↳ [TO-3337] Jira: Create Manual Trigger for FM project Created: 09/Dec/24 Updated: 10/Dec/24

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

Type:	Maintenance	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		

Issue links:	**Post-Incident Reviews**			
	reviews	FM-613	test	TICKET RESOLVED
	reviews	~~TSD-41213~~	test	Done
Vendor / Issue Type:	Jira/Atlassian			
Key Performance Indicator:	Completion and accuracy of records, Improved User Experience			
KPI Measure:	Built and tested FM-to-TSD ticket automation in 20-30 minutes. Includes manual trigger, FM-to-TSD linking, auto-assignment, description/location fields, and optional additional description. Workflow confirmed functional.			
Secondary:	Lori Reorowicz			

Description

for the FM automation to create a TSD ticket, this is what I was hoping could be accomplished:
-Manual Trigger for any FM ticket type
-Creates TSD ticket with FM ticket linked
-Automatically assigns to me
-Includes Description and Location fields
-Prompts for additional description (optional) to be added when triggered

Issue created in Slack from a message.

> Link to FM Project

Comments

Comment by Solounge Bowen [10/Dec/24]

Ran a test and failed due to the following field being required:

Location is required. (customfield_10238), PHI Acknowledgement is required. (customfield_10789), System is required. (customfield_10239), TSD Provider is required. (customfield_10658), Description is required. (description), TSD Request Type is required. (customfield_10241), Current Computer is required. (customfield_10243), SD Urgency is required. (customfield_10222), TSD Approval is required. (customfield_10454)

Next Steps

Will need to confirm which request type should this ticket type fall under

Comment by Solounge Bowen [10/Dec/24]

Lori confirmed that we can proceed to use "Task" request type. After updating, the automation worked successfully. Proceeding to close ticket

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