

How to Synchronize 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
erviceNow
    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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