SailPoint and Atlassian are both leaders with their technical solutions. They provide usability and efficiency as standalone products. In order to maintain these benefits cross platform, we have created a connector between the two products, IdentityIQ and Jira Service Desk.

Column’s SailPoint to Jira Service Desk integration allows you to maintain that usability and efficiency you have come to expect from these products. You will be able to generate your provisioning requests as you are accustomed to, while reducing the pain of supporting the provisioning requests in two distinct systems.

The SailPoint to Jira Service Desk integration is designed to:

- Simplify the creation and management of Jira Service Desk accounts from the SailPoint IdentityIQ application.
- Provide a way to send a manual provisioning request to Jira Service Desk, and perform last-minute provisioning tasks.
- Link the Jira Service Desk Issue and the SailPoint Access Request to allow for easy data sharing with the provisioning request.
- Serves as a solution to integrate your manual provisioning requests with your Jira Service Desk installation.
Aligning Capabilities with IdentityIQ and Jira Service Desk

Having interconnected tickets allows for a more efficient way to handle manual provisioning. It allows users a single entity to work the lifecycle of a request, providing a more usable and efficient solution.

- SailPoint auto generates a Jira Service Desk ticket that has a Hotlink directing back to IIQ provisioning request.
- SailPoint will populate the Jira Service Desk ticket with all the provisioning information needed within the description.
- As the status of the Jira Service Desk ticket changes, so does the status of the provisioning request, allowing a single location to work the life cycle of a ticket.

Ease of Control

Having the ability to create accounts within Jira Service Desk and manage them for your SailPoint Instance.

- Having the ability to manage your Jira Service Desk access request right from your SailPoint IIQ instance allows for a better user experience and more efficient resolve times.
- The Jira Service Desk robust REST API allows for complete account control.

Support Section

If you experience any technical issues that require our immediate help, please email us at: CIS_Support@columninfosec.com

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