

Activity	
Role & ID	S4
Description	Re-opening a closed bug
Building Blocks	Bravery, Scrum, Champagne
Analysis	
Rationale	A bug that was not solved properly has been re-opened because it needs additional work
Emotional Goal	Re-opening a closed bug is a brave feat. If someone closed thought to have solved it and did not, probably that bug is hard.
Implementation	
Actors	The system and the community
Dynamics	Recognizing that a bug is still unsolved is already an important point that needs a reward. Additional rewards come from being able to actually solve it.
Meta	<p>As the user re-opens the bug, she earns 10 Drachmas and the event is published on the homepage of the platform. If the user also expresses the interest in trying to solve the bug:</p> <ol style="list-style-type: none"> 1. The system sends the bug report to 10 expert users (having more than 150 accumulated Drachmas) and asks to estimate a time in days needed to solve it (considering not more than 3-4 hours of work per day). 2. The least and highest returned values are removed, and the system computes the average of the other eight values. This averaged value is communicated to the user so that he knows that the community expects her to solve the bug in that number of days. 3. When she solves the bug, her "Heracles" badge assumes a colour computed as the mathematical function of how many days totally other past programmers worked on that and how long it has been closed. Moreover, if she managed to solve it within the estimated time, she earns 50 Drachmas. If she employs 1 week more, she earns 40 Drachmas, and so on. 4. The user can share her success on her favourite social network. <p>After the 5th week beyond the estimated time, the user gets no Drachmas and her badge remains white. At that time, she must declare to the community whether she gives up, or wants to assign the bug to another user, or wants to ask an extension of the available time. If she decides for the last option, she needs to publish on the bug report exactly what she did and what she thinks should be still done to solve it. The evaluation with the 10 expert users is done again and the user now has that time to solve the bug. The user can ask consecutively an extension up to 3 times, then she must give up or assign it to another programmer.</p>
Hazards	The bug was solved and should not have been re-opened in the first place. An expert user should check first whether re-opening is the right thing to do.
Testing	
Target	Average Time period to fix re-opened bug before gamification, and after the introduction of the gamification layer.
Methodology	Compute the respective averages times and see whether the time decreases after gamification.
Expected Results	Average time to fix re-opened bugs has decreased.
Actual Results	to be determined