

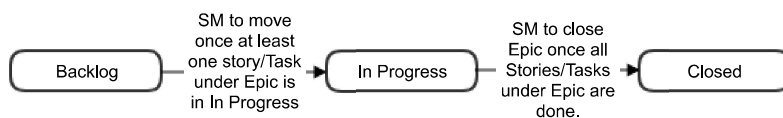
# JIRA Ticket - Ownership Instructions & Workflow

Below instructions are based on the existing workflow in JIRA. We are in process of working on new workflows and will try to finalize them asap, till then follow below instructions. For new workflows, I will update the instructions but should not be a major change in it.

## Epic

- Backlog to In Progress – SM is responsible to move the status of an Epic once any one of the improvements under the Epic is In Progress.
  - Note: - Currently for some projects, only SM is able to move ticket status from New to Prioritize to Backlog**
- Epic can only be closed once all improvements under the Epics are Closed. SM is responsible to close the EPIC.

### Epic - Ownership flow



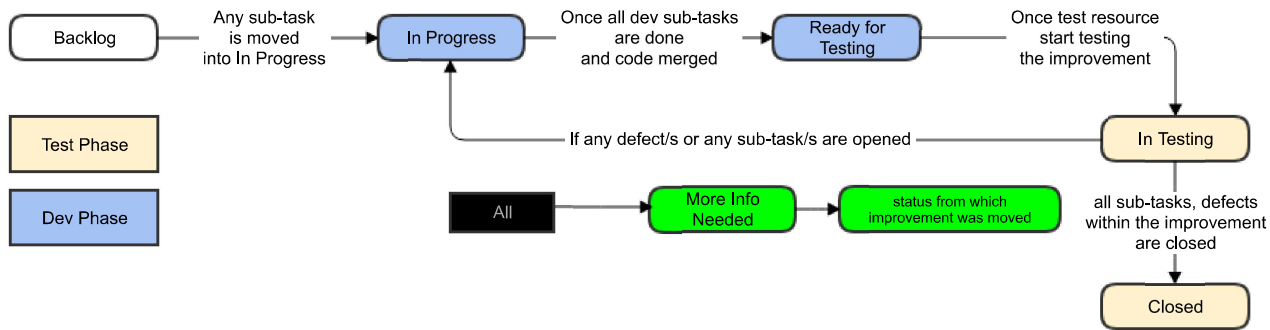
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## Improvement

- Backlog to Progress** – Developer/Tester responsible to change the status of the Improvement to In Progress once he/she starts working on their sub-task within the Improvement
  - Note: - Currently for some projects, only SM is able to move ticket status from New to Prioritize to Backlog**
- Keep in Progress status**– keep an Improvement ticket in In Progress status throughout the development phase (even during code review) until Improvement is Ready for Testing.
- In Progress to Ready for Testing** – once all dev sub-tasks are ready for testing developer is responsible to move Improvement ticket from In Progress to Ready for Testing and developer should assign the ticket to the test lead.
- Ready for Testing to In Testing** – Test lead is responsible to assign the Improvement to test resource in his/her team and test resource is responsible to move the status from Ready for Testing to In Testing status.
- In Testing to Closed** – Test resource who is responsible for testing the improvement will close the improvement once all the defects opened under the improvement and all sub-tasks under the improvement are closed.
  - Note:- If any defect which is discussed and approved to be part of test-fix sprint or next sprint or deferred, please convert sprint defect to stand alone defect and link it with the improvement.
- Any status to More Info Needed** – If for any reason Improvement is blocked/not clear/open questions, individual who has that questions/queries is responsible to bring this questions/queries to the team's attention
  - A resource who has raised the questions/concern responsible to change status to More Info Needed put the comment in the ticket why the ticket is moved into More info Needed status.
  - Assign ticket to the resource from whom information is expected from.
  - A resource who was responsible to resolve the questions/queries is responsible to move the ticket status to the same status from where it was moved to More Info Needed and assign it to the resource who had raised the question/query.
  - If Improvement is moved in More Info Needed from New/Prioritize/Backlog status and question/query has been resolved, make sure Improvement status is moved back to Backlog status.

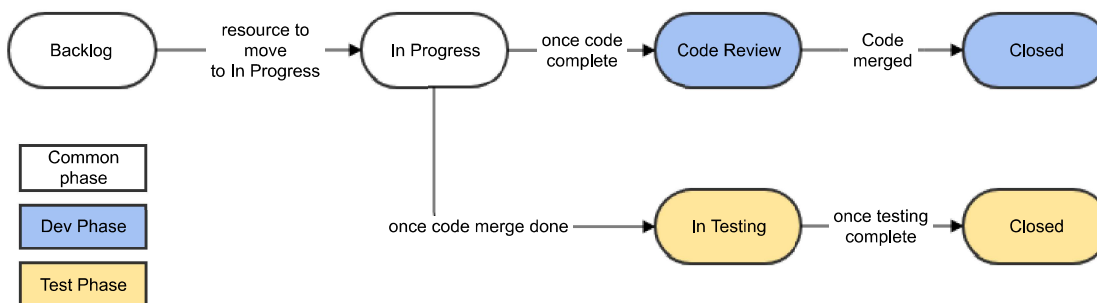
**Improvement - Ownership Flow****FREE TRIAL**

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**Sub-Task**

- **Backlog to In Progress** – resource assigned to the specific sub-task responsible to change the status from Backlog to In Progress once he/she starts working on the sub-task.
  - **Note: - Currently For some projects only SM is able to move ticket status from New to Prioritize - Backlog**
- **Dev Sub-Task - In Progress to Code Review** – If it's a dev sub-task, the developer is responsible to move the sub-task from in progress to code review status once code is complete. He/she should keep the sub-task on his/her name.
- **Dev Sub-Task - Code Review to Done to Closed** – once code review is done and code is merged developer is responsible to mark the subtask to Closed.
- **QA Exploratory Testing - Sub-Task - Backlog to In Progress to Ready for Testing to In Testing** – Test resource is responsible to move the QA exploratory testing subtask status from Backlog to In Progress to Ready for Testing to In Testing
  - Once exploratory testing of specific Improvement is done test resource is responsible to mark the exploratory sub-task to Closed.
  - QA documentation sub-task – Backlog to In Progress – Test resource responsible to move documentation sub-task from Backlog to In Progress.
  - Once any QA subtask is done test resource is responsible to mark the sub-task as Closed.

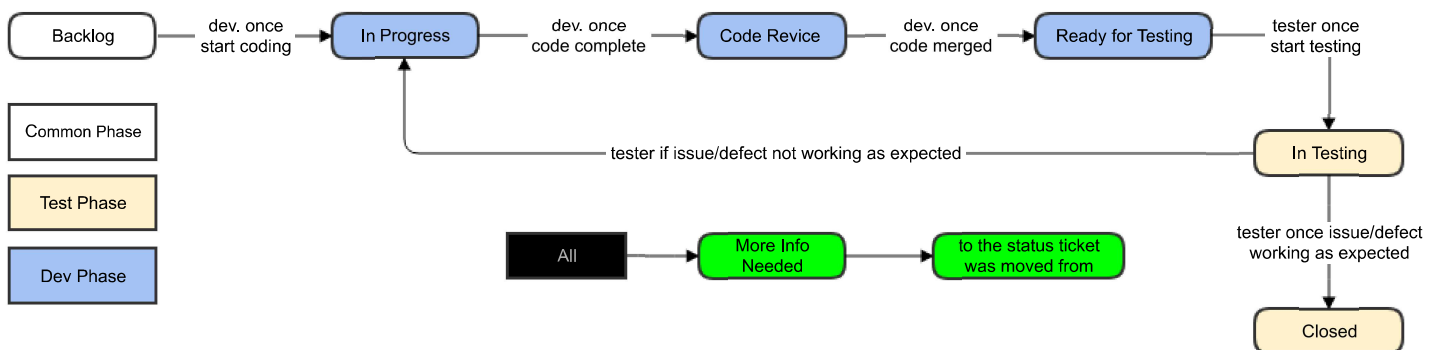
**Sub-Tasks - ownership workflow****FREE TRIAL**

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## Defect/Sprint-Defect

- **Backlog to In Progress** – dev resource is responsible to move defect from Backlog to In Progress once he/she starts working on the specific defect.
  - **Note: - Currently For some projects only SM is able to move ticket status from New to Prioritize - Backlog**
- **In-Progress to Code Review** – once defect is fixed dev resource is responsible to move defect status from In Progress to Code review status and keep the defect on their own name.
- **Code Review to Ready for Testing** – Once code review is done and code is merged dev resource is responsible to move defect status from Code Review to Ready for Testing and assign it to the **test lead**.
- **Ready for Testing to In Testing** – **Test resource** whom defect is assigned by test lead is responsible to move the defect from Ready for Testing to In Testing status once resource starts testing the defect.
- **In Testing to In Progress** – If defect is not fixed or not meeting the expected result (re-opened) test resource is responsible to move the ticket from In Testing to In Progress and assign it to the developer who worked on the defect. Once defect is fixed follow same rule as mentioned above to moved defect from In Progress to Code Review to Ready for Testing.
- **In Testing –Closed** – If defect is working as expected test resource is responsible to put required evidence of the result and attach all the documents, screen shot etc. in the defect and mark the ticket as Closed.
- **Any status to More Info Needed** – If for any reason defect is blocked/not clear/open questions individual who has that questions/queries is responsible to discuss the questions/queries during the stand up or discuss with the on-site lead or peers.
  - Put comment in the ticket why ticket is moved into More info Needed status.
  - Once moved into More info Needed status, assign ticket to the resource from whom information is expected from.
  - Resource who was responsible to resolve the questions/queries is responsible to move the ticket status to the same status from where it was moved to More Info Needed and assign it to the resource who had raised the question/query.
  - Ex. - if ticket was moved from In Progress to More Info Needed by the resource - resource who was responsible to resolve the query needs to put ticket back to In Progress and assign it back to the resource who had raised the question/concern.
- **Any status to Deferred status** – Any defect which is agreed to taken to ARR meeting, test lead or test resource who is working on that specific defect is responsible to do below steps.
- **Set Deferred flag to – Recommended by R&D** (this means scrum team agreed to bring this specific issue to the ARR meeting). Once issue is discussed in the ARR meeting and ARR committee agrees to defer the issue then Test lead/Test resource is responsible to put the decision made in the meeting in the comment section change
  - Deferred flag to – YES
  - Change defect status to Deferred
  - Take the value out of Fix Version/s & Proposed release field.
  - Once issue is discussed in the ARR meeting and ARR committee rejects to defer the issue then Test lead/Test resource is responsible to keep the status of the ticket as is make sure defect is addressed during the specific release.
  - Move Recommended by R&D flag to NO or None



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## Task - Ownership Workflow

Task JIRA type should only be used for technical work or task which is not related to functional changes.

**Note :** - Currently Task workflow for Mobile and Web project is not in sync. I am working with other SMs and team members on finalizing new workflows.

### Web – Dev Task

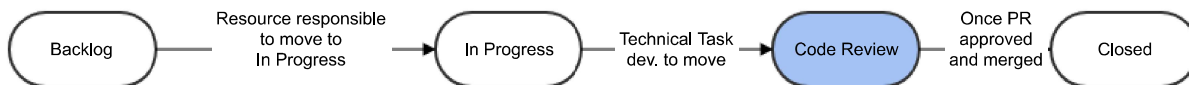
- **Backlog to In Progress** – resource assigned to the specific task responsible to change the status from Backlog to In Progress once he/she starts working on the task

- **Note: - Currently For some projects only SM is able to move ticket status from New to Prioritize - Backlog**
- **Dev Task – In Progress to Code Review to Closed**– once code review is done and code is merged developer is responsible to mark the task to Closed.
- **Other Then Dev Tasks** – follow Web/Mobile Task workflow described below.

### Web/Mobile – Task

- **Backlog to In Progress** – resource assigned to the specific task responsible to change the status from Backlog to In Progress once he/she starts working on the task.
- **Note: - Currently For some projects only SM is able to move ticket status from New to Prioritize - Backlog**
- **In Progress to Done to Closed**– once work is complete resource working on specific task responsible to mark the task as Closed.

#### Web - Dev Task Ownership Work Flow



#### Web\Mobile - Tasks - Ownership Work Flow



Common Phase

Dev Phase

Non Dev Phase

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