

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:			
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

02/27/2025, 16:47:02

48579620712

Send to IT











- ✓ **Field value changed** 02/27/2025, 16:47:02
- |
- ✓ **Issue fields condition** 02/27/2025, 16:47:03
- |
- ✓ **Create issue** 02/27/2025, 16:47:03
- |
- ✓ **Link issues** 02/27/2025, 16:47:05
- |
- ❗ **Transition issue** 02/27/2025, 16:47:06
- Unable to transition your issue to the selected status:
HR-3102 (Send IT Ticket - 10205)
- |
- ✓ **Comment on issue** 02/27/2025, 16:47:06

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

Discoveries:

- When transitioning from In Progress to Send IT Ticket 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.












- After running these test I looked at the history and noticed since I completed the Estimated ROW field before clicking to transition the ticket, it did not register

-  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 10:46 AM
None → Leave of Absence
-  Solounge Bowen updated the Offboard/LOA Date & Time (PST) February 28, 2025 at 10:46 AM
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>

-  Automation for Jira updated the Summary February 27, 2025 at 4:46 PM
Amanda Leible → Offboarding - Amanda Leible - 2025-02-27
-  Alexandra Kaufman changed the Assignee February 27, 2025 at 4:46 PM
Unassigned →  Alexandra Kaufman
-  Alexandra Kaufman updated the Summary February 27, 2025 at 4:46 PM
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 → 
-  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
 → 
-  Alexandra Kaufman changed the Status February 27, 2025 at 4:47 PM
 → 

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- 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

-  Automation for Jira updated the Summary February 28, 2025 at 11:03 AM
test → Offboarding - Third Test -
-  Solounge Bowen changed the Assignee February 28, 2025 at 11:04 AM
Unassigned →  Solounge Bowen
-  Solounge Bowen updated the Summary February 28, 2025 at 11:05 AM
Offboarding - Third Test - → LOA -Third Test - 2025-02-28
-  Solounge Bowen changed the Status February 28, 2025 at 11:06 AM
TO DO → [SEND IT TICKET](#)
-  Solounge Bowen updated the Offboard/LOA Date & Time (PST) February 28, 2025 at 11:06 AM
None → Feb 28, 2025, 11:05 AM
-  Solounge Bowen updated the HR Offboard/LOA February 28, 2025 at 11:06 AM
None → Leave of Absence
-  Automation for Jira updated the Link February 28, 2025 at 11:06 AM
None → This issue relates to TSD-43005
-  Solounge Bowen updated the Estimated Return to Work February 28, 2025 at 11:06 AM
None → Feb 28, 2025
-  Solounge Bowen changed the Status February 28, 2025 at 11:06 AM
[SEND IT TICKET](#) → [SENT TO IT](#)
-  Solounge Bowen changed the Status February 28, 2025 at 11:06 AM
[SENT TO IT](#) → [DONE](#)

-
- 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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