IET WIKI Jira Usage Handbook for Middleware
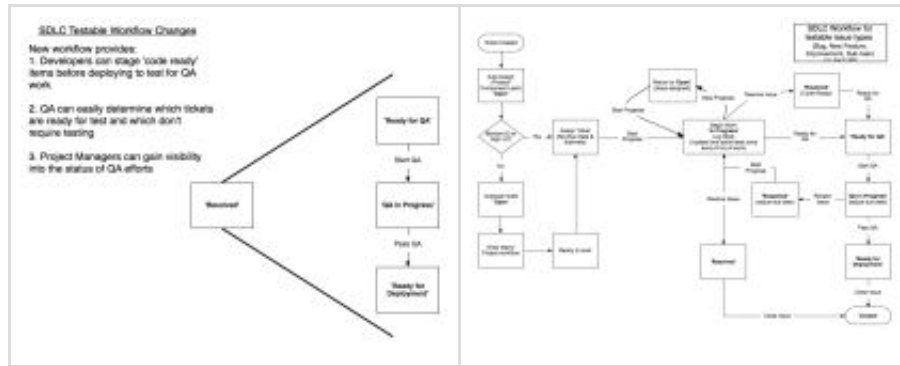
Added by Curtis Bray, last edited by Craig Gilmore on Dec 10, 2010

Overview

Middleware has standardized on the use of Jira for all issue/task management according to these Jira Usage Principals. The following handbook outlines how these principals are applied on Middleware Jira projects.

SDLC Testable Workflow

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Key points to this workflow are:

- Assigned tickets == work on ticket
    - Work on next 'Due Date'
    - Then prioritize by 'priority'

1. Always set estimate when tickets are assigned and if possible give best guess to priority and development completed due date (if not already set)
2. Update work logged (any work done on a ticket should be recorded as soon as possible, but no later than at the end of the business day)
3. Stop progress if you become blocked on the issue or if you are know you're not going to be actively working on the issue for a couple days
4. If your issue doesn't require QA testing (e.g. operational issues), move to 'Resolved' when done with issue
5. If your issue does require QA
    a. (Optional) If you want to track what code is complete and unit tested, set to 'Resolved' with resolution of 'Code Ready'
        i. Apply the correct resolution to replace 'Code Ready' status when you send to 'Ready to QA'
    b. Set issues to 'Ready for QA' once they have been deployed to the test environment
6. QA moves to 'QA in Progress' once they've begun testing and adjusts due date for when QA will be complete
7. QA moves to 'Ready for Deployment' when issue has been certified to move to production
8. QA moves to 'Closed' once they are deployed to production

Shared filters

The power of Jira comes down to filters that can be reused in dashboards. The following filters are critical to the MW Workflow:

Filter	Details
My Roadmap	8 Week Roadmap for my tickets
My Pre-QA	Issues that are unit tested but haven't moved to the test environment
In Progress	All of my issues that are currently in progress

Shared dashboards

The My Dashboard leverages the My Roadmap, My Pre-QA and In Progress filters to provide a tabular and calendar view of current items on your plate.

Comments/Work Logs

Worklog Usage:

- Use the 'Log Work Done' operation when recording time spent on your ticket (any work done on a ticket should be recorded as soon as possible, but no later than at the end of the business day)
- The worklog notes section don't support Wiki markup (like the comments section does)
- Your worklog notes should be brief and fairly high level (e.g. "Attended meeting with Bob", "Implemented service XYZ")
- Worklog notes shouldn't be something anyone really needs to read besides those tracking ticket progress (e.g. managers, supervisors or project managers)

Comment Usage:

- All relevant information about a ticket should be tracked in the comments
- Use of Wiki markup is encouraged to make comments readable
- Comments will trigger email notifications to watchers and other interested parties (see 'Proposed Default Notification Scheme' in the Jira)
- The comments tab is the default view all users see when browsing tickets, so this information will be easily visible to people browsing the tickets

Email Notifications / Ticket Assignments

1. When a new ticket is assigned to you, you should:
   a. Review description and expand on any details
   b. If there are multiple steps to resolve ticket, consider using sub-tasks or link to other Jira tickets
   c. Update estimate based on known information
2. When replying to Jira emails always delete the previous content of the message so they are not included in the

Jira comment stream
3. If you have any email filters for Jira tickets, please remove them so all ticket updates are easily visible in your Inbox

Email notification format

Configure your preferred method of email delivery for ticket notifications

1. Click on your username in top right corner and 'Edit Preferences'
2. Select either HTML or Text for 'Outgoing email format

Labels

mw_standards mw_pm

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