

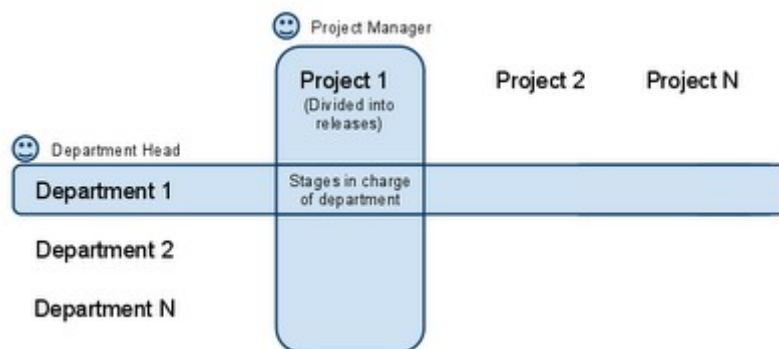
The all new issue workflow

Hello all! Long time no see!

I've had a bunch of talks with some people responsible for developing processes at their work. And I have now a new vision for workflow we must implement in Picket.

The main thing is that most issue trackers are focused on project like the main container for issues. But it is not exactly the way most companies doing things in. There are departments that work on the same projects in parallel. Departments have their own workflows that are just a little bear on each other and these workflows should not be visible from one department to another to not to bother people about tasks they never want to even know about.

That's why I think about following workflow scheme:



Several words about what does this picture means. The picture illustrates the following principals:

- Project - some project that we are tracking
- Release - the unit of the Project that has deadline and can obtain one of the Stages (see below)
- Department - the part of the company (we assume that one Picket installation is for one company for now) that is responsible for several Stages
- Stage - the unit of the Release that has its own deadline and Statuses according to responsible Department workflow
- Status - the current state of the issue in the Department workflow. Status can be assigned to Department person, Project Group or even to a Department to be able to direct issues from responsible Department to the other one
- Project Manager - defines deadlines for Releases and Stages, defines responsible Department for each Stage, sees Project Team (see below)
- Department Head - defines Statuses for Stages Department responsible for, assigns persons and Departments responsible for Statuses, receives issues from other Departments (when there is no one responsible for incoming status), defines Project Group
- Project Group - a number of Department workers who can handle issues

- for some Project
- Project Team - a set of Project Groups from all Departments

These principals look a bit complicated for a first time. But more I'm thinking of them, more I feel they are right and complex enough.

I'd like to receive any comments for this workflow. Hope we can implement it in a short amount of time to try to see it in action.

Originally posted at <http://picket.nophp.ru/2010/12/all-new-issue-workflow.html>