Memo

From: Greg Sandell
Date: April 25, 2005
Subject: Jira Issue Levels www.IESAbroad.org

Purpose

Jira, the tool used to track enhancements and bug fixes for www.IESAbroad.org, has been configured to have four levels of issues in order to reflect their urgency. The four levels are:

1. Trivial
2. Minor
3. Major
4. Critical

These levels were created in August of 2004.

Abbreviations

NCBR: Non-critical Bug Release. These are enhancements or bug fixes that can be folded into the regular cycle of website releases. For example, if it is Monday and there is a release launch on the following Thursday, the item does not need to go live until the upcoming release.

CBR: Critical Bug Release. A release that has been scheduled on an emergency basis to immediately address problems that negatively impact the public image or business process of IES.

Trivial

Trivial issues are small issues that, while bad, do not negatively impact the functionality of the website or public image of IES and can wait for the normal NCBR* release. Examples:

1. A color is not quite right on a specific page
2. There is an out of place comma in some text

Minor

These are issues that may negatively impact the functionality of the website or the public image of IES, but can wait for the normal **NCBR** release. Examples:
1. A paragraph of content is wrong.
2. There is an updated PDF for a course or student handbook

Major

These are issues where a previously working page on whydah is no longer working and needs to be fixed right now. This bypasses the normal NCBR* release schedule and is a **CBR**. Examples:
1. The news page does not display correctly.
2. The Request a Catalog page does not save into Empower correctly.

Critical

This is an error with the entire site not working correctly. This also bypasses the normal NCBR* release schedule and is a **CBR**. :
1. All the hooks into Empower have broken.
2. The site doesn't load.