

Sprint 5 Stories

1. Group roles

- a. Make sure the following roles are existing
 - x_419821_hr.hr_admin
 - x_419821_hr.hr_task_user
 - x_419821_hr.hr_confidential
- b. Add roles to Groups
 - Benefits
 - x_419821_hr.hr_admin
 - x_419821_hr.hr_task_user
 - Confidential
 - x_419821_hr.hr_admin
 - x_419821_hr.hr_task_user
 - x_419821_hr.hr_confidential
 - General HR
 - x_419821_hr.hr_admin
 - x_419821_hr.hr_task_user
 - Payroll
 - x_419821_hr.hr_admin
 - x_419821_hr.hr_task_user
 - Training
 - x_419821_hr.hr_admin
 - x_419821_hr.hr_task_user

2. Access Control Lists

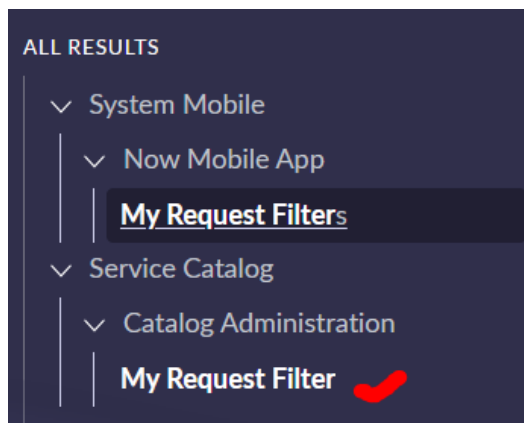
Details: We would like to add permissions to both the HR Tickets and HR Tasks. No one outside the HR team are supposed to be able to access HR tickets and tasks except for users with the admin role.

- a. All users with or without HR roles can Create **HR TICKETS**.
- b. Users (**without HR roles**) should be able to see and modify the tickets they opened or are set as the Requested for.
- c. Only users with the OOB admin role can Delete **HR TICKETS** and **HR TASKS**.
- d. Users with the x_419821_hr.hr_confidential role have the following access on **HR TICKETS**.

- Create
 - Read
 - Write
- e. Users with the x_419821_hr.hr_task_user role has the following access on **HR TICKETS** only if the Type is **NOT CONFIDENTIAL**.
- Create
 - Read
 - Write
- f. Users with the x_419821_hr.hr_task_user role has the following access on **HR TASKS**.
- Create
 - Read
 - Write

Note before you Test, do the following so that you can easily test the ACLs for users that are not in HR.

Navigate to Service Catalog > My Request Filter and Create a new Record.



Configure the form with the data below and save.

My Request Filter
HR Tickets

Title: HR Tickets

Table: Human Resource [x_419821_hr_hu...]

Application: Human Resource

Active: ☒

Applies to: Desktop/Service Portal

Filter: [Add Filter Condition](#) [Add "OR" Clause](#) [Add Sort](#)

All of these conditions must be met

Active is true

Opened by is (dynamic) Me

or Requested for is (dynamic) Me

Portal Settings

Portal page: standard_ticket

Primary field to display: Short Description

Secondary fields to display: Number

Make sure you can see tickets you submitted from the portal.

- a. Navigate to the Service Portal.
- b. Click the Request Menu at the top right corner of the portal.
- c. You should see a list of Tickets. Make sure You are able to see HR Tickets that you created in the past.

3. HR Notifications.

a. HR Ticket Created

- Send only when an HR Ticket is created.
- Send to Requested for and Opened by.
- Subject - <The HR Ticket Number> has been opened on your behalf
- Email body

Hi <Requested for>,

Ticket <**Ticket Number**> has been opened on your behalf.

Ticket Details:

Opened by: <Opened by>

Requested for: <Requested for>

Short Description: <Short Description>

Description: <Description>

See sample output below.

Subject

HR0001071 has been opened on your behalf

Body

Hi System Administrator,

Ticket **HR0001071** has been opened on your behalf.

Ticket Details:

Opened by: System Administrator

Requested for: System Administrator

Short Description: Demo Separation

Description: Details Separation

b. HR Ticket Commented

- Send if the ticket comment changes.

- Send to Requested for, Opened by and Assigned to.
- Please see subject and body of email below

Subject

A comment has been added to HR0001076

Body

Ticket **HR0001076** has been commented.

Ticket Details:

Opened by: Abraham Lincoln

Requested for: Abraham Lincoln

Short Description: sdf

Description: sadf

Last three comments:

2024-01-08 22:26:34 PST - System Administrator (Additional comments)
This comment

2024-01-08 22:21:44 PST - System Administrator (Additional comments)
This is another comment from system admin

2024-01-08 22:21:28 PST - Abraham Lincoln (Additional comments)
Test comment from requester

c. HR Ticket Resolved

- Send if ticket changes to Resolved.
- Send to Requested for and Opened by.
- Please see subject and body below

Subject

HR0001076 has been Resolved

Body

Hi Abraham Lincoln,
Ticket **HR0001076** has been Resolved.

Ticket Details:

Opened by: Abraham Lincoln
Requested for: Abraham Lincoln
Short Description: sdf
Description: sadf

Close Notes: Test Close note

Last three comments:

2024-01-08 22:26:34 PST - System Administrator (Additional comments)
This comment

2024-01-08 22:21:44 PST - System Administrator (Additional comments)
This is another comment from system admin

2024-01-08 22:21:28 PST - Abraham Lincoln (Additional comments)
Test comment from requester

d. HR Ticket Closed

- Send if ticket changes to Closed.
- Send to Requested for and Opened by.
- Please see subject and body below

Subject

HR0001076 has been closed

Body

Hi Abraham Lincoln,
Ticket **HR0001076** has been Closed.

Ticket Details:

Opened by: Abraham Lincoln
Requested for: Abraham Lincoln
Short Description: sdf
Description: sadf

Close Notes: Test Close note

Last three comments:

2024-01-08 22:26:34 PST - System Administrator (Additional comments)
This comment

2024-01-08 22:21:44 PST - System Administrator (Additional comments)
This is another comment from system admin

2024-01-08 22:21:28 PST - Abraham Lincoln (Additional comments)
Test comment from requester

e. HR Ticket Canceled

- Send if ticket changes to Canceled.
- Send to Requested for and Opened by.
- Please see subject and body below

Subject

HR0001076 has been Canceled

Body

Hi Abraham Lincoln,

Ticket **HR0001076** has been Canceled.

Ticket Details:

Opened by: Abraham Lincoln

Requested for: Abraham Lincoln

Short Description: sdf

Description: sadf

Last three comments:

2024-01-08 22:26:34 PST - System Administrator (Additional comments)
This comment

2024-01-08 22:21:44 PST - System Administrator (Additional comments)
This is another comment from system admin

2024-01-08 22:21:28 PST - Abraham Lincoln (Additional comments)
Test comment from requester

f. **HR Assigned to your Group**

- Send if ticket Assignment Group changes and Assigned to is empty.
- Send to Assignment Group.
- Please see subject and body below

Subject

HR0001071 has been assigned to your group

Body

Hi General HR,

Ticket **HR0001071** has been assigned to your group.

Ticket Details:

Opened by: System Administrator

Requested for: System Administrator

Short Description: Demo Separation

Description: Details Separation

Click to view [HR0001071](#)

Note that the link needs to redirect you to the ticket.

g. HR Ticket Assigned to You

- Send if ticket Assigned to changes and is not empty.
- Send to Assigned to.
- Please see subject and body below

Subject

HR0001076 has been assigned to you

Body

Hi Jessica Dominguez,

Ticket **HR0001076** has been assigned to you.

Ticket Details:

Opened by: Abraham Lincoln

Requested for: Abraham Lincoln

Short Description: sdf

Description: sadf

Click to view [HR0001076](#)

4. HR TASK Notifications

- a. Create 2 notifications on the HR Task table that mimic the **HR Ticket Assigned to you** and **HR Assigned to your Group** notifications.
 - Show the HR Task Ticket instead of the HR Ticket.
 - Make sure that opened by reflects the Opened by on the HR Ticket.
 - Make sure that requested for reflects the Requested for on the HR Ticket.