

## Natique Matthews Next Roles and Job Title Confliction

8/12/2021

- Jessica Macfarlane put through an IT helpdesk ticket for us to change Natique Matthews Next roles as she was still on the old GGH roles. According to the HR employee spreadsheet, she is a Parts Communicator however her signature says she is a Parts Interpreter/Service Administrator. The request was to match her roles with Ethan Willets as he is a Parts Interpreter. – Zendesk ticket number 327706

The screenshot shows a Zendesk ticket interface. On the left, the ticket details for #327706 are visible, including the requester Jessica Macfarlane, assignee Service Desk/Femi Cannell, and follower Bradley Harrison. The ticket is categorized as 'NXT' with a 'Normal' priority. The main content area shows the ticket title 'Natique, Dave's setup' and the message from Jessica Macfarlane: 'To ITSD - Terra Cat, Bradley Harrison, Brett White, IT Service Desk Show more. Hi Team, Can you please swap Natique and Dave's roles for the new Parts Interpreter role set? They have all the old GGH roles still. Please assign roles the same as Ethan Willets. Thanks,'. Below the message is a screenshot of a user profile for 'User (1) - User ID: NatiqueM, Natique Matthews'. The profile shows general information: User ID: NatiqueM, User name: Natique Matthews, Network domain: ad.ggh.co.nz, Alias: NatiqueM, and Account type: Active Directory user. The 'User's roles' section lists various roles, including GGH Employee, GGH Freight estimator assistant, GGH General Purchaser, GGH Inventory Warehouse Management, GGH Manager, GGH Parts Branch Manager, GGH Parts Core Inspector, GGH Parts Parts Manager - Supervisor, GGH Parts Sales Counter Person Non Edit BOM Kit, GGH PO Confirmation, GGH Sales Representative Equipment, GGH Service Adjustments, GGH Service Advisor, GGH Service Branch Manager, GGH Service Call Creator, GGH Service Clerk, GGH Service Parts Order Fulfilment, GGH Service Parts Requirements, GGH Service Technician, and System user.

The screenshot shows the same Zendesk ticket interface, but with the ticket status changed to 'SOLVED'. The main content area now shows a list of roles for 'User (1) - User ID: daveh'. The roles listed are: GGH Employee, GGH Freight estimator assistant, GGH General Purchaser, GGH Inventory Warehouse Management, GGH Manager, GGH Parts Branch Manager, GGH Parts Core Inspector, GGH Parts Parts Manager - Supervisor, GGH Parts Sales Counter Person Non Edit BOM Kit, GGH PO Confirmation, GGH Sales Representative Equipment, GGH Service Adjustments, GGH Service Advisor, GGH Service Branch Manager, GGH Service Call Creator, GGH Service Clerk, GGH Service Parts Order Fulfilment, GGH Service Parts Requirements, GGH Service Technician, and System user. Below the roles list is a screenshot of a user profile for 'User (1) - User ID: daveh'. The profile shows general information: User ID: daveh, User name: Dave Harris, Network domain: ad.ggh.co.nz, Alias: daveh, and Account type: Active Directory user. The 'User's roles' section lists various roles, including GGH Employee, GGH Freight estimator assistant, GGH General Purchaser, GGH Inventory Warehouse Management, GGH Manager, GGH Parts Branch Manager, GGH Parts Core Inspector, GGH Parts Parts Manager - Supervisor, GGH Parts Sales Counter Person Non Edit BOM Kit, GGH PO Confirmation, GGH Sales Representative Equipment, GGH Service Adjustments, GGH Service Advisor, GGH Service Branch Manager, GGH Service Call Creator, GGH Service Clerk, GGH Service Parts Order Fulfilment, GGH Service Parts Requirements, GGH Service Technician, and System user.

9/12/2021

9/12/2021

- Natque Matthews put through an IT helpdesk ticket asking for her Naxt permissions to be reverted back as she can't fulfil her role. – Zendesk ticket 327728
- I replied to Nat with the below:

Requester: Jessica Macfarlane

Assignee: Service Desk/Femi Cannell

Followers: Bradley Harrison

Sharing: -

Tags: NAXT

Type: - Priority: Normal

Category: NAXT

Natique, Dave's setup  
Via email

GGH freight estimator assistant  
GGH Inventory Warehouse Management  
GGH Parts Core Inspector  
GGH Parts Manager Supervisor  
GGH Parts Sales Counter Person Non Edt BOM Kit  
GGH PO Confirmation  
GGH Sales Representative Equipment  
GGH Service Parts Order Fulfillment  
GGH Service Parts Requirements  
System user  
TC Employee User Role

Regards

Jessica Macfarlane  
Business Process Analyst - Terra Cat  
Branson Street, PO Box 16168, Christchurch, 8441  
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W: terracat.co.nz

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Stephanie Lister  
Assign  
All done

Yesterday 14:51

Requester: Natique Matthews

Assignee: Service Desk/Jess Beattie

Followers: Bradley Harrison, Stephanie Lister

Sharing: -

Tags: NAXT

Type: - Priority: Normal

Category: NAXT

NAXT Permissions  
Via email

Natique Matthews  
To ITSD - Terra Cat, IT Service Desk Show more  
Hi Team,  
It seems that my permissions within NAXT have changed & I am unable to order parts or do various tasks that are part of my job role. Can you kindly take a look & reset them to my previous settings so I can continue to work.  
Cheers  
Natique Matthews  
Parts Interpreter Service Administrator - Terra Cat  
Unit K, 4 Titan Place, PO Box , Auckland, 0932  
M: +64272278980 |  
E: Natique.Matthews@terracat.co.nz | W: terracat.co.nz

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Jess Beattie  
Assign  
<https://itsdterracat.zendesk.com/agent/tickets/327706>

Yesterday 19:04

Today 08:38

Requester: Natique Matthews

Assignee: Service Desk/Jess Beattie

Followers: Bradley Harrison, Stephanie Lister

Sharing: -

Tags: NAXT

Type: - Priority: -

NAXT Permissions  
Via email

Jess Beattie  
Assign  
Hey Natique,  
Not sure if you are aware but a few months ago we rolled out new segregation of duty roles (naxt permissions) to be in line with each job role within the company, however for some reason you and a couple of other people were missed and didn't end up getting these new roles assigned. We received a request yesterday to clean these up so yes your permissions have been changed. The way you do things now may be slightly different to what you are used to but unfortunately we cannot change this.  
Here is a link to some SOPs according to your role.  
<https://terraindustrial.sharepoint.com/Pages/Working%20Here/Processes%20Policies%20and%20Forms/NAXT%20Procedures%20by%20Role/Parts%20Team.aspx>  
If you are still having issues, please could you send through some screenshots :)

Kind regards,  
Jess Beattie  
Service Desk Analyst - Terra Cat  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Today 09:06

- Nat then forwarded my email reply to Dave Potter.
- Dave Potter then emailed Tracey Ritchie for further info and clarification regarding Nat's job title
- Tracey Ritchie replied saying that Nat should be titled as a Parts Interpreter but has also asked Halley (Human Resources) for confirmation.

RE: [IT Service Desk] Ticket Resolved: NAXT Permissions

Tracey Ritchie  
To: Jess Beattie, Dave Potter, Halley Thompson  
Cc: Candice Fourie, Stephanie Lister, Bradley Harrison  
From: Dave Potter <dave.potter@terra.cat>  
Cc: Candice Fourie <candice.fourie@terra.cat>; Stephanie Lister <stephanie.lister@terra.cat>; Bradley Harrison <bradley.harrison@terra.cat>  
Subject: RE: [IT Service Desk] Ticket Resolved: NAXT Permissions

Hey Dave,  
Because Nat works as both a Parts and Service person, we made the decision to revert her permissions back to how they were. We probably do need some confirmation as to what her role is though as it is showing different in places as you mentioned.

Kind regards,

**Jess Beattie**  
Service Desk Analyst - Terra Cat  
24 Amys Road, PO Box 16168, Christchurch, 8042  
DDI: 0800 95 95 98  
E: Jess.Beattie@terra.cat.co.nz | W: terra.cat.co.nz | f i o

**TERRA CAT**

From: Dave Potter <dave.potter@terra.cat>  
Sent: Thursday, 9 December 2021 11:46 am  
To: Tracey Ritchie <Tracey.Ritchie@terra.cat>  
Cc: Candice Fourie <candice.fourie@terra.cat>; Jessica Macfarlane <jessica.macfarlane@terra.cat>; Jess Beattie <jess.beattie@terra.cat>  
Subject: FW: [IT Service Desk] Ticket Resolved: NAXT Permissions

Hi Tracey,  
IT recently cut off Natiq from ordering parts on a Service Call due to the segregation of duties as per email below.  
She is allowed to order parts on a Customers account, but not service.

I believe this is due to Nat having a joint Parts Interpreter / Service Administrator role title.  
I just checked on EC and the agreement shows her old title as Parts Communicator, so I can only go by her email signature below.

Dave Whitfield and Jess Beattie have just turned this back on for Nat as it's her primary role, but what do we need to do in the background to have her title comply to the segregation of duties policy ?

Thanks,

**Dave Potter**  
Regional Operations Manager Upper North Island - Terra Cat  
Kerr Road, PO Box 98 975, Auckland, 2104  
M: +64275580071 |

RE: [IT Service Desk] Ticket Resolved: NAXT Permissions

Tracey Ritchie  
To: Jess Beattie, Dave Potter, Halley Thompson  
Cc: Candice Fourie, Stephanie Lister, Bradley Harrison

Hi Jess,

Here role should be titled Parts Interpreter only.

Halley, can you confirm when we put her back on her old role that her title was changed back to Parts Interpreter?

Kind regards

Tracey

**Tracey Ritchie**  
People and Culture Manager - Terra Cat  
16 Branstons Street, PO Box 16168, Christchurch, 8441  
M: +64292285607 | DDI: +6439632320  
E: Tracey.Ritchie@terra.cat.co.nz | W: terra.cat.co.nz | f i o

**TERRA CAT**

RE: [IT Service Desk] Ticket Resolved: NAXT Permissions

Dave Potter  
To: Jess Beattie

Thanks Jess,  
I tried calling you, but couldn't get through so I asked Dave to sort since we had a breakdown in Silverdale and Nat was trying to order parts urgently.

I've talked to Tracey and she is going to clean up the title for Nat, so should be all good going forward.

Cheers,

**Dave Potter**  
Regional Operations Manager Upper North Island - Terra Cat  
Kerr Road, PO Box 98 975, Auckland, 2104  
M: +64275580071 |  
E: Dave.Potter@terra.cat.co.nz | W: terra.cat.co.nz | f i o

**TERRA CAT**

- Meanwhile, Dave Potter called David Whitfield about all of this, saying that Nat is unable to fulfil her role now that her permissions have changed. Steph was given permission by Bradley Harrison to revert Natiq's roles back to the GGH roles.

Natiq Matthews #327728

Goughcat (create) Natiq Matthews Ticket #327728

Requester: Natiq Matthews

Assignee: Service Desk/Jess Beattie

Followers: Bradley Harrison, Stephanie Lister

Sharing: -

Tags: NAXT

Type: Normal

Category: NAXT

NAXT Permissions  
Via email

Jess Beattie  
Assign  
Hey Nat,  
We have reverted your permissions back to what they were. You will need to close and reopen naxt for the change to take effect :)

Kind regards,  
Jess Beattie

Service Desk Analyst - Terra Cat  
24 Amys Road, PO Box 16168, Christchurch, 8042  
P: 08000 95 95 98 E: Jess.Beattie@terra.cat.co.nz W: terra.cat.co.nz

Natiq Matthews  
To ITSD - Terra Cat <support+id327728@itsdterra.cat.zendesk.com> Show more

Thanks Jess!

Natiq Matthews  
Parts Interpreter Service Administrator - Terra Cat  
Unit K, 4 Trian Place, PO Box, Auckland, 0932  
M: +64272278960 |  
E: Natiq.Matthews@terra.cat.co.nz | W: terra.cat.co.nz | f i o

**TERRA CAT**

51 minutes ago