

Different ticket titles can hide the same blocked step.

Separate tickets can hide a recurring problem when each closes without recording the task, role, symptom and underlying dependency.

Proposed response

1. Group non-sensitive issues by the task and blocked step, rather than ticket-title wording.
2. Separate symptoms from hypotheses. Check access, instruction, workflow ownership, configuration and vendor-owned dependencies.
3. Assign the corrective action to its owner. Retest the original task and review recurrence before declaring the underlying problem resolved.

Checklist

- [] The repeated task and symptom are identifiable.
- [] A suspected cause is labelled as a hypothesis.
- [] The corrective action has a responsible owner.
- [] The original task is retested and recurrence reviewed.

Worked example

Fictional example, not a client record or reported outcome.

Task	Route a fictional work item after intake
Symptom	The next responsible role is unclear
Hypothesis	The handoff instruction may be incomplete
Action	Confirm the role and amend approved guidance
Verification	Another staff member repeats the task; review recurrence

Check it locally. Inspect the sources.

Run the check

Give two fictional tickets different wording but the same blocked step. Check whether they lead to one owned investigation and repeatable test.

Candidate local measure

Count repeated task/symptom groups, unresolved age and retest results. Ticket closure alone is not a root-cause outcome.

Scope

This grouping method is Clinopilot's operational synthesis. A real incident's cause still needs local evidence.

Independent public sources

IWK OPOR launch support plan

Published implementation announcement | S027 | Checked 2026-10-25

IWK's launch announcement described training and peer, trainer and vendor support.

Limit: An announced support model is not measured ticket reduction or a Clinopilot engagement.

<https://news.novascotia.ca/en/2025/12/04/one-person-one-record-launch-iwk>

Proposed checks are Clinopilot operational synthesis. Independent sources do not establish a Clinopilot client result.

<https://clinopilot.com/proof/repeat-go-live-issues/>