

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Break Fix	Priority:	Low
Reporter:	Lori Reorowicz	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	10 minutes		
Original estimate:	Not Specified		

Issue links:	Post-Incident Reviews			
	reviews	TSD-42776	Leave of Absence - test test, test - ...	Canceled
	reviews	HR-3070	LOA- Kimberly Webb-McKinney - 2025-01-28	Done
	reviews	HR-3094	Offboarding - test test - 2025-02-19	Done
	reviews	HR-3095	Offboarding - test test - 2025-02-19	Done
	is reviewed by	TO-3586	Jira: People Ops(HR) Project failing ...	TICKET RESOLVED
	is reviewed by	HR-3105	LOA -Third Test - 2025-02-28	Done
	Relates			
	relates to	TSD-42776	Leave of Absence - test test, test - ...	Canceled
	relates to	HR-3095	Offboarding - test test - 2025-02-19	Done
Vendor / Issue Type:	Break Fix, Jira/Atlassian			
Key Performance Indicator:	Break Fix, Improved User Experience, Reduction of time/workload			
KPI Measure:	Resolved issue in People Ops project where Estimated Return to Work field was not pre-filling in TSD tickets. Updated workflow to validate and carry over the field, eliminating manual entry for the help desk.Tested and confirmed successful implementation			
Completion date:	19/Feb/25 3:22 PM			

Description

Background: Within the People Ops project, the **Estimated Return to Work** field is not being pre-filled into the TSD tickets, which is causing help desk to manually enter the tickets to track dates

Next Steps:

- Look into the Offboard Request Type in People ops project
- Look into the Request Type workflow and it's requirements
- Run test tickets to make sure field is required and pre-filled into the TSD tickets to eliminate manual entry

Follow Up:

References:

Comments

Comment by Solounge Bowen [19/Feb/25]

Updates

- Confirmed that this field is not required when updating the ticket
- Confirmed in the workflow that the Estimated ROW date was not listed as a field to be validated when transitioning a ticket

- Added field to dropdown when sending ticket to IT
- Ran tests to see if the information will carry over and confirmed this has been resolved
 - <https://kindbody.atlassian.net/browse/HR-3095>
 - <https://kindbody.atlassian.net/browse/TSD-42776>

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