ISSUE MANAGEMENT PROCESS SPECIFICATION

ISSUE TYPES DEFINITION

According to SDP (Standard Delivery Process) there are two types of issues:

- Story Issue: issue is related to the functionality of the User Story in testing. Is documented as a sub-task for the User Story JIRA ticket.
- Standalone Issue: issue is related to the functionality of the already implemented (and closed) User Stories (regression issue, UAT issue). Is documented as a JIRA ticket with the 'Bug' JIRA Ticket Type.

ISSUE NAMING CONVENTION

The following naming convention should be used for each issue:

[BUG][UAT][Regression][<Stream Name>][<Browser Name>] Issue Name

where

- [BUG] - prefix is added for each issue;
- [UAT] - prefix is added if the issue is created as a part of UAT feedback;
- [Regression] - prefix is added if the issue is created as a part of regression testing;
- [<Stream Name>] - prefix is added for each issue and indicates the responsible stream - Frontend or Backend.
  If a QA engineer cannot decide which stream is responsible for the issue then prefix can be omitted. In this case the correct prefix should be added by DevLead after ticket triage.
- [<Browser Name>] - is applicable only if the issue is created as a part of cross-browsers testing.

ISSUE TEMPLATE

For each issue the following attributes should be provided:

1. Title (Description field).
   Issue title written as a concise summary of what the issue is. The title should have the appropriate prefix (please see the ISSUE NAMING CONVENTION section).
2. Labels (Label field)
   The appropriate label indicating stream (Frontend, Backend) the issue is related to should be specified.

   If a QA engineer cannot decide which stream is responsible for the issue then the label can be omitted. In this case the correct label value should be added by TriageLead after ticket triage.

3. Description (Summary field).
   All the information needed to understand and reproduce the issue: steps to reproduce, test data, expected and actual results, environment (only if needed), etc..

   The expected result for UI issues must contain the link to the Zeplin design for the page.

4. Attachment.
   It is mandatory to add video proof like screenshots, video, etc.
5. Assignment.
   The assignment should be provided according to the assignment rules (please see the ASSIGNMENT RULES section).

For the Standalone Issue additional information should be provided:

1. Related Epic (Epic field).
   The link to the related Epic JIRA ticket should be specified.
2. Release where the issue will be fixed (Fixed Version(s) field).
   For all issues the current release number should be specified.

   After the ticket is created the value of the field can be modified only by the DevLead. When the ticket is moved to Backlog then the value of the Fixed Version(s) field should be cleared.

3. Related User Story.
   Issue should be linked with User Story JIRA ticket (with dependency type ‘Relates to’) related to functionality for which the issue is created.

ISSUE ASSIGNMENT RULES

1. New Issues.
   - Story Issues should be assigned to the developer responsible for the related User Story implementation.

     If it is not obvious the responsible developer then ticket should be assigned to the DevLead of the appropriate stream. If the QA engineer cannot decide which stream is responsible then the ticket should be assigned to TriageLead.

    - Standalone Regression Issues should be assigned to DevLead of the stream responsible for the issue.
    - Standalone UAT Issues should be assigned to TriageLead.
2. Issues Moved to QA.
    - Story Issues and Standalone Regression Issues should be assigned to the QA - reporter of the issue;
    - Standalone UAT Issues should be assigned to QA Lead.
3. Reopen Issues.
   Issue should be assigned to the developer responsible for current issue fixing.

ISSUE REOPEN PROCEDURE

If the issue is not fixed or is fixed partially then the issue should be reopened.

For reopened issues it is mandatory to add detailed information helping to understand and reproduce the problem (the environment, actual and expected results, etc.) and attach the evidence proving that issue is reproduced (screenshots, video, etc).

The assignment should be provided according to the assignment rules (please see the ASSIGNMENT RULES section).

ISSUE CLOSURE PROCEDURE

For tested tickets visual testing evidence (screenshots, video) should be attached to the ticket. The comment with information about the environment where the testing was performed (like QA, STG, etc) and the status of testing should be added.

Story Issues or Standalone Issues related to functionality which is currently not on Production can be closed by QA engineer.
Standalone Issues related to the functionality which is currently on Production need to be accepted by Customer, so should be assigned to Customer for acceptance. After the acceptance Customer closes the ticket.

ISSUE BLOCKING PROCEDURE

According to Issue Life Cycle there is no status indicating that work on issue (implementation/testing) is blocked for some reason.

If the work on the issue cannot be continued then the flag should be added to issue a JIRA ticket along with a comment describing the reason for the ticket blocking.

ISSUE LIFE CYCLE