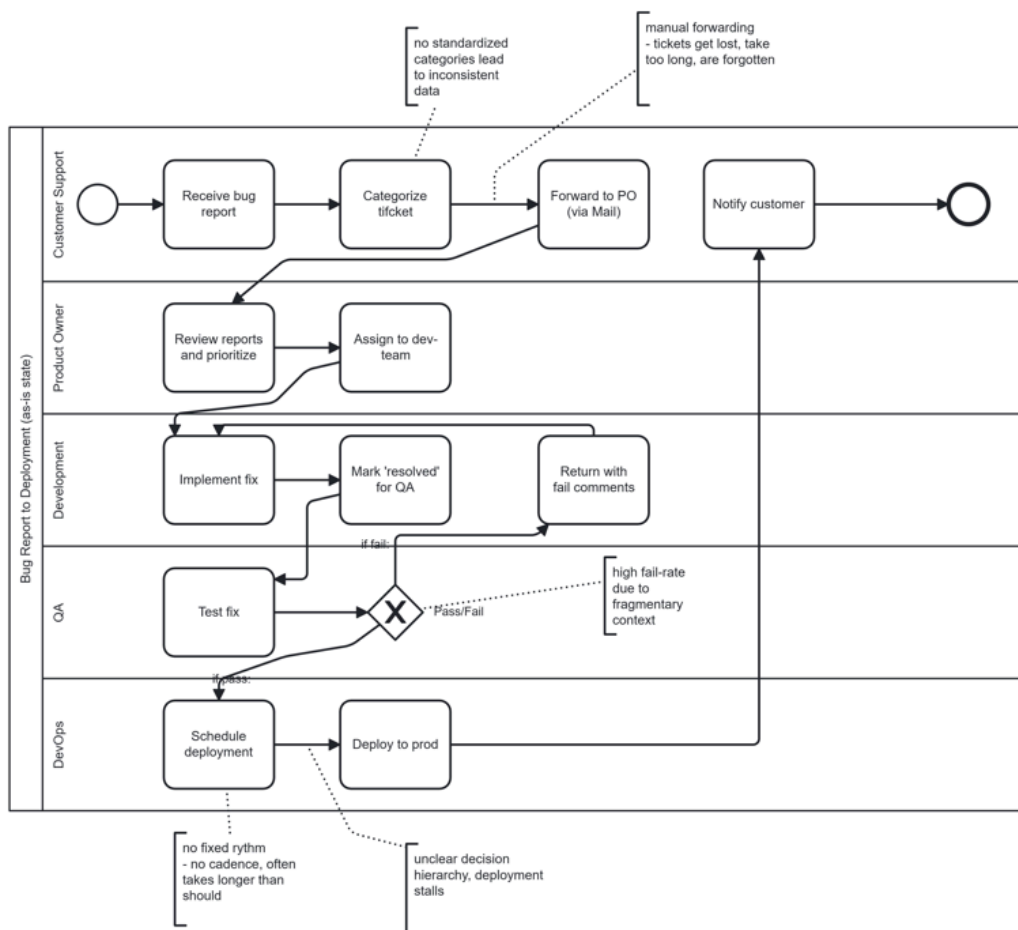


Current State Analysis

The current bug report to deployment process suffers from several inefficiencies that impact cycle time and customer satisfaction.



Key Pain Points Identified

1. Inconsistent ticket categorization — no standardized intake form leads to varying data quality and misrouted tickets.
2. Manual handoff via email — tickets forwarded from Support to Product Owner without tracking; some tickets are lost or delayed.
3. High QA bounce-back rate — 30% of tickets return to Development due to insufficient context provided at handoff.
4. Ad-hoc deployment scheduling — no defined release cadence means urgent fixes wait unnecessarily.

5. No customer visibility — customers have no way to self-check status, resulting in repeated inquiries that consume Support capacity.