

INC0942940 Asset has completed on an incorrect Work Order

Environment:

The problem: For next delivery work orders we use a unique key that has "-1" as the place holder for the cut. We do not allow for a second next delivery order until the first has moved to a completed state. For this case, there was a completed next delivery and a new next delivery which had not yet received a cut - the completed next delivery was moved from the Complete status back to the Ready status. This caused the system to have two active duplo work orders with the same Cadence workflow key and caused issues for initiate AQC functionality due to the wrong duplo work order ID being sent to Rally.

The short term fix: We have the correct task ID in our initiate AQC command, so we can look up the correct workflow ID to send instead of using the one in the workflow (which in this case is wrong).

The long term fix: A requirement for languaging is that the work type of a work order is editable. This is part of the unique key which is what we use for the cadence workflow IDs. For this to work, we will need to build a mechanism for changing update the cadence key for these work orders, and that same mechanism can be applied to next delivery orders once they receive a cut.

Systemic Solution: UnitTest/QA test/ Regression/ Automation/ ??

Gatekeeper: ?

Doubt: But how do you plan to handle the once in progress (already initiated but not yet completed) when this is deployed ?