

Status:	TICKET RESOLVED
Project:	<a href="#">Technology Operations Board</a>
Components:	None
Fix versions:	None

Type:	Break Fix	Priority:	Low
Reporter:	<a href="#">Solounge Bowen</a>	Assignee:	<a href="#">Solounge Bowen</a>
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:				
Issue links:	Post-Incident Reviews			
	reviews	<a href="#">TSD-43459</a>	Offboarding - test test, - 3/17/25, ...	Canceled
	reviews	<a href="#">TSD-43464</a>	Offboarding - test test, - 3/25/25, ...	Canceled
Vendor / Issue Type:	Break Fix, Jira/Atlassian			
Key Performance Indicator:	Break Fix, Completion and accuracy of records, Data Quality & Safety Improvement			
KPI Measure:	Located the root to issue, ran test after changing settings, confirmed fixed			
Completion date:	18/Mar/25 12:48 PM			

Description

Background: After working on some recent offboarding tickets, I noticed what would normally be pre-filled is blank. I will have to look further into the automation to see what caused this error

Next Steps:

Follow Up:

References:

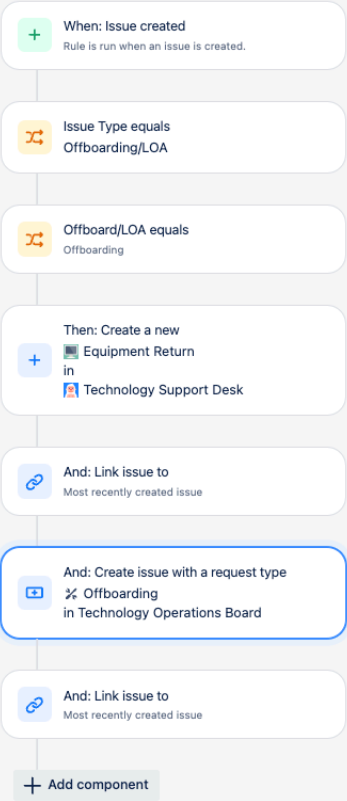
Comments

Comment by [Solounge Bowen](#) [ 18/Mar/25 ]

After looking into the Automation Rule : **Termination - Equipment Return**

- I seen next to the three fields has a **(deleted field?)** next to it when I know the fields are not deleted
- I've went to the custom fields and associated it to all project screens and no success
- I've added the fields manually into the Off boarding Form for TSD and no success

Termination - Equipment Return ENABLED



Create issue with a request type

Creates an issue in a service project using the project can be used with this action. [Learn more](#)

Service project \* (required)

Technology Operations Board

Request Types \* (required)

Offboarding

Choose fields to set...

Raise this request on behalf of

Type to find matching users...

Summary \* (required)

Offboarding Access Check for {{issue.fields.

Workaround

Name of User: {{issue.fields.customfield\_10:  
Date of Offboarding: {{ issue.fields.customf

Key Performance Indicator (deleted field?)

Completion and accuracy of records x Data  
Reduction of time/workload x

KPI Measure (deleted field?)

Ensuring immediate user offboarding reducd

Vendor / Issue Type (deleted field?)

Audit x Change Healthcare x EMR x

Back

been successfully updated.

Comment by Solounge Bowen [ 18/Mar/25 ]

Added the fields into the Tech Ops Offboarding form to see a difference.

- After adding the fields onto the Offboarding Request form for Tech Ops, the fields were no longer set as "Deleted" and is populating after my second test
- Confirmed ticket → <https://kindbody.atlassian.net/browse/TSD-43464>

## ✂ Offboarding

Fields added to the request form are filled out by customers when they raise a request from the portal. [Learn more about the portal](#), or [how to customize fields](#).

### Request type description ⓘ

Relates to any offboarding tickets created

✂ Suggest fields

☰ Instructions >

Aa Summary REQUIRED ... >

👤 Secondary ... >

☰ Workaround ... >

☰ Description HIDDEN ... >

👤 Assignee HIDDEN ... >

☒ Vendor / Issue Type ... >

☒ Key Performance Indicator ... >

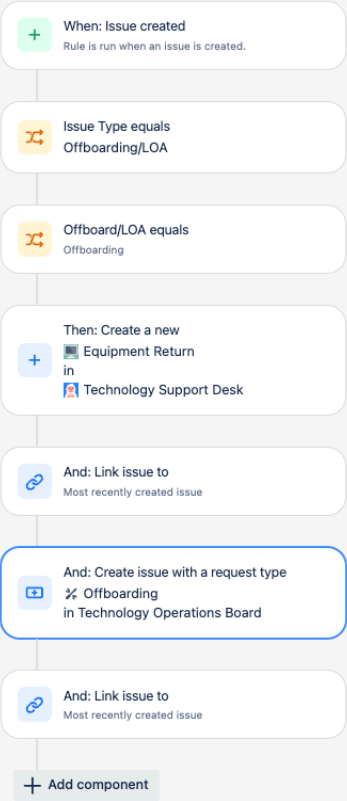
Aa KPI Measure ... >

Forms

Attach an existing form to this request type, or create a new form using a template.

Attach form ▾

Termination - Equipment Return ENABLED



Create issue with a request type

Creates an issue in a service project using the request type. The request type can be used with this action. [Learn more](#)

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> More options

Back

successfully updated.