



# Jira & ServiceNow Ticket Workflows

## Automated remediation tracking from AiVRIC findings

AiVRIC integrates with Jira and ServiceNow to automatically create, update, and track remediation work for security findings. These integrations connect cloud posture findings directly to your existing ticketing and incident response workflows, reducing manual effort and improving time-to-remediation.

---

## Overview

AiVRIC ticketing integrations enable:

- Automatic ticket creation for security findings
- Consistent tracking of remediation status
- Optional bidirectional status synchronization (ServiceNow)
- Alignment between security teams and IT/engineering workflows

## Supported Platforms

Platform	Use Case	Sync Direction
Jira	Vulnerability and remediation task tracking	One-way (AiVRIC → Jira)
ServiceNow	Incident and security response workflows	Bidirectional (status sync)

---

## Common Workflow Architecture

### 1. Finding identified

AiVRIC detects a failed control, misconfiguration, or high-risk finding.

### 2. Ticket created automatically

Based on integration settings, a Jira issue or ServiceNow incident is created.

### 3. Remediation tracked externally

Engineering or IT teams work the issue inside Jira or ServiceNow.

### 4. Status reflected in AiVRIC

- Jira: informational reference only

- ServiceNow: status synchronized back to AiVRIC

---

## Jira Ticket Workflow

### Capabilities

-  Automatic issue creation
-  Project-specific configuration
-  Flexible issue types and fields
-  No automatic status sync back to AiVRIC

---

### Jira Integration Setup (High Level)

#### Required fields (as shown in UI):

- Jira Domain (e.g., your-org.atlassian.net)
- User Email
- API Token (from Atlassian account)

AiVRIC authenticates using Jira Cloud REST APIs and creates issues on behalf of the configured user.

---

### Jira Issue Creation Flow

When enabled:

1. AiVRIC generates a Jira issue per finding (or finding group)
2. Issue includes:
  - Finding title and severity
  - Affected resource(s)
  - Compliance control references
  - Direct link back to AiVRIC
3. Issue is assigned to the configured project and issue type

---

## Jira Status Behavior

- Jira ticket status **does not automatically update** AiVRIC
- AiVRIC remains the source of truth for:
  - Finding status
  - Compliance posture
- Jira provides operational visibility and task ownership

Best suited for engineering-driven remediation workflows

---

## ServiceNow Ticket Workflow

### Capabilities

- Automatic incident creation
- Bidirectional status synchronization
- Supports Security Incident Response (SIR)
- Custom field mapping
- Basic Auth or OAuth 2.0

---

### ServiceNow Integration Setup (High Level)

#### Required fields (as shown in UI):

- ServiceNow instance URL
- Authentication type (Basic or OAuth)
- User credentials with incident permissions

AiVRIC connects via ServiceNow APIs to create and manage incidents.

---

### ServiceNow Incident Flow

1. **Finding detected in AiVRIC**
2. **Security incident created** in ServiceNow:
  - Includes severity, description, and resource context
  - May map to standard incident or SIR modules

3. **Incident worked by IT/SecOps**
4. **Status changes sync back to AiVRIC**

---

## **Bidirectional Status Sync**

ServiceNow supports status synchronization, meaning:

### **ServiceNow Status AiVRIC Finding Status**

New / Open	Open
In Progress	Remediation in progress
Resolved	Resolved
Closed	Closed

This enables ServiceNow to act as the primary operational system while keeping AiVRIC up to date for audits and reporting.

---

## **Choosing Jira vs ServiceNow**

<b>Use Case</b>	<b>Recommended Integration</b>
Engineering task tracking	Jira
ITSM / SecOps workflows	ServiceNow
Compliance-driven remediation	ServiceNow
Lightweight vulnerability tickets	Jira

---

## **Compliance & Audit Benefits**

Both integrations support:

- Evidence of remediation activity
- Audit trails linking findings to tickets
- Faster Mean Time To Remediation (MTTR)

ServiceNow provides stronger audit alignment due to bidirectional sync, while Jira supports developer-centric workflows.

---

## Key Limitations (By Design)

- **Jira is not a bi-directional integration**  
Ticket updates do not automatically change AiVRIC finding status.
- **SIEM integrations are outbound only**  
Findings flow from AiVRIC to SIEM tools, not back.

This ensures AiVRIC remains the authoritative posture and compliance engine.

---

## Summary

AiVRIC's Jira and ServiceNow integrations close the loop between detection and remediation:

- Jira: task management and developer execution
- ServiceNow: incident-driven remediation with status sync
- AiVRIC: authoritative source of security posture and compliance state

Together, they provide a scalable, auditable remediation workflow without forcing teams to abandon existing tools.