Project Hand-off Process

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<p align="center" style="color:red">New projects</p>

Pre-development
Once the project contract has been signed and mock-ups have been approved, the Project Manager should request Quality Assurance time and forward the expected dates for the following:
- QA testing
- UAT testing
- Launch

After this information is filed, an Integration Tester is assigned to the project. Each meeting about this project from this point should include the Project Manager, Designer, Developers, and Integration Tester.

Development
In the final week or two prior to completing development, the Quality Assurance Test Lead will create the test plan.

The Project Manager should inform Quality assurance when development is complete.

QA CHECKPOINT: Quality Assurance will NOT accept the product for testing if development is not complete.

Stage
Quality Assurance testing begins. During this process, the Integration Tester is responsible for creating and submitting issues into JIRA and verifying resolved issues.

Throughout this process, the Project Manager should inform the Test Lead of all stage pushes.

The Test Lead will provide a test report and inform the Project Manager when testing is complete for the UAT hand-off.

QA CHECKPOINT: Quality Assurance will strongly discourage proceeding to UAT if internal testing is not complete.

UAT
The Integration Tester is responsible for verifying issues created by the client in UAT as well as verifying resolved issues.

The Project Manager should inform the Test Lead of all stage pushes.

When the client has finished UAT, the Project Manager should inform the Test Lead that the project is ready to launch.

QA CHECKPOINT: Unless approved by Quality Assurance, the product will NOT launch.

Production
After launching the product, regression tests are carried out by the Integration Tester.

<div align="center">Existing projects</div>

Daily Review
Each morning, Quality Assurance reviews all client checkouts to ensure that they are functioning properly. Throughout the day, Pingdom, AlertSite, Keynote, and Google Analytics help to monitor all mobile Web and native applications.

If an issue is found, the Integration Tester will notify the Account Manager or Project Manager after submitting an issue into JIRA. Until resolved, frequent communication should occur about updates on the issue.

Managing a typical issue should proceed through the following steps:
- Step 1: The Quality Assurance Integration Tester will report a bug in JIRA and assign it to "Automatic."

- *Step 2*: Depending on the status of the project, the Account Manager or Project Manager will be notified and will assign the ticket to a specific Developer or the Hopper.

- *Step 3*: The Developer is notified and will work to resolve the issue, track his/her time, select "Resolve Issue" on the JIRA ticket, and assign the ticket to "Automatic."

- *Step 4*: The Account Manager or Project Manager will request for a push to Stage or Production.

- *Step 5.1*: If on Production, the Integration Tester will verify the bug has been resolved, comment "Verified by QA on Production," and close the issue. **The issue has been resolved.**

  If it has not been resolved, the Integration Tester will make a comment and assign it back to "Automatic." If this should happen, proceed back to *Step 2*.

- *Step 5.2*: If on Stage, the Integration Tester will verify the bug has been resolved, comment "Verified by QA on Stage," and assign the ticket to "Automatic."

If it has not been resolved, the Integration Tester will make a comment and assign it back to "Automatic." If this should happen, proceed back to *Step 2*.

- *Step 6*: The Account Manager or Project Manager will request a push to Production.

- *Step 7*: The Integration Tester will verify that the bug has been resolved, comment "Verified by QA on Production," and close the issue. **The issue has been resolved.**

  If it has not been resolved, the Integration Tester will make a comment and assign it back to "Automatic." If this should happen, proceed back to *Step 2*.