VA.gov Defect Management Plan

Defects filed by Digital Experience Office (DEPO), Ad Hoc, Education Service (EDU), or other contractors for us to resolve

1) File defect
   a) If functional or GIDS:
      i) Create a related Production Flag story to be executed after the story is approved. Production Flag story should be put in the "Icebox" pipeline
         (1) Link the Production Flag story as depends on the functional or GIDS story.
      ii)
         (1) In the assumptions, work with Business Analyst (BA) to include an assumption that indicates who should approve the defect before the Production Flag can be lifted (Education, DSVA, UX, QA, BA, DEPO, etc).
   b) If technical or not user-facing, no prod flag is required.
2) Development Start > Defect move to In Progress
3) Development Complete > Create DRAFT Pull Request (PR), Move PR to In Progress and Request Internal Dev Review
   a) Add labels BAH, BAH-IR-Needed, BAH-QA-Needed
4) After DRAFT PR Internal Approval, remove BAH-IR-Needed label > Story moves to Validate & QA Approval Requested on DRAFT PR
5) After QA approval on DRAFT PR, remove BAH-QA-Needed label > Select "Ready for Review" on PR to indicate External Review Requested & Move PR to Validate
6) After External approval on PR > PR Merged & Closed
   a) Production Flag should always be included
7) Changes reviewed by QA on Staging. QA approves the changes on staging
   a) If UI changes, QA assigns to UX (notify @BAH_UXTeam if UI) to approve changes on Staging
8) Upon QA & UX approval, defect passed back to the external author (EDU, DEPO, Ad Hoc, etc) or BA to validate
   a) If a story requires external (stakeholder) approval, BA will coordinate with Stakeholder on that (see story assumptions on Prod Flag story for approvals).
   b) If a story requires approval by DEPO or their contractors (Ad Hoc, etc) you can assign the defect to them with a comment indicating it is ready for review.
9) After approval of the functionality, the prod flag story is moved from Ice Box to the "Current Sprint" to indicate that it is ready to be worked.
   a) This step is completed by anyone after approval is provided.
10) Validation confirmed by external author (EDU, DEPO, Ad Hoc, etc) or BA
11) Move the Production Flag story to In Progress
12) Create DRAFT Production Flag PR > Move PR to In Progress and Request Internal Dev Review
   a) Add labels BAH, BAH-IR-Needed, BAH-QA-Needed
13) After DRAFT PR Internal Approval, remove BAH-IR-Needed label > Move Story to Validate & QA Approval Requested on DRAFT PR
14) After QA approval on DRAFT PR, remove BAH-QA-Needed > Select "Ready for Review" on PR to indicate External Review Requested & Move PR to Validate

15) After External approval on PR > PR Merged & Closed when ready for changes to appear on Production
    a) This step may require waiting
16) Changes reviewed by QA & UX (notify @BAH_UXTeam in comment on **GitHub** anytime there is a UI change) on Production.
17) External author (EDU, DEPO, Ad Hoc, etc) notified that defect has been deployed to Production
18) External author, QA & UX (if UI) approves changes on Production > Story Closed