the design document. This is done by a certified 4me partner organization using the standard mapping template for Jira integrations.

Once the functional design document is approved by the customer and validated by a 4me integration specialist, the integration is configured.

This involves a 4me integration specialist who sets up the mapping in the 4me integration service and ensures that the necessary 4me data gets passed to Jira at the appropriate moments in the format that Jira's API dictate. At the same time, the 4me integration specialist guides a Jira specialist from the customer with the setup of webhooks in Jira to ensure that the required Jira data gets passed the integration in Jira's standard format. The 4me integration specialist makes sure that the integration transforms this data so that it can be consumed by the API of the 4me service.

The 4me integration specialist also adds automatic unit tests to ensure that the integration is not affected by the new releases of the 4me service that are deployed multiple times per week.

After acceptance testing in QA and approval from the customer, the integration is deployed to the production environment.

### Pricing

For pricing please contact your local 4me partner. A complete list of authorized 4me partners can be found at [www.4me.com/partners](http://www.4me.com/partners)