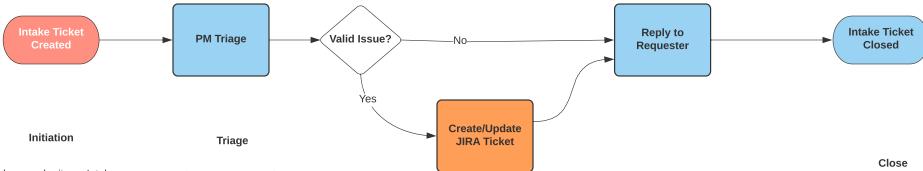
Intake Request Process Flow

Evan Weld | February 23, 2021

Roles: Intake Requester Product Manager DTE Team / SME



End user submits an Intake Request form on our Confluence page:

- 1. JIRA ticket is automatically created
- 2. Confluence List of Tickets is automatically updated

Product Managers evaluate each Intake Ticket and decide who can best address it and raise clarifying questions to Requester and Team

Update JIRA

- If an issue already exists, update issue with most recent details or adjust JIRA story as needed
- 2. If no issue already exists, create a JIRA story to address the issue that is pointed out in the Intake (this story is independent from the Intake itself)

Response

Send final response to Intake Request with an explanation of why the Intake is a valid or non-valid issue, links to any new/existing JIRA tickets, and analysis documents/scripts After reply to Requestor and updates to Issue Tracker, the Automated JIRA ticket will be closed REGARDLESS of the status of the underlying issue, which will be tracked in the independent JIRA tickets and Issue Tracker