



Cristin Andersen &lt;candersen@mozilla.com&gt;

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## Fwd: phone-book reporting discrepancy

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Cristin Andersen &lt;candersen@mozilla.com&gt;

Mon, Apr 13, 2020 at 8:44 PM

To: Gene Wood &lt;gene@mozilla.com&gt;

Cc: Kelly Gonzalez &lt;kgonzalez@mozilla.com&gt;

Hi Gene,

Are you able to take a look at this? The reporting structure in Phonebook/Dinopark/People.Mozilla seems to be disconnected. I'm sure there are more instances out there, but the one flagged to us is:

- **Bad Manager Hierarchy** (in People.Mozilla) [reporting relationship was updated in Workday on 31 March 2020] (documented in Lisa's original email and in the links below)
  - Lisa Gray
    - Mandy Chan
    - Jennie Hayes
    - Abbie Woods
- **Correct Manager Hierarchy** (documented in attachment 3, being called on the LDAP Worker Sync Full File API; documented in Lisa's original email)
  - Rob Middleton
    - Mandy Chan
    - Jennie Hayes
    - Abbie Woods
    - Lisa Gray

I noticed while looking at People.Mozilla that it shows two areas for reporting relationship: "Reports to" (attachment 1) and the Team/Supervisory Organization name underneath the worker name (attachment 2). Is it possible that the API call is pulling the structure two different ways? One being "Team" (aka attachment 2/Supervisory Org) and Two being "Worker's Manager" (attachment 2).

Do you know if anything changed on the backend recently?

### API Calls

I also noticed that the calls are made every single day, 10 times per day. Is that necessary to run it at those times?

- Daily
  - 1:00am PST
  - 1:28am PST <-- Can we remove this one?
  - 2:05am PST<-- Can we remove this one?
  - 7:27am PST
  - 8:05am PST<-- Can we remove this one?
  - 1:00pm PST
  - 1:28pm PST<-- Can we remove this one?
  - 2:05pm PST<-- Can we remove this one?
  - 7:29pm PST<-- Can we remove this one?
  - 8:05pm PST

We could probably hack out a few of those run times because they seem unnecessary.

Please let me know if you'd like to set up a call for this.

I look forward to working with you on this.

Regards,  
Cristin

----- Forwarded message -----

From: **People Ops** <peopleops@mozilla.com>  
Date: Mon, Apr 13, 2020 at 3:23 PM  
Subject: Fwd: phone-book reporting discrepancy  
To: Cristin Andersen <candersen@mozilla.com>, Kelly Gonzalez <kgonzalez@mozilla.com>

Hi Team,

Are we aware of any sync issues between WD & the directory, specifically around reporting structure? WD is up to date but the directory isn't (see below). I also noticed Mandy & Jennie's titles aren't updated in the directory either. Lmk if I need to reach out to someone in IT instead!

Thanks,  
Gracy  
- Mozilla People Ops Team

----- Forwarded message -----

From: **Lisa Gray** <lgray@mozilla.com>  
Date: Mon, Apr 13, 2020 at 3:06 PM  
Subject: phone-book reporting discrepancy  
To: Mozilla Onboarding <hrops@mozilla.com>

Hi team HRops!  
I hope you are all well and staying safe during these crazy times.

Can you please direct me to the best way to correct inaccuracies in the reporting structure in the phonebook? If this is not the best place to get this remedied, I apologize. Please let me know to whom I may direct this inquiry.

Abbie Woods, Mandy Chan and Jennie Hayes report directly to Rob Middleton.  
Thanks so much for your help!  
:)

Lisa  
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It looks like this for me... in the mozilla directory (inaccurate)

**Colleagues** Org chart >

**Reports to:**

- Robert Middleton**  
Senior Director of Workplace Resources

**Manages:**

- Abbie Woods**  
Manager, Workplace Resources (WPR) USA
- Eric Carpenter**  
Securitas Global Account Manager
- Jennie Hayes**  
Facilities Mgmt 3
- Mandy Chan**  
Facilities Mgmt 3
- Naing Lin Aung**  
Application Engineer
- Sharmili Vellanthurai**  
Global Space Planner

**Peers:**

- Helge Huffmann**  
Support Services Contractor
- Pauline Proffett**  
Global Facilities Program Manager

But it should look like this in Workday (which is accurate):

**Global Facilities (Robert...)**  
Robert Middleton  
Facilities Mgmt 6

**Global Facilities (Abbie ...)**  
Abbie Woods  
Facilities Mgmt 3

**Global Facilities II (Jen...)**  
Jennie Hayes  
Global Facilities Manager

**Global Facilities III (Ma...)**  
Mandy Chan  
Facilities Manager

**Global Facilities I (Lisa ...)**  
Lisa Gray  
Senior Manager, Worldwide ...

Thanks,  
 Lisa Garza (Gray)  
[lisag@mozilla.com](mailto:lisag@mozilla.com)  
 WPR Sr Manager

--  
**Cristin Andersen**  
 Staff HRIS Business Analyst

candersen@mozilla.com | slack: @candersen

3 attachments

Colleagues



Reports to:



**Lisa Garza**  
Senior Manager, Worldwide workplace Resources

**Attachment1\_ReportsTo.png**  
51K

# Mandy Chan

Facilities Manager

Europe Office Services Supervisor & **Attachment2\_TeamName.png**  
47K

**GLOBAL FACILITIES (ROBERT MIDDLETON)**  
Mozilla Corporation

Worker's Manager's Email Address	CF EE Worker's Primary Work Email
rmiddleton@mozilla.com	mchan@mozilla.com
rmiddleton@mozilla.com	lgray@mozilla.com
rmiddleton@mozilla.com	jhayes@mozilla.com
rmiddleton@mozilla.com	pproffett@mozilla.com
rmiddleton@mozilla.com	aeroods@mozilla.com

**Attachment3\_API\_Output.png**  
59K