

How to Sync Statuses in ServiceNow

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In this article, we describe how to sync the status between Jira and ServiceNow instances.

You need to configure the mapping between statuses on both sides.

Jira to ServiceNow sync

Jira Outgoing sync rules

Send local status to the remote side:

```
replica.status = issue.status
```

Servicenow Incoming sync rules

Set the local status based on the received status value from the remote side:

```
def statusMap = [
    // "remote status name": "local status name"
    "To Do" : "New",
    "In Progress" : "Working on it",
    "Done" : "Canceled"
]
def remoteStatusName = replica.status.name
entity.state = statusMap[remoteStatusName] ?: remoteStatusName
```

ServiceNow to Jira sync

Servicenow Outgoing sync rules

```
replica.state = entity.state
```

Jira Incoming sync rules

```
def statusMap = [
    // "remote status name": "local status name"
    "New" : "To Do",
    "In Progress" : "Working on it",
    "Done" : "Canceled"
]
def remoteStatusName = replica.state
issue.setStatus(statusMap[remoteStatusName] ?: remoteStatusName)
```

Alternatively, you can set the default local status using the [getStatus](#) node helper method.

```
issue.setStatus("status name")
```

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