

Service Desk - Data Services #1719

Modify Report SP's

25/02/2025 07:50 PM - Venkata Suryateja Thripuraribhotla

|   |                     |                        |            |
|---|---------------------|------------------------|------------|
| <b>Status:</b>  | Closed              | <b>Start date:</b>     | 25/02/2025 |
| <b>Priority:</b>  | Normal              | <b>Due date:</b>       |            |
| <b>Assignee:</b>  | Madhuri Pinky Mendu | <b>% Done:</b>         | 0%         |
| <b>Category:</b>  |                     | <b>Estimated time:</b> | 0:00 hour  |
| <b>Target version:</b>  |                     | <b>Spent time:</b>     | 0:00 hour  |
| <b>Deployed In:</b>   |                     | <b>Category:</b>       |            |
| <b>Description</b><br>Dear Madhuri,<br><br>Please modify the service desk report sp's with the following criteria.<br><br>Add one more condition from Usertype for SI admin.<br><br>Update SP in such a way that when SI admin logins get his role(8) from userinfo and join the table "UserSiDetails" based on user id column. |                     |                        |            |

History

#1 - 10/03/2025 03:06 PM - Madhuri Pinky Mendu

- Status changed from New to Closed

On 27thFeb25,I have tried locally to get the output based on SI of an SIAdmin role.  
Due to don't have data in UserSiDetails table, I didn't test in stage by update sp by adding this new query.

On 6thMar25, I have verified UserInfo and UserSiDetails tables, For SIAdmin users SI names are displaying separating by comma in UserInfo table but in UserSiDetails table, only single SI name is displaying. Actually it has to be in revers. So after knowing this issue they are started to working on this issue.

On 7thMar25,After resolved the issue I have Updated the 3 SP's for SIAdmin roles and verified in the application, this is working fine.