What does 1000 issues look like?

Pie Chart: **All** (Project)   View | Configure | Close

- Other = 1
- Minnesota Policy Rewrite = 1
- Member Account = 2
- Web Tier Foundation = 3
- Business Intelligence = 5
- FBFS.com Website = 10
- Test Sandbox = 16
- Application Services = 78
- Customer Relationship Management. = 152
- Producer Incentive Compensation = 270
- Rate Restructure = 463

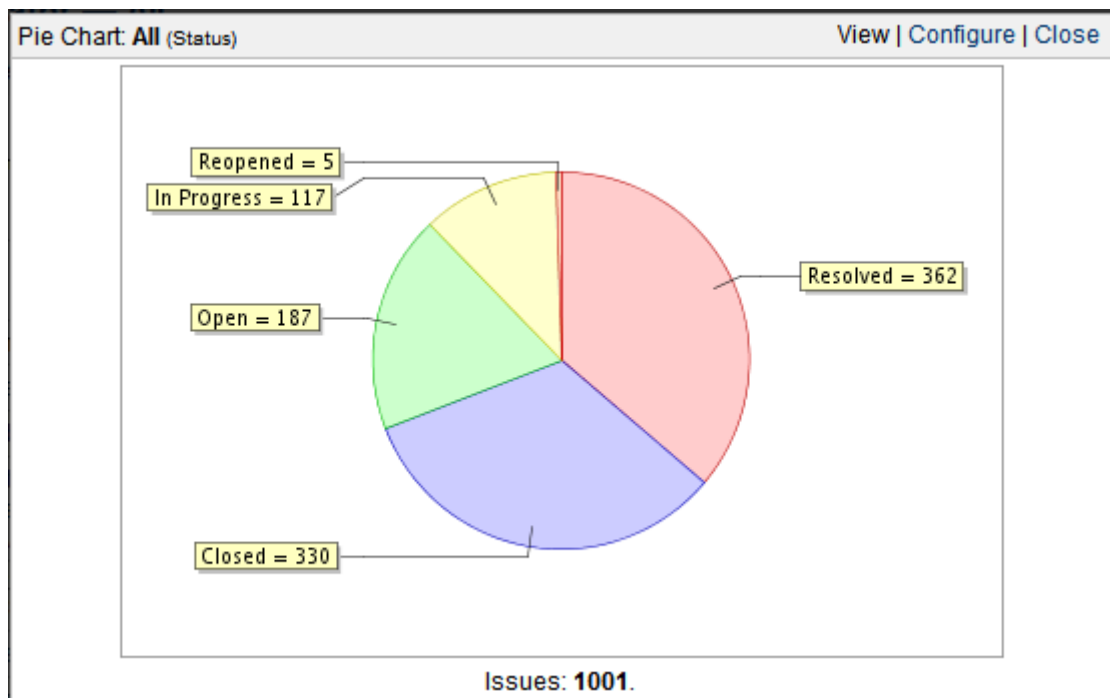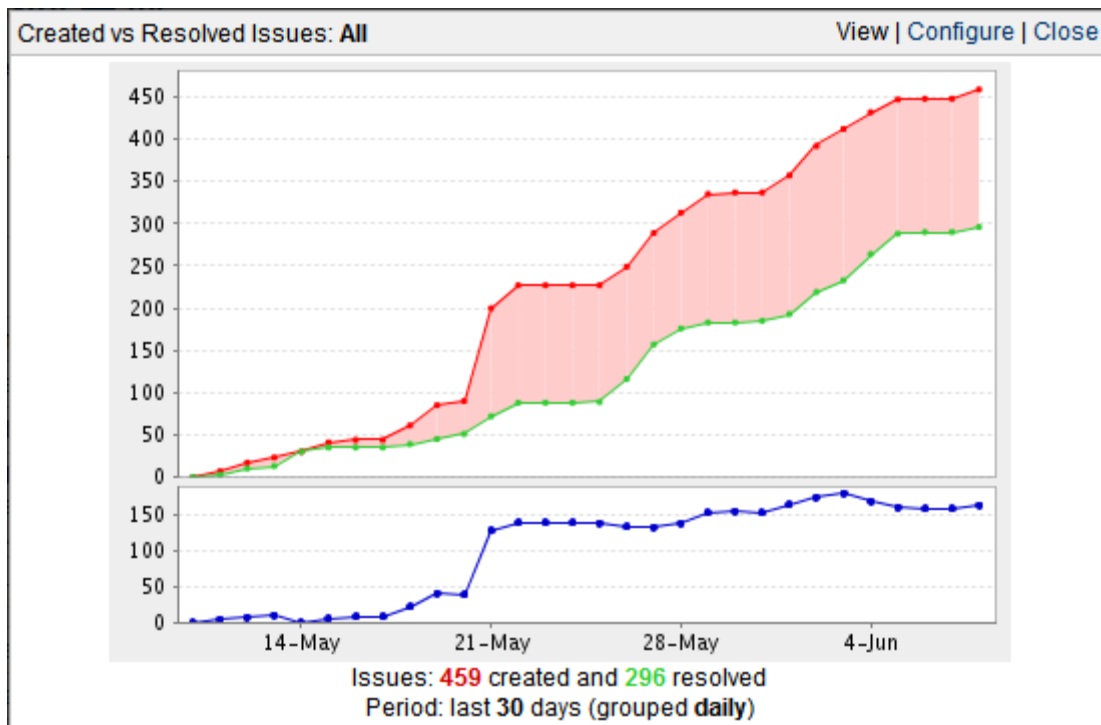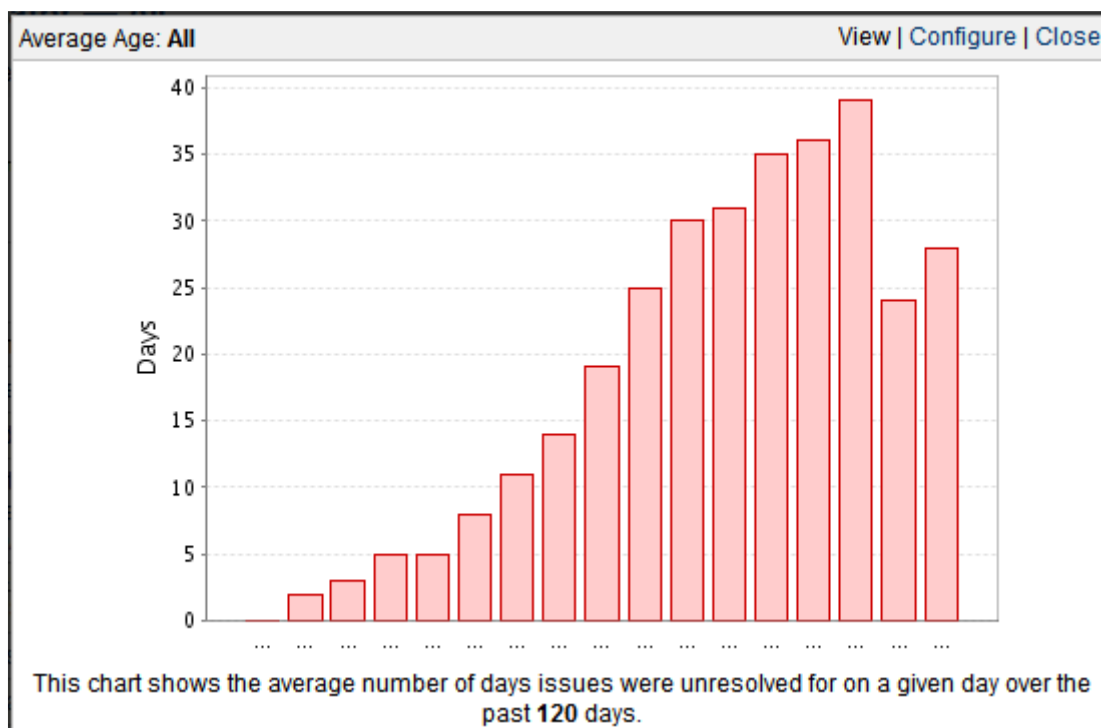Issues: **1001**.
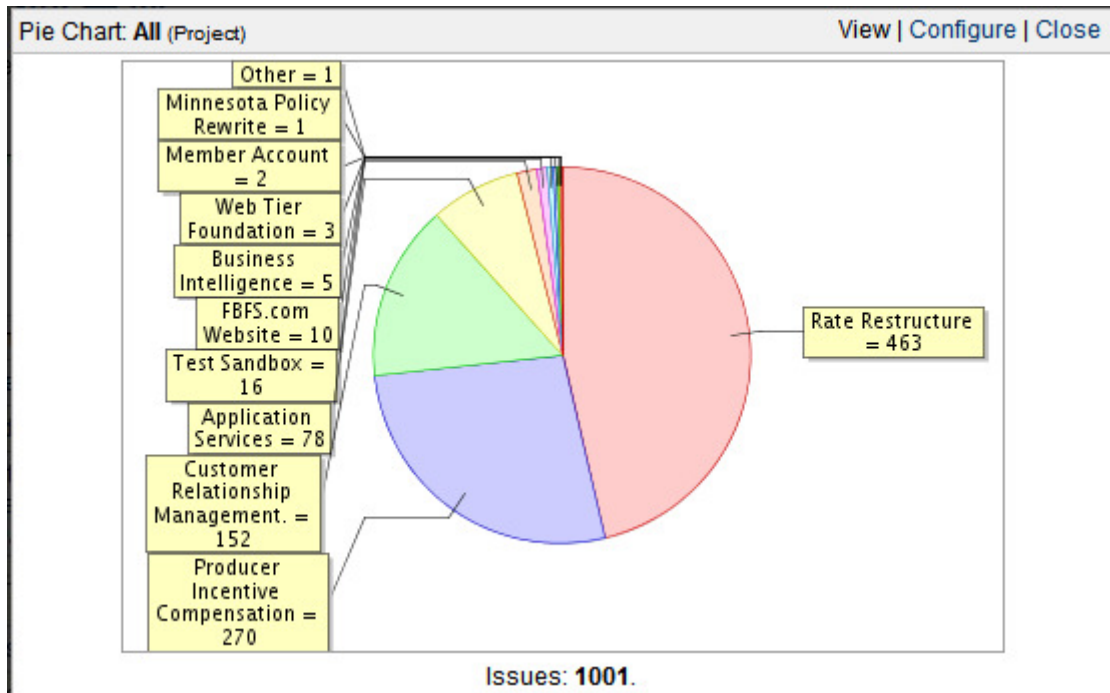
This figure shows number of issues broken down by project. Three projects dominate the list (Rate Restructure, PIC, CRM).

Pie Chart: **All** (Status)   View | Configure | Close

- Reopened = 5
- In Progress = 117
- Open = 187
- Closed = 330
- Resolved = 362

Issues: **1001**.

Here we see the break down of issues by current status. We've resolved about $1/3^{rd}$ of the issues, closed $1/3^{rd}$ and the other third are being worked on, or waiting to be worked on.

Created vs Resolved Issues: **All**   View | Configure | Close

Issues: **459** created and **296** resolved
Period: last **30** days (grouped **daily**)

This graph shows the number of issues created vs the amount resolved. To put it another way, for every one issue we fix we create 1.55 issues. At this rate, we will never fix all of our issues. The sub-plot shows the created minus resolved values over time.

Average Age: **All**   View | Configure | Close

This chart shows the average number of days issues were unresolved for on a given day over the past **120** days.
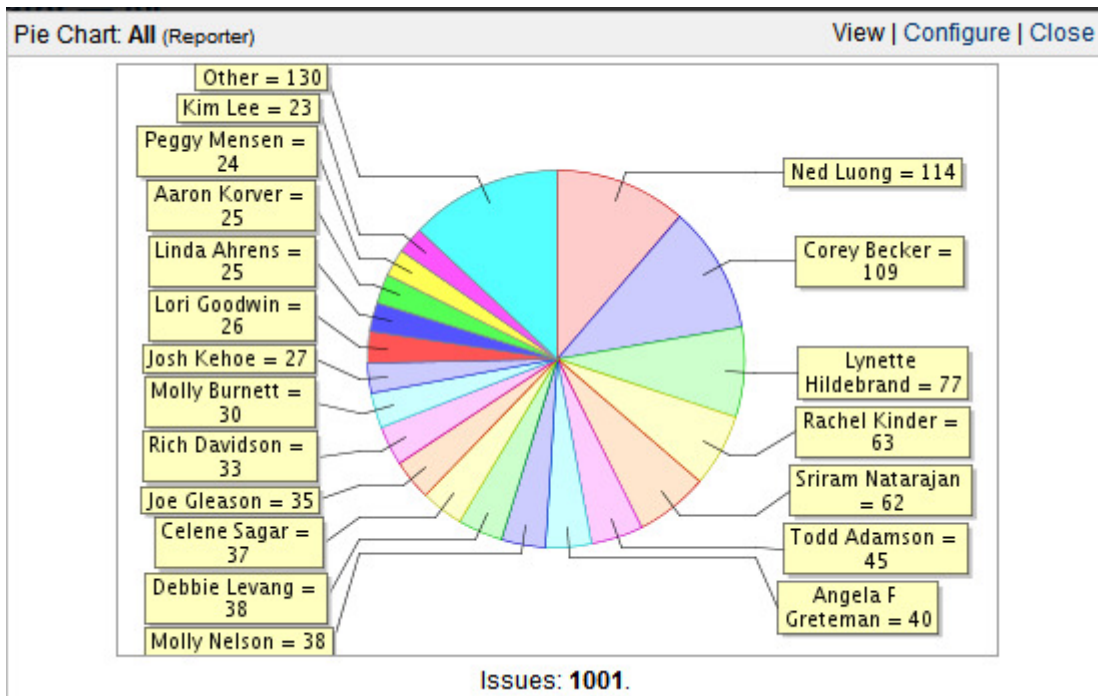
This graph tracks the average number of days that an issue was unresolved. One could look at this as a way to measure turn-around time on an issue. Over the last three months, the turn around time has increased, meaning we are fixing reported issues at a slower rate. Currently our issues go on average 27.5 days before getting resolved.

Showing average number of days that issues (resolved last **120** days) were open.
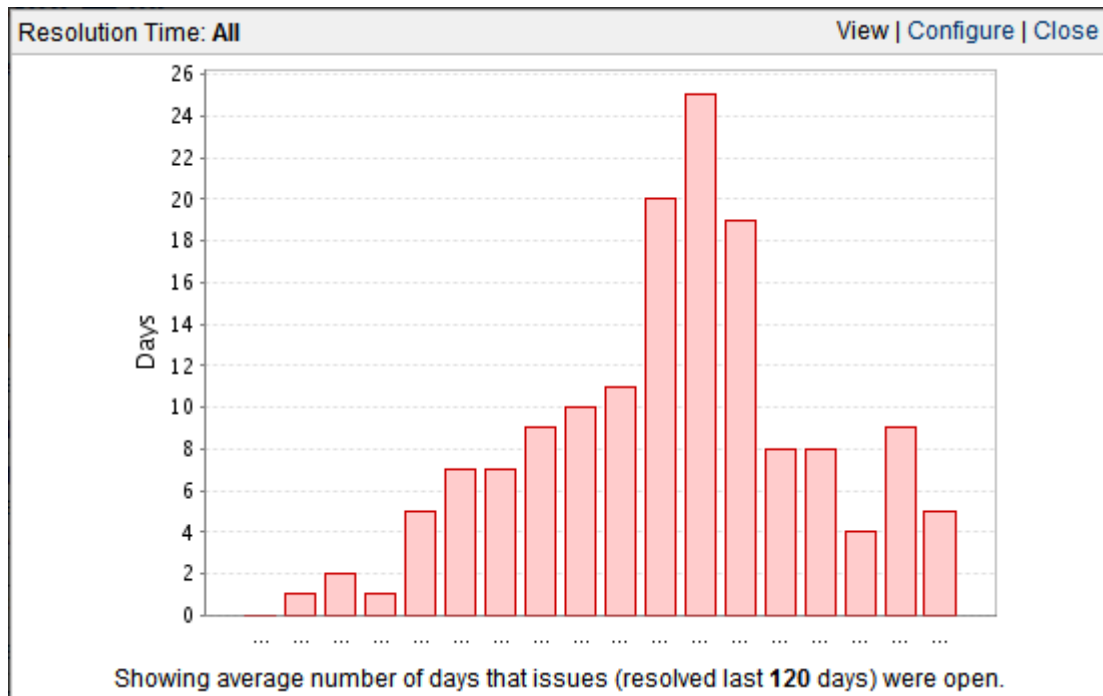
This graph is similar to the prior graph, but is shows how long an issue was open. An open issue is one that is being actively worked on. Currently, on average, we are working on an issue for 4.2 days before we mark it as resolved.

New Feature = 16

Improvement = 26

Sub-task = 81

Task = 287

Bug = 591

Issues: **1001**.
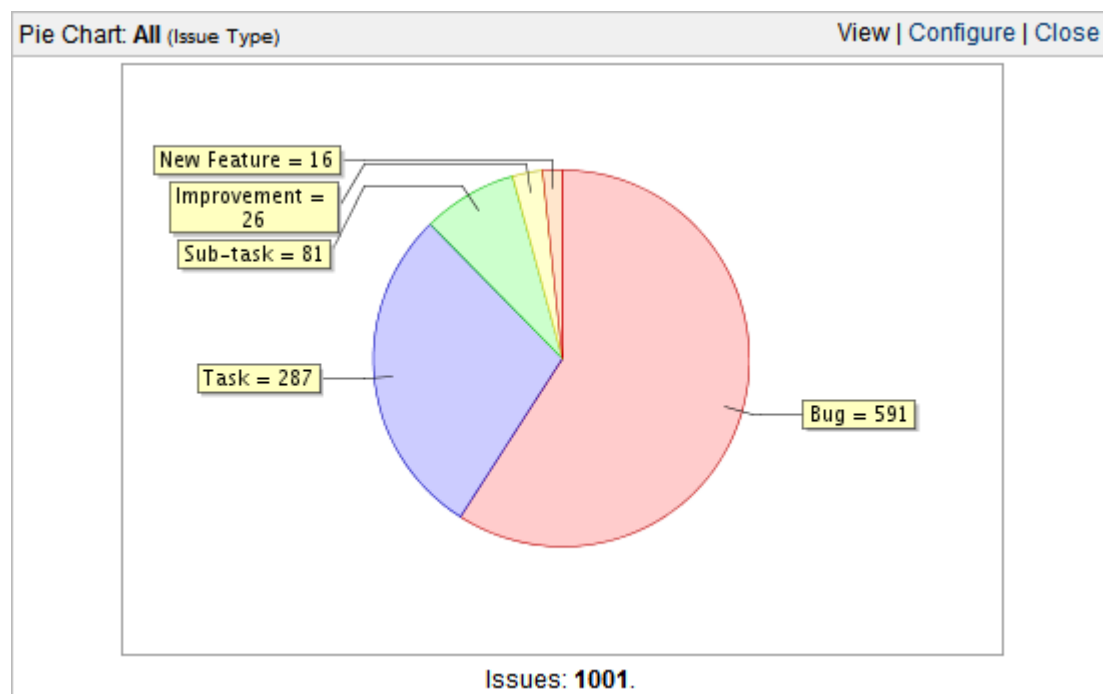
Here we have a break down of the issues by type. Most of our issues are in the form of bugs. The remaining majority are tasks and sub-tasks. Users have found it extremely beneficial to record smaller units of work in Jira as a task.

Other = 130	
Kim Lee = 23	Ned Luong = 114
Peggy Mensen = 24	Corey Becker = 109
Aaron Korver = 25	
Linda Ahrens = 25	
Lori Goodwin = 26	Lynette Hildebrand = 77
Josh Kehoe = 27	Rachel Kinder = 63
Molly Burnett = 30	
Rich Davidson = 33	Sriram Natarajan = 62
Joe Gleason = 35	Todd Adamson = 45
Celene Sagar = 37	
Debbie Levang = 38	Angela F Greteman = 40
Molly Nelson = 38	

Issues: **1001**.

Our graph now shows a break down of the issues by who reported them. We have quite a large diversity of reporters listed here.

Other = 143	Todd Adamson = 136
Joe Gleason = 27	
Dave Gale = 35	Gervase Gallant = 123
Lynette Hildebrand = 41	
Unassigned = 42	
Sriram Natarajan = 45	Rich Davidson = 116
Casey Decker = 48	
Brad Hollatz = 54	Corey Becker = 76
Rachel Kinder = 57	Molly Nelson = 58

Issues: **1001**.
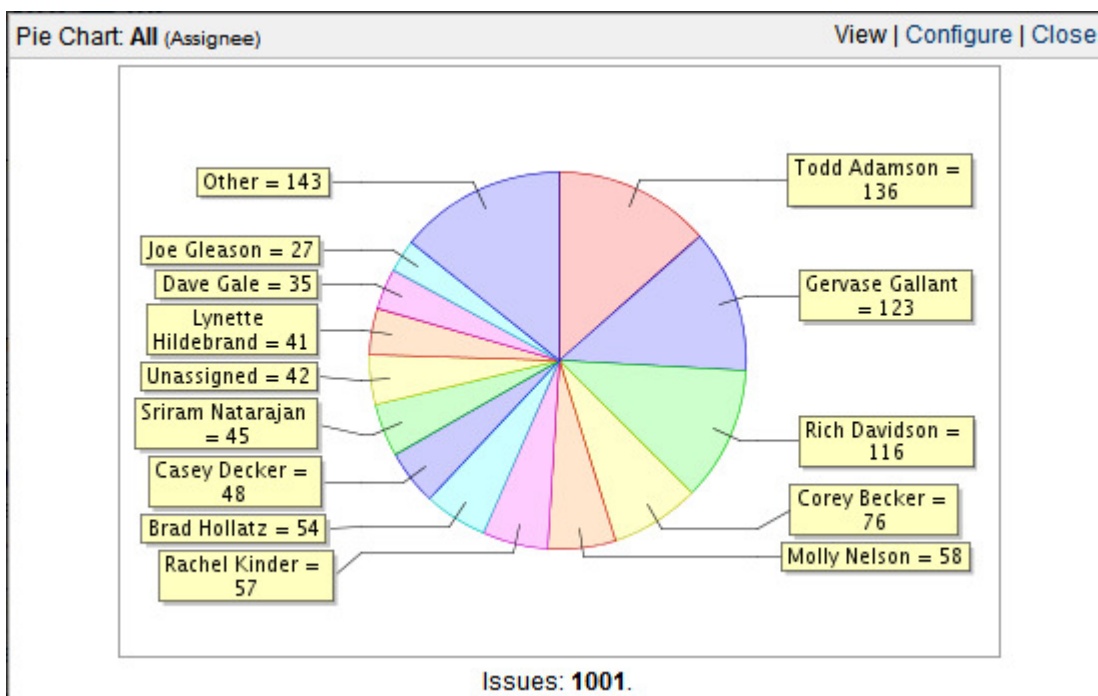
The last graph shows the issues broken down by who they are assigned to. Typically, the person listed as the assignee is also the person who fixed the issue.