

## Production Issue

- After UAT, regression testing is performed
- After regression testing, application/product/build is **deployed in to production / live environment**
- When customer **found any defects in the production/live environments** is called as **production issue or hot fix**
- **Production issue** occurred due to 2 reason
  1. If production issue has **missed the defect form your company** these production issue are called **“Hot Fix”**. Client sent mail to Project team or **Escalation email** (penalty apply)
    - A. **Production issue** → Client mail to Project team Or **Escalate email** → Tester (SIT) will check/ **re-produced defect (production issue) in SIT environments** → If **issue** has been **found in SIT environments** → Tester will inform to PM, Team & developer fix these issue ASAP → Developer will fix ASAP and Tester will test defect and Developer will deployed to client (production/live). (PM ask to Tester → clarification Mail reply )
    - B. **Production issue** → Client mail to Project team Or **Escalate email** → Tester (SIT) will check/ **re-produced defect (production issue) in SIT environments** → If **issue** has **not found in SIT environments** → Tester will inform to PM, project Team & developer defects not occurred Or functionality is working fine → PM will say to developer kindly check the **Deployment process/ Environment issue** (PM ask to Developer → clarification Mail reply)
  2. If we found issue in production due to **missed functionality from client side** these production issue are called **“Change request (CR)”**. Client sent mail to Project team regarding these CR.
    - A. If any **CR (change request) / RFC from client**, it **don't impact on deployment Or Testing OR production**. PM, BA & Designer interaction client about CR
      - a. If impact is more then we will inform to client.
      - b. If impact is less then we will development & do testing and deploy to client

## Production Issue

**Company**

**Hot Fix**

Impact analysis



Developer – Coding



Tester – Checking production issue



Development

**Client**

**CR**

Impact analysis



Developer – Coding



Tester – Test



Development