[TO-3586] Jira: People Ops(HR) Project failing to transfer "Estimated Return to Work" field to TSD board Created: 28/Feb/25 Updated:					
28/Feb/25					
Status:	TICKET RESOLVED				
Project:	Technology Operations Board				
Components:	None				
Fix versions:	None				

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

Attachments:	Screenshot 2025-02-28 at 10.19.30 AM.png Screenshot 2025-02-28 at 11.01.57 AM.png Screenshot 2025-02-28 at 11.07.25 AM.png				
Issue links:	Post-Incident Reviews				
	reviews	TO-3570	Jira- Field not automatically importi	TICKET RESOLVED	
	reviews	TSD-42977	Leave of Absence - Amanda Leible, Cli	Follow Up Needed	
	Problem/Incident				
	is caused by	HR-3105	LOA -Third Test - 2025-02-28	Done	
	is caused by	HR-3106	Offboarding - Fourth Test -	Done	
	is caused by	HR-3103	Offboarding - First Test - 2025-02-28	Done	
	is caused by	HR-3104	Offboarding - Second Test - 2025-02-28	Send IT Ticket	
Vendor / Issue Type:	Break Fix, Jira/Atlassian, Process Improvement				
Key Performance Indicator:	Break Fix, Completion and accuracy of records, Data Capture Rate, Data Quality & Safety Improvement, Improved User Experience				
KPI Measure:	Reduced workflow errors by ensuring required fields are set before IT ticket submission, improving issue resolution efficiency. 🖋				
Completion date:	28/Feb/25 11:33 AM				

### Description

Background: Tickets are not automatically pulling the Estimated Return to Work date from the HR ticket to the TSD ticket. We've confirmed it was on the HR side.

# Next Steps:

- · Look into the workflow transition
- Confirm if there is a workflow validator that may be preventing this transition
- Consider adding a "Re-fetch Issue Data" action before the transition step

# Follow Up:

## References:

### Comments

Comment by Solounge Bowen [28/Feb/25]

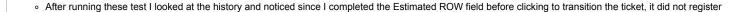
# Updates:

Multiple tickets are not transferring over and currently has this error

## Comment by Solounge Bowen [28/Feb/25]

## Discoveries:

- When transitioning from In Progress to Send IT Tlcket a window populates.
- · They are required to be answered according to the project workflow settings
- First Test
  - Did not enter any of the fields except the Estimated ROW causing a TSD ticket to not generate
- Second Test
  - When created the ticket I entered all of the fields including the Estimated ROW and a TSD ticket populated and had that field populated.



- Automation for Jira updated the Summary February 28, 2025 at 10:44 AM test → Offboarding Second Test 2025-02-28
- Solounge Bowen updated the Link February 28, 2025 at 10:44 AM

  None → This issue relates to HR-3103
- Solounge Bowen updated the Link February 28, 2025 at 10:45 AM

  None → This issue is reviewed by TO-3586
- Solounge Bowen changed the Status February 28, 2025 at 10:45 AM

  TO DO → IN PROGRESS
- Solounge Bowen changed the Status February 28, 2025 at 10:46 AM

  IN PROGRESS → SEND IT TICKET
- Solounge Bowen updated the Sensitive February 28, 2025 at 10:46 AM

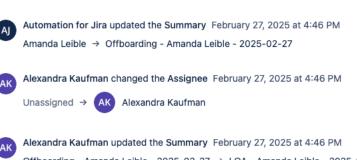
  None → No
- Solounge Bowen updated the PO Legacy Organization February 28, 2025

  None → Kindbody K
- Solounge Bowen updated the HR Offboard/LOA February 28, 2025 at 10:4€

  None → Leave of Absence
- Solounge Bowen updated the Offboard/LOA Date & Time (PST) February 2
  None → Feb 27, 2025, 3:11 PM
- Automation for Jira updated the Link February 28, 2025 at 10:46 AM

  None → This issue relates to TSD-43003

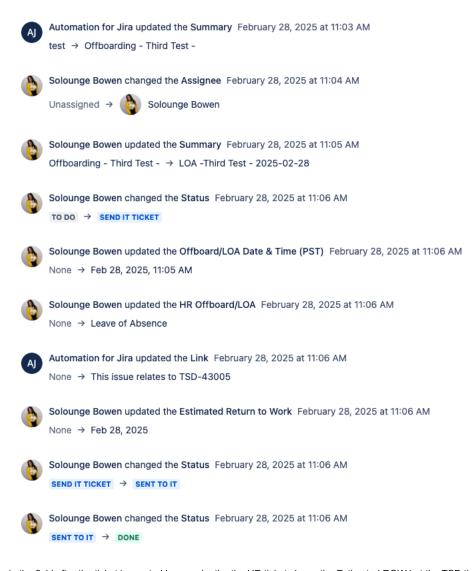
• I noticed the example that Lori provided, did not match the same Histroy workflow. https://kindbody.atlassian.net/browse/HR-3102



- Offboarding Amanda Leible 2025-02-27 → LOA Amanda Leible 2025-02-27
- Alexandra Kaufman changed the Status February 27, 2025 at 4:47 PM TO DO → SEND IT TICKET
- Alexandra Kaufman updated the HR Offboard/LOA February 27, 2025 at 4:47 PM None → Leave of Absence
- Alexandra Kaufman updated the Offboard/LOA Date & Time (PST) February 27, 2025 at 4:47 PM None → Feb 27, 2025, 4:46 PM
- Automation for Jira updated the Link February 27, 2025 at 4:47 PM None → This issue relates to TSD-42977
- Alexandra Kaufman updated the Estimated Return to Work February 27, 2025 at 4:47 PM None → May 22, 2025
- Alexandra Kaufman changed the Status February 27, 2025 at 4:47 PM SEND IT TICKET → SENT TO IT
- Alexandra Kaufman changed the Status February 27, 2025 at 4:47 PM SENT TO IT → DONE

### 0 · Third Test

• This ticket when I created it, I did not pre-fill the Estimated ROW and matched the workflow of the example provided to see what may have happened



• Confirmed that the user is filling in the field after the ticket is created hence why the the HR ticket shows the Estimated ROW but the TSD ticket is blank.

Comment by Solounge Bowen [28/Feb/25]

## Updates:

Updated the People Ops workflow and added the Estimated ROW to the transition page and made sure those they are visible so that users are not selecting after sendin
Created a fourth test user and confirmed that everything appears propelry and should not get that error

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