

Industry Tip

Work Item Summary emails sent despite unsubscribing from notification

Date	Module/Application/Functionality	Notes
November 4, 2019	Work Item Notification Preferences	Initial Release

Background

With IRIS 6.02 release in October 2019, an enhancement has been implemented which allows users with applicable permissions to update attachments for submitted applications which are under review. This functionality was extended to non-structured applications, from its original presence on Unit, and later, Well Licence applications.

There is an existing Work Item Summary email notification which lets users know of any work items assigned to them, or work items which are unassigned or assigned to someone else that they have permission to complete.

Both the Application Type and Application Number are included in the online and email version of the notifications.

Issue

The Work Item Summary email will be sent to any user who is assigned a work item or has the permission to complete an Incomplete work item for their company, regardless of whether or not they are subscribed to the “Work Item Outstanding Summary” notification preference. We intend to correct this issue in a future release, so that the “Work Item Outstanding Summary” notification preference controls receipt of the Work Item Summary email notification.

To revise what was stated in Industry Tip: [Request New Attachments on a Submitted Application](#), users who have signed up for the notification will receive notifications for all applications, rather than only receiving notifications related to their own applications. It is intended that users utilize the information provided in the notification to ascertain whether the notification pertains to an application which they submitted themselves, while also enabling them to monitor other applications which they may be able to help correct if the colleague who would normally address the work item is absent.

Action

Until a fix is implemented, please ignore and delete any Work Item Summary notification emails which do not relate to work items that you will address. The "Industry Work Item Created with Due Date" notification preference will provide notification to all users who are signed up for it of any work item which is created on an application submitted by their BA – because this notification includes the Application Type and Number, users can utilize it to ascertain whether a work item was created for their application.

Example:

Notification

Notification #
289690

Created
2019-10-18 09:27:44

Type
Industry Work Item Created with Due Date

Reference ID
Work Item Number:195098

Category
Work Item

Classification
Informational

Subject
Work Item Number 195098 created.

Message
The following [Work Item](#) has been created.

Work Item:	195098
Type:	Application - Attachment Update
Description:	Application for Non-Routine Abandonment - 136748
Change Initiated by:	

This Work item must be completed by 2019-10-26. If it is not completed by 2019-10-26 the Work item will be closed and the application will be denied.

For more information please view [My Work Items](#)

Notification Preference Instructions

In order for the applicant to receive the notification related to work items for applications submitted by their BA, in IRIS, hover over "Support" and Click Notifications>Notification Preferences, and then click edit at the bottom of the screen. Under "Organization Subscribers">"Shared">"Work Item" heading, sign up for the "Industry Work Item Created with Due Date" notification (choose either "Online" or "Online and Email"). For more information on this work item, please view the following IRIS Release Note: [October 2, 2019: IRIS Version 6.02](#).

To remove the "Work Item Outstanding Summary" notification preference so that it functions correctly once a fix has been implemented, in IRIS, hover over "Support" and Click Notifications>Notification Preferences, and then click edit at the bottom of the screen. Under the heading "Single User">"Shared">"Work Item", change the preference for "Work Item Outstanding Summary" notification to "None".

Questions?

ER Service Desk Phone: 1-855-219-9373 Email: ER.ServiceDesk@gov.sk.ca

