

How to Sync Change Request on ServiceNow

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This article shows how to synchronize the **Change Request** entity from the Change Management module on ServiceNow.

Introduction

Exalate app allows you to synchronize different entity types on ServiceNow. One of them is a Change Request entity from the [Change Management module](#). You can add sync rules to synchronize the Change Request. [List of fields and entities available for synchronization on ServiceNow](#).

Configuration

Source Side(ServiceNow)

Outgoing sync

To send the Change Request data use the code below:

```
if(entityType == "changeRequest") {
  replica.summary = changeRequest.short_description
  replica.description = changeRequest.description
  replica.comments = changeRequest.comments
  replica.attachments = changeRequest.attachments
  ///other fields supported by the Change request entity
}
```

Destination side(ServiceNow)

You need to map the incoming entities. For example:

- Jira issue of type *improvement* to the ServiceNow change request

To create **Change Requests** with the received information on your side add the code below:

```
if(replica.issueTypeName == "Improvement") { // if the received issue typeName is Improvement create Change on S
serviceNow
  if(firstSync) {
    changeRequest.correlation_id = replica.key
    changeRequest.correlation_display = replica.key
  }
  changeRequest.short_description = replica.summary
  changeRequest.description = replica.description
  changeRequest.comments += replica.addedComments
  ///other fields supported by the Change request entity
}
```

To start the synchronization create a trigger for every entity type separately.

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