Working with JIRA

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NORDEA IT POLSKA

- IT support for our Polish, Latvian, Lithuanian and Estonian branches
- core banking, e-banking, backoffice, and in-house development
- large, complex IT infrastructure under constant monitoring

ZABBIX AT NORDEA

- 350 monitored hosts
- 45000 monitored items
- 18000 triggers

MONITORING COMPLEXITY

- ZABBIX
- SCOM
- DynaTrace
- Oracle EM
- many others...


ATLASSIAN
JIRA

Introduction

- commercial issue tracker developed by Atlassian
- widespread use
- very flexible, very easy to integrate

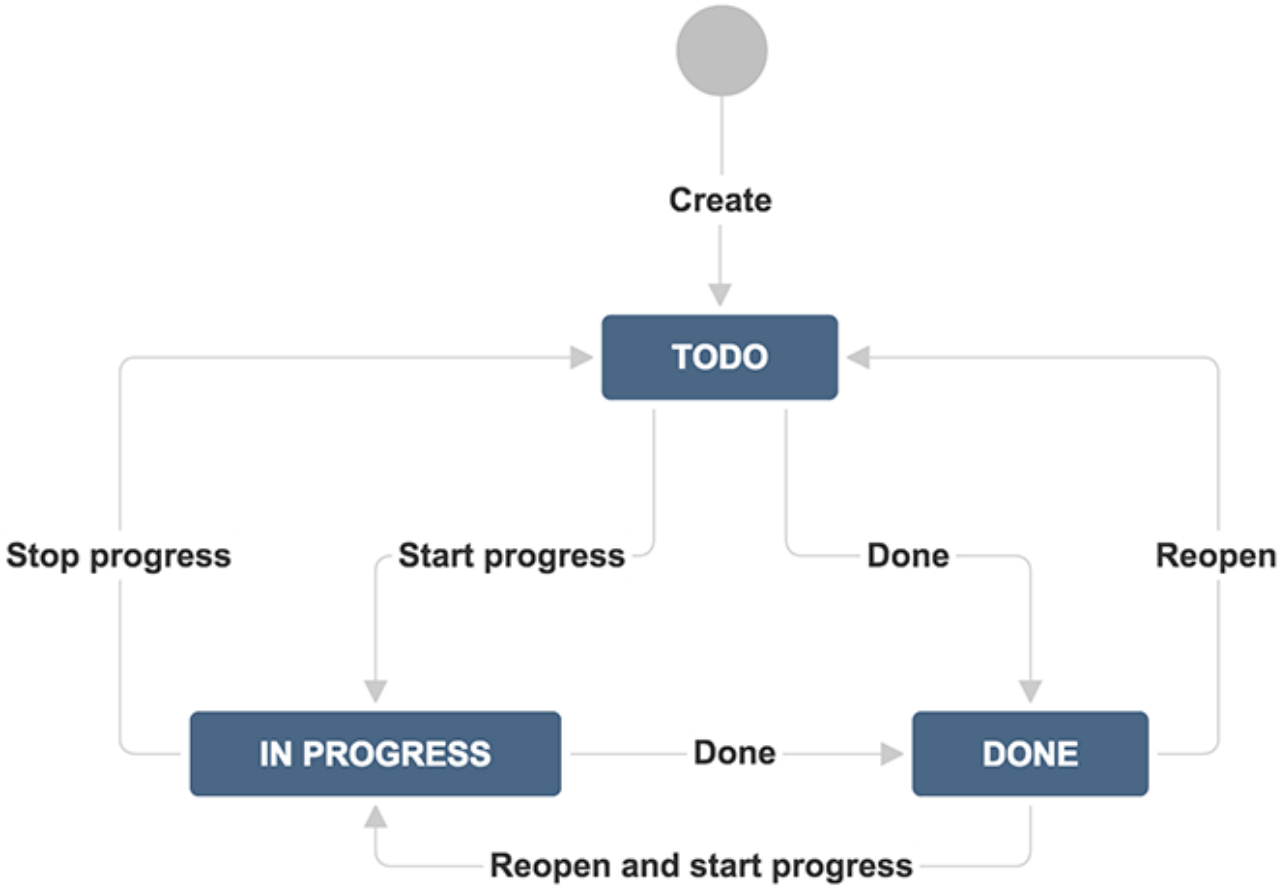
Similar to ticketing queues – a queue is called a project, and a ticket is called an issue.

Preparing JIRA

CREATING A PROJECT

- log with administrative permissions
- **Projects / Create Project**
- use **Simple Issue Tracking** template
- remember the project key

SIMPLE ISSUE WORKFLOW

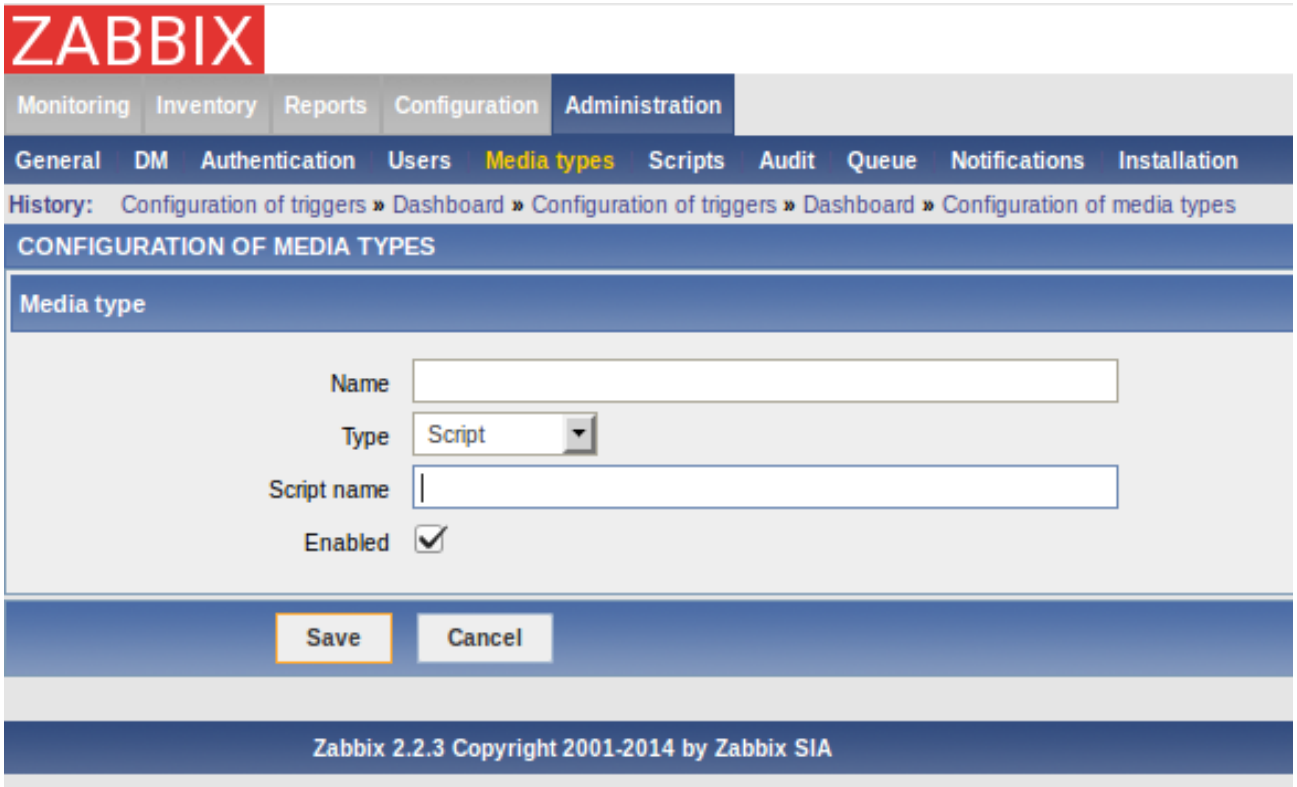


Preparing Zabbix

WHAT WE NEED

- create a ticket
- link the ticket back to Zabbix
- acknowledge the event with link to ticket

We need to create a new media type.


ZABBIX
Monitoring
Inventory
Reports
Configuration
Administration
General
DM
Authentication
Users
Media types
Scripts
Audit
Queue
Notifications
Installation
History:
Configuration of triggers » Dashboard » Configuration of triggers » Dashboard » Configuration of media types
CONFIGURATION OF MEDIA TYPES
Media type
Name
Type
Script
Script name
Enabled
Save
Cancel
Zabbix 2.2.3 Copyright 2001-2014 by Zabbix SIA

USER CONFIGURATION

- new user
- Media / Add
- **Type:** choose the created media type
- **Send to:** don't worry about it

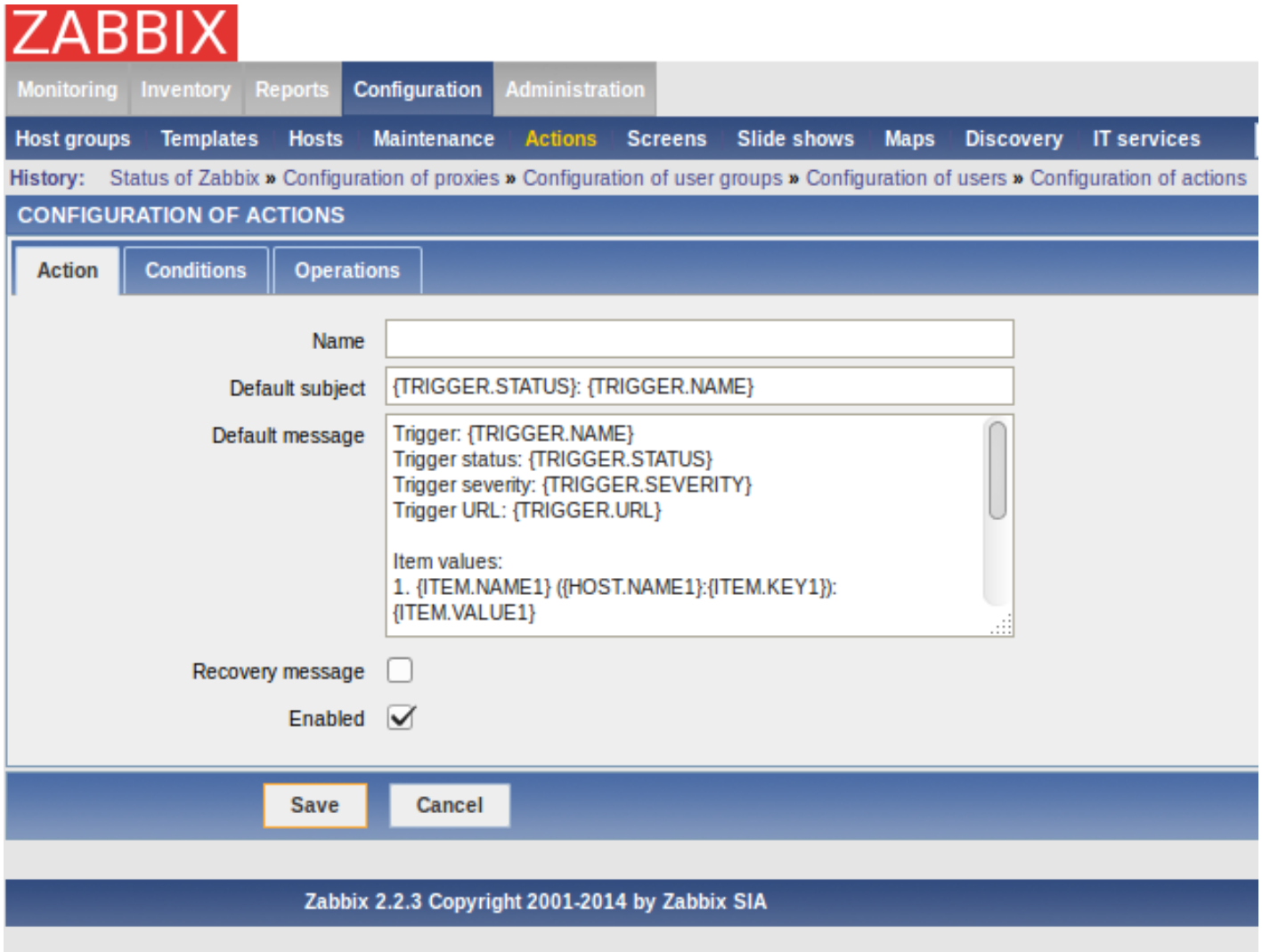
Although „Send to" is irrelevant in our case, it will be passed to the script, so we can (ab)use the field to provide a config detail, like the base URL for JIRA.

ACTION CONFIG

Three things will be passed to the script:

- recipient (**User / Media / Send to**)
- subject (**Action / Subject**)
- message (**Action / Message**)

We covered the first param earlier, now, it's time to define the action, setting both remaining params in the process.


ZABBIX
Monitoring
Inventory
Reports
Configuration
Administration
Host groups
Templates
Hosts
Maintenance
Actions
Screens
Slide shows
Maps
Discovery
IT services
History: Status of Zabbix » Configuration of proxies » Configuration of user groups » Configuration of users » Configuration of actions
CONFIGURATION OF ACTIONS
Action
Conditions
Operations
Name
Default subject
{TRIGGER.STATUS}: {TRIGGER.NAME}
Default message
Trigger: {TRIGGER.NAME}
Trigger status: {TRIGGER.STATUS}
Trigger severity: {TRIGGER.SEVERITY}
Trigger URL: {TRIGGER.URL}
Item values:
1. {ITEM.NAME1} ({HOST.NAME1}:{ITEM.KEY1}):
{ITEM.VALUE1}
Recovery message
Enabled
Save
Cancel
Zabbix 2.2.3 Copyright 2001-2014 by Zabbix SIA

MEDIA TYPE SCRIPT

MEDIA TYPE SCRIPT

`create_jira_issue.pl URL SUBJECT MESSAGE`

```
#!/usr/local/bin/perl
use warnings;
use strict;
use JIRA::Client::Automated;

my $url     = shift;
my $subject = shift;
my $message = shift;

my ($user, $password) = ("apiuser", "Pa$sword");

my $project = 'Zabbix';
my $type    = 'Task';

my $jira = JIRA::Client::Automated->new($url, $user, $password);
my $issue = $jira->create_issue($project, $type, $subject, $message);
```

SUGGESTIONS

- anything that you pass in the action message can be parsed into subsequent issue fields
- you can include a link to the associated value graph, or get the image and post it as an attachment to the issue
- you can create subtasks / multiple tasks based upon further API queries

End remarks

OTHER ISSUE TRACKING SYSTEMS

Request Tracker:

`bestpractical.com/rt`

There is a great chapter on setting up RT / Zabbix integration in the new „Mastering Zabbix" book by Andrea Dalle Vacche and Stefano Kewan Lee.

As long as you can create tickets via the tracker API, nothing prevents you from using the same technique with other systems.

Any questions?

Thank you!