

Project Overview

Objective (Real)

The aim of this project, overall, is to display (public) familiarity with important tools like Confluence, Jira, Camunda Modeler and PowerBI with a mock project, as it might actually appear, but with fake data, and in a reduced scope.

Objective (Fake)

This project analyzes the end-to-end process from customer bug reports to production deployment. The goal is to identify inefficiencies in the current workflow, design an optimized future state, and define an implementation roadmap with measurable success criteria.

Scope

The process begins when a customer submits a bug report or feature request and ends when the fix is deployed and the customer is notified. All handoffs between Customer Support, Product Owner, Development, QA, and DevOps are in scope.

Stakeholders

Stakeholder	Role
Customer Support	Receives and categorizes incoming reports, communicates status to customer
Product Owner	Prioritizes backlog, approves scope
Development Team	Implements fixes and features
QA Team	Validates implementation
DevOps	Manages deployment pipeline

Problem Statement

The current process suffers from unclear handoffs, limited visibility into ticket status, and inconsistent cycle times. Customers frequently request status updates because they have no

self-service way to track progress. QA often returns tickets to development due to incomplete information, causing rework.

Pain Points

- Manual handoff between Support and Product Owner (tickets forwarded via email)
- No standardized ticket categorization at intake
- Customer has no visibility into ticket status
- QA receives incomplete context, leading to back-and-forth with Development
- Deployment timing is ad-hoc with no defined release cadence

Success Metrics

KPI	Current	Target
End-to-end cycle time	14 days	7 days
QA bounce-back rate	30%	10%
Customer status inquiries per ticket	3	0