Guidelines for Business Analyst to Handle JM Bluestart Production Tickets

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| Creating a Ticket in IGT JIRA Board (Owner: Kranti) | **Step-1:** Open Unicomer JIRA Board and verify any new tickets got created on Dave\_Balack men and Chetan K.  **Step-2:** If yes then compare the tickets with list of tickets created in IGT Jira Board.  **Step-3:** If the ticket is completely a new ticket, then Create the ticket in IGT JIRA Board (JM Bluestart Production Board) with Prefix as GDIEC-Number as per Unicomer JIRA Board.  **Step-4:** Import all the information from Unicomer ticket to IGT JIRA ticket and assign Deepak for further action steps.  **Step-5:** If the source of ticket is from another application, then create the ticket in our board keeping prefix as per the application standards and import all the information related to the ticket and assign Deepak for further actions |
| Scenario -1 (Owners Ashwin,Kranti,Ankur,Harish,Surendhar& Karthik) | **Step-1:** Go through the information provided in tickets  **Step-2:** If the ticket has enough information, then replicate the issue in our test servers and understand the root cause of the issue.  **Step-3:** Prepare a detailed analysis report and update the same in IGT JIRA ticket and assignee Mr, Palani and Mr. Kiran Kumar  **Step-4:** Post the ticket ID in JM Bluestart chat group and request Mr. Palani and Mr.Kiran to assign a resource. |
| Scenario-2(Owners Ashwin,Kranti,Ankur,Harish,Surendhar& Karthik) | **Step-1:** Go through the information provided in tickets  **Step-2:** If the information is not sufficient or need any more information related ticket then prepare the list of questions and post in IGT JIRA Ticket. |
| Scenario-3(Owners Ashwin,Kranti,Ankur,Harish,Surendhar & Karthik) | **Step-1:** Go through the information provided in tickets and information is sufficient. But still if you are in a confused state then contact Deepak for further assistance.  **Step-2:** If the ticket needs more clarification, then Deepak will arrange a consortium call between all the BAs to discuss and conclude the action points. |
| Scenario-4(Owners Ashwin,Kranti,Ankur,Harish,Surendhar& Karthik) | **Step-1:** Deepak will create the list of tickets which are waiting for customer updates and make sure the list is ready before 7PM IST BA status call.  **Step-2:** Team will discuss and agree for the tickets listed and handover to night shift BAs to have a call with client or to send an email to client for further inputs. |
| Change Request Handling and Documents preparing (Owners Deepak & Shilpa) | Deepak and Shilpa will work on Change request requirements and update the BRD, User manual and Release notes.  Shilpa will be the document supervisor for final version release and publishing the documents to IGT. |
| **Note:** Please capture the time spent on every ticket in JIRA. | |