PHE - Elements Connect Replaced by Assets

ⓘ **Analysis Document**

PHE-Elements-Fie...ds-Analysis.xlsx

What is changing

PHE was using an add-on called Elements Connect which was reading Confluence attachments, parsing their values into Jira fields, and changing the options for each field dynamically based on the value of other elements connect feild. However, the Elements Connect add-on is not providing this functionality on Cloud.

The suggested Cloud workaround is to use Assets (Insight) which is a built-in functionality in Jira Service Management and provides the option to build a list of values and create asset fields which can be added in the different Jira issues and interact in a dynamic way in order to replace the elements fields.

Differences on how the fields will appear

Those fields will appear a bit differently in the Cloud, in terms of the information that they will display in the Jira issue create screen.

View on Server vs Cloud

Differences on how the users update the lists

The users in server were updating the attachment on the Confluence page and that automatically was updating the fields in Jira. Now this process is changing, the users will need to go into Assets PHE Datasources (ex. Elements) and then edit the objects on their object type.

There is also an option to use the same attachment that were using in server, but only the Jira administrators can import it into Assets in Cloud. So the users can just raise a request to the administrators, send them the file and the admin can go into Assets PHE Datasources (ex. Elements) click on the Object Schema dropdown on the top right Configure go to the Import tab find the relevant import click on the 3 dots Edit import structure attach the new file - Save Import data.

Autocomplete Fields will be select list

Autocomplete fields are not available on Assets, so all the autocomplete fields will now be select list fields.

Fields with existing values will be Updated

During the migration from Elements to Assets we need to map the field values from the Elements fields to the values of the Asset Fields. For all the existing issues this will be done through a bulk update.

This means that the updated date of any issue that already has a value in any of the Elements fields will change. This can affect reports or issues that are appearing in the agile boards (depending on the configuration of each board).

Impact toJira Administrators

> ⚠ A process should be defined on how the users will communicate changes to the files with the Jira admins - e.g. users to raise a request and attach the new file.

Jira Administrators will be responsible for updating the Asset Fields in Cloud:

1. Either by manually changing the objects in Assets
2. Or by performing an import of the JSON and CSV files

⚠ Some files that are stored in Confluence at the moment are bad-formatted and you will need clean them before you do an import.

⚠ After you do an import you need to create the relationships between the objects for some of the datasources as per below (those changes can also be done on the files before the import):

Datasource	Update after import
ARSAC - Employer - Site	■ **Employer** Name should be copied to **Site.Employer_Id**
OHID - Directorates List	■ **Directorate** Name should be copied to **Division.Directorate_Id**
GDRR - Outcome - Output	■ **Outcome** Name should be copied to **Output.Outcome_id**
IHR - Outcomes - Outputs - Indicators	■ **Country** Name should be copied to **Indicator.Country_id** ■ **Outcome_indicator** Name should be copied to **Output_indicator.outcome_id** ■ **Output_indicator** Name should be copied to **Indicator.Output_id**
Science Hub ICT - Stream	■ **Stream** Name should be copied to **Subproject.Stream_id** ■ **Subproject** Name should be copied to **Package.Subproject_id**
UKAS-Programme-Lab-Provider	■ **Programme** Name should be copied to **Lab.Programme** ■ **Programme** Name should be copied to **Screening_test.Programme_id**

Adjustments that we need to do post-migration and they will affect the users

Adding the Fields on the Screens

> (i) Elements fields are used in 97 screens.
>
> Those will need to be updated manually post-migration.

When we migrate the data into Cloud and we will replace the fields on those screens with Asset fields. This is a manual and time consuming task which will need to be done after the migration.

Populating the Existing Values

> (i) Elements Fields are used in 14K issues. When we update those issues the last update date will be affected.

During the implementation of the workaround we will need to map the values of those fields to the new field type (the asset fields).

This will mean that the old field will be removed and the new field will replace it. This doesn't allow us to keep the existing values of the tickets, but only the values of the newly created tickets will be maintained.

There is an option to bulk update the old tickets and add the new asset field values but this needs to be done post-migration and it will update the issues.

Fixing the Filters and the Boards

> (i) Elements fields are used in 67 Filters, 157 quick filters, 2 JSM queues.
>
> Those will need to be updated manually post-migration.

Some Elements fields are being used in different filters and agile boards. Those fields will be replaced with Asset fields and this i something that needs to be done post-migration as a manual task.

Fixing the Scripts

> (i) Elements connect are used in 5 scripts and some behaviours. Those will be replaced by the asset fields, however there is the testing which is pending to confirm that they will work as expected.

The scripts will be re-written post-migration to use the asset fields instead. For the behaviours, we will need to include the asset fields as part of the workaround.

Fix Workflow References

> (i) Elements fields are used in 36 workflows.
>
> Those will need to be updated manually post-migration.

Elements fields are used in conditions/validators/post-functions, and those will be replaced by the asset fields.

Change Timeline

Monday 10/4 - Friday 14/4: The Asset fields will be configured in the Sandbox Cloud environment.

Monday 24/4 - Friday 28/4: The first week of the PHE Staging UAT we will also need to identify the users who are using this Elements Connect Feature at the moment and ask them to test specifically this change.

Monday 1/5 - Friday 5/5: The change will be finalised using the feedback that we will get during the UAT and it will be ready to be replicated during the Cloud production migration.

Assets Guide on Cloud

Who can see/use asset objects	■ All the licensed users, either if they have a Jira Software or a Jira Service Management license, and only if the relevant fields are added to the screens of their project.
Who can update asset objects:	• Only Service Management Agents - should have a JSM license to update the lists. • Jira Service Management Administrators
Who has Permission to update asset objects	In each list/schema, there are 3 roles that grant permissions to Jira users/groups to view or modify data. • Manager - Have all the permissions e.g add/delete/edit objects etc. • Developer - They can only add and edit objects, not delete them • User - They can view and search for objects More details on the permissions for each role can be found here.