**WORK ITEM TRACKING PROCESS - WORKMATEC**

**Activities**

1. Report Item (Any employee, most probably QA for bugs and PM for Tasks)
2. Fix Item (Developer / management)
3. Item Review (Initiator of process)

**Work Item**

(Term used in Microsoft TFS and IBM Rational software’s)

1. A Work Item represents a thing – it can be a work that needs to be accomplished, a risk to track, a test case, a bug or virtually anything else a user can imagine.

<http://en.wikipedia.org/wiki/Team_Foundation_Server#Work_Items>

1. A work item is a way of keeping track of the tasks and issues that your team needs to address during the development cycle.

<http://pic.dhe.ibm.com/infocenter/rtc/v1r0m1/index.jsp?topic=%2Fcom.ibm.team.workitem.doc%2Ftopics%2Fc_work_items.html>

**Data fields used in process**

**Work Item Type**

Select whether it is a Bug or Task.

|  |  |
| --- | --- |
| **Work Item Sub-Type** | **Work Item Type** |
| Functional | Bug |
| Non-Functional | Bug |
| GUI | Bug |
| Client Requirement | Bug or Task |
| Suggestion | Task |
| Enhancement | Task |

**Summary**

Write single line statement expressing reason of initiating the process.

**Description**

Give detailed description of the work item preferably in numbered items so that it will be easy to understand for others.

**Area Path**

Area path is the logical, physical, or functional division of your product or project. It’s a way to slice a large project into more manageable, reportable, and easily identifiable pieces.

**Iteration**

Iteration is the chronological breakdown of project into releases, cycles or phases.

**Reproducibility**

Select N/A if Work Item Type is Task.

**Device Brand**

In case of Other/Unbranded selection, write its name in the below text box.

**Browser**

When app is tested then select option of “Mobile/Tablet App” from the list.

**Status/Reason**

Status and Reason are inter-related. Status will be either [Open] or [Closed]. Status cannot be set as [Closed] if reasons are [New OR Re-Open]. Beside these, either of the statuses can be set with any Reason. See the following scenario:

1. Report Item activity initiate a work item (Bug or Task).
2. Status and Reason will be shown by-default [Open] and [New] and are disabled. Other fields are mandatory.
3. When Report Item activity sends the form then it will be received by Fix Item activity.
4. Fix Item activity will see the case and work on it. After this he will select the appropriate Reason. Field of Status will be disabled.
5. When Fix Item activity sends the form then it will be received by process initiator.
6. This activity will now either close or re-open item after verifying it.
7. Work Item will only be closed by initiator of incident.
8. Select option of [Fixed] when Work Item Type is [Bug] and select option of [Completed] when Work Item Type is [Task].

**Comments**

Comments are mandatory for every incident. User should write in detail that what is the reason for selecting such Status and Reason.

**Attachments**

Attach image/email/document which can be useful with the work item.

**Rules/Conditions:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Status Open** | | **Status Closed** | |
| **Reason** | **Activity** | **Reason** | **Activity** |
| New | Activate Fix Item | New | N/A |
| Re-Open | Activate Fix Item | Re-Open | N/A |
| Fixed | Activate Item Review | Fixed | Activate End |
| Duplicate | Activate Item Review | Duplicate | Activate End |
| Unable to Produce | Activate Item Review | Unable to Produce | Activate End |
| Cannot Fix | Activate Item Review | Cannot Fix | Activate End |
| Invalid | Activate Item Review | Invalid | Activate End |
| Deferred | Activate Item Review | Deferred | Activate End |
| Completed | Activate Item Review | Completed | Activate End |

1. If **Report Item** is completed

Then Activate **Fix Item**.

1. If **Item Review** is completed AND (Status = Open)

Then Activate **Fix Item**.

1. If **Fix Item** is completed

Then Activate **Item Review**.