generic logo company

Abc Xth Sprint Issue Analysis

| Author	Date	Comment
Nathan Rasch	ABC 20XX	Document inception

Table of Contents

Purpose

Root cause analysis and changes needed for the irregular number of issues found by QC for Development Team X (DevTeamX) during the final stages of the ABC XXth, 20XX sprint.
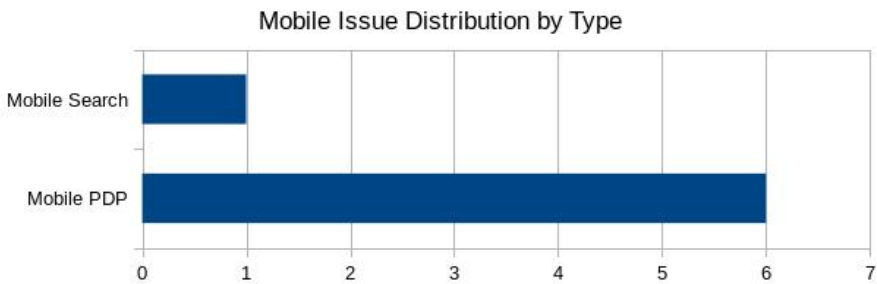
Issue Distribution

All Issues Breakdown

Issue Type	Count
Look & Feel	1
Mobile	7
PDP	2
Prop. Sales	1
Total:	**11**

Issue Distribution by Type
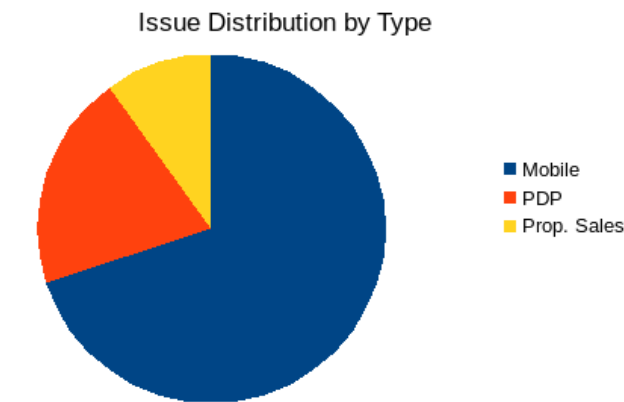
Mobile Issues Breakdown

Area	Count
Mobile PDP	6
Mobile Search	1
Total:	**7**

Mobile Issue Distribution by Type

Issue Distribution Narrative

By and far the greatest number of issues in the sprint were mobile related.

Question: Why? How did so many mobile issues get through our developer pull request (PR) process and make it to QC?

Note: If we disregard the mobile issues then we are left with four non-mobile items. This "feels" about right for what we usually encounter in a Sprint, and so at this time no red flags will be raised over the remaining items; this number falls within acceptable error limits. As such, we will limit our analysis and mitigation planning to mobile items only in this document.

Root Cause Analysis

1. DevTeamX frankly doesn't perform a lot of mobile related work
2. DevTeamX added a new developer, DeveloperX, to the roster
3. DeveloperX comes from another team which historically engages in heavy UI/Mobile work, and he/she brought some of this type of work with him/her as new tasks for DevTeamX
4. When performing PRs that have a mobile component DevTeamX utilizes browsers and emulators on their local computers for testing
5. The PRs utilizing local browsers and emulators revealed no issues with the mobile experience
6. The PRs passed, the code was merged, and handed over to QC for formal testing
7. QC performed their testing with **physical** mobile devices, and as a result found a number of issues which were reported back to DevTeamX

Mitigation Planning

1. DevTeamX needs to have access to physical mobile devices representing those same devices utilized in the "wild" to consume CompanyX's services and applications
2. The PR process needs to expand to include testing on mobile devices as well as computer based browsers before passing code to QC
3. We would strongly recommend that the QC team engage in earlier testing of the develop branch directly after a PR is merged to catch pre-release build issues

Action Items

1. Obtain physical mobile resources for DevTeamX's PR processes
    a. Owner: Nathan Rasch
2. Update PR policy to reflect the mandatory nature of mobile testing on physical devices
    a. Owner: Nathan Rasch
3. Perform mobile testing on physical devices as part of the PR process:
    a. Owner: DevTeamX developers
4. Explore the technical logistics of allowing developers to attach to their local systems with mobile devices for development and PR work
    a. Owner: DeveloperX
5. Negotiate/coordinate with the QC team to engage in earlier testing of the develop branch directly after a PR is merged

a. Owner: Nathan Rasch