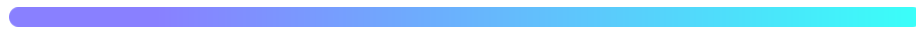




HYCU for Tempo Timesheets



R-Cloud Module Guide

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Contents

About the module	4
Preparing for data protection	4
Protecting data	5
Adding the module to R-Cloud	5
Backing up data	6
Restoring data	6

About the module

With HYCU for Tempo Timesheets, you can protect your Timesheets data securely and efficiently. The module is designed to make data protection as simple and cost-effective as possible, to improve your business agility, and to bring unified security, reliability, performance, and user experience.

Preparing for data protection

Before you start protecting your Timesheet data, you must get familiar with all prerequisites, limitations, considerations, and/or recommendations in this section to make sure that your environment is prepared and configured correctly.

Prerequisites

- The Timesheets app must be added to your Jira cloud.
- The API token for the Timesheets account is required.
- The API token must be granted the following permissions:
 - Manage Accounts
 - Manage Plans
 - Manage Schemes
 - Manage Teams
 - Manage Worklogs
- Each Jira project must be granted the view and edit all the worklogs permissions.
- To view and edit the Timesheet data, the Atlassian user must be a part of a group that is granted the permissions to view and edit all worklogs.

Recommendations

- To avoid granting permissions individually, create separate Jira groups for Timesheets and add or remove users from these groups as required.
- Currently, the Timesheets API gateway has a rate limit of five requests per second. If the rate limit error occurs, start a new restore.

- By default, the plans are backed up for a designated user. To ensure that all the plans of other users are also supported, the users must be assigned to a permission role that must be granted the following permissions:
 - View Plans
 - Manage Plans
 - Approve Plans

Limitations

- Due to API limitation the following objects cannot be protected:
 - Activites
 - Default tag of skill
 - Default tag of role
- You can perform the worklog restore if all the work attributes are set as not required.
- The Remaining estimate metadata field value is not backed up and restored while restoring the worklogs.
- The Order of the work attribute is not preserved after the restore.
- If the linked accounts are deleted or removed from the Customer, the mapping will not be restored after the Customer level restore.
- When a reviewer is assigned to a plan and later removed from the permission role, the API still lists the user as a reviewer. Timesheets do not automatically update the backend to reflect the removal.
- The Created At and the Updated At metadata fields are not restored at any level of restore.

Protecting data

R-Cloud enables you to protect your SaaS applications and/or resources that are related to your module with fast and reliable backup and restore operations.

Adding the module to R-Cloud

Adding the module to R-Cloud is the first step to protecting your data. Before you add the module to R-Cloud, you must get familiar with all prerequisites, limitations, considerations, and/or recommendations in this section.

Prerequisite

- Ensure that the Tempo Planner application is added to the instance to protect all plans for all users.

For details on how to add the module as a source to R-Cloud, see *HYCU R-Cloud Help*.

Backing up data

R-Cloud enables you to back up your Tempo Timesheets data securely and efficiently.

For details on how to back up SaaS application data, see *HYCU R-Cloud Help*.

Restoring data

R-Cloud enables you to restore an entire SaaS application or its resources to a specific point in time.

You can restore the protected Timesheet data at the following levels:

- All the worklogs
- All the plans
- Work Attribute
- Customer
- Category
- Program
- Skill
- Role
- Account
- Workload Scheme
- Holiday Scheme
- Team
- Permission Role

For details on how to restore SaaS application data, see *HYCU R-Cloud Help*.

Provide feedback

For any suggestions and comments regarding this product or its documentation, send us an e-mail to:

info@hycu.com

We will be glad to hear from you!

