eCommerce Issue logging process

01. I have an issue to log

What kind?

02. Bug/Task or I'm not sure

2A. Send an email to enterprise eCom

2C. Perform triage

Solution?

2F. Apply Fix (Ops)

2F.1. Respond via email with outcome

Done

2E. Assign to Merchandiser

Copy in Chantall

2E.1. Respond via email with outcome

Prioritize

2E.2. Apply fix (Merchandisers)

Done

2D. Assign to Scrum Team

Copy in Godwill

2D.1. Respond via email with outcome

2D.2. Product to Assess & prioritize

2D.3. Unpack in refinement & planning

2D.4. Start development once ready

Done

03. New idea

3b. Log it via ideas board on Jira

Use this link

Done

04. Business request

Life Cycle of a ticket

Small? Medium? Large?

What are the different types of issues I can log?

4A. Log a Task for the Scrum team

4B. Log a Story for the Scrum team

4C. Log a Feature for the Alpha Team

How to log a Jira
Click here to view the template
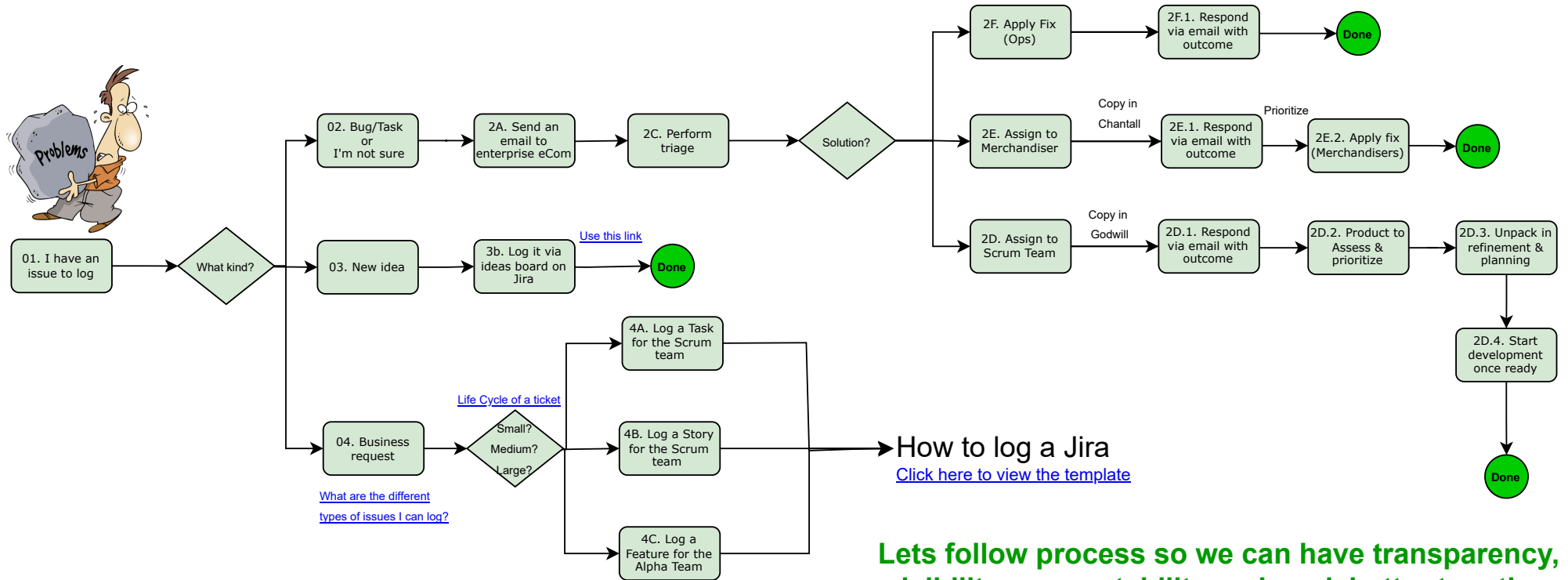
Lets follow process so we can have transparency, visibility, accountability and work better together

How do I use Jira?
Click here for basic training

Want to be a Jira Master?
Click here for advanced training

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