MEMORANDUM

TO:

FROM: Application Services Team

DATE: March 2nd, 2009

RE: **Recommendation for implementation of JIRA Defect Tracking Tool**

Purpose

Install an enterprise wide tool for the purpose of tracking and monitoring defects within our applications.

Recommendation
1. Purchase an Enterprise License of JIRA for $4,800.
2. Hold training for users of JIRA.
3. Integrate the system with our current source control systems, build systems, and development environments.
4. Develop a process for handling defect workflow.

Current Situation/Discussion

During the development phase of a project many small units of work are created. These range from the simple task to the fixing of a discovered problem. It is typical that we find and create work faster than we can do the work. Thus some system has to store the work that is queuing in our work load buckets.

Currently teams are using multiple ways to store this work. We did an informal survey of many different development teams in IS and TS. What we found is that teams use the following systems: sticky notes, notepad paper, e-mail, local Excel spreadsheet, shared remote Excel spreadsheet, Clarity, Magic, third party hosted systems.

There is no integration or reporting between other tools and what is currently being used. Also, these are currently being used in a throw-away manner. Throw-away meaning in that once the work was completed, the task disappeared and was no longer available for metrics or historical tracking.

Evaluation was done concerning buying vs. building vs. re-tooling an existing product. The conclusion was that we could not build or re-tool for the cost of buying.

A 30-day trial is currently in motion with the P&C team on the Rate Restructure project. They have rapidly adapted to the tool and it is now being used as part of their daily work management.

Financial Impact and Benefits

		IT Budget Impact		
		Year 1	Year 2	Year 3	Total
Expenses	**JIRA enterprise License**	$4,800			
	Annual support		$2,400	$2,400	
	TOTAL	**$4,800**	**$2,400**	**$2,400**	**$9,600**
Budget	**Total Budgeted Project**	**$0**	**$0**	**$0**	**$0**
TOTAL Budget Impact		**$4,800**	**$2,400**	**$2,400**	**$9,600**

/Company Split	Year 1	Year 2	Year 3	Total
Life	$1,296	$648	$648	**$2,592**
P&C	$3,360	$1,680	$1,680	**$6,720**
FBL Financial Group	$144	$72	$72	**$288**
TOTAL Budget Impact	**$4,800**	**$2,400**	**$2,400**	**$9,600**

Hardware for JIRA has already been allocated and will not be an additional cost.

Because the application is accessed through a web browser, there are no client software or licenses required.

It is projected that staff will become more efficient at their jobs by using JIRA. Also, reports can easily be run against JIRA to provide insights into the development process. These insights will then be used to help improve development, which we hope will have a positive long term financial benefit.

Staffing Requirements

No additional staffing is required. The current members of the Application Services Team will be responsible for the implementation of JIRA and the training of the staff.

User Testimonials

Below are comments from the P&C Team about the JIRA tool.

"I like how it's tied to subversion. It's pretty cool that the comments I make in subversion kick off a comment on JIRA.

I like the messaging. It's a lot but it's good to know when the problem is being worked on.

I like how easy it is to organize the tasks - the component option helps categorize the problems/tasks and makes it easy to find. For example, I can look and see if there are RRE problems out there that I may be able to take over from Todd. He then can focus on DPA problems because he knows that system better anyone.

It is soooo much better than clarity or any other tool we've had in the past. It's easier to use, easier to search easier to get reports from." --- Molly Nelson

"The biggest plus to Jira is the ability to link issues together. Many times we will get testers entering numerous comments like "record XXX gives me a null pointer". Being able to go in after the fact and link them together

and then provide a detailed explanation of what the actual problem was and how it was fixed is something we do not have today in either Clarity or Magic.

What I also like is being able to create and track tasks that are too small for "clarity buckets" in the course of development means that chatter over cubicle walls actually gets documented somewhere and we know what the status of those tasks are." --- Todd Adamson

"JIRA is incredibly easy to use." --- Rich Davidson

"JIRA seems fairly user friendly.

I do like the bit of reporting I have seen. Magic is not friendly at all when it comes to reports/using and Clarity project problem 'incident' reporting is even worse." --- Lynette Hildebrand