Workcloud Task Management 25.1 Release Readiness

Created by Swathi Bandi, last modified just a moment ago Add Approval

Release Readiness Review - Software Design Assurance Team

~~DQRD-4795~~ - **Workcloud Task 25.1 Monthly Release** DONE

Point of contact - Neha Khandelwal

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Approval Title 9 of 9 approved

Approver	Status	Date
Neha Khandelwal	APPROVED	06/01/2025
Kantha Lakshmi Krishna Kumar	APPROVED	03/01/2025
Sarah Liptak	APPROVED	03/01/2025
Ranjan Rao	APPROVED	03/01/2025
Nilesh Bihani	APPROVED	06/01/2025
Alan Epshteyn	APPROVED	06/01/2025
Avdhoot Walvekar	APPROVED	03/01/2025

Approver	Status	Date
Jagadesh Thondapu	APPROVED	03/01/2025
Randy Olds	APPROVED	03/01/2025

Approval was successful

Stakeholders:

Functions	Software Engineering	Product Management	CFQ Readiness	Security Readiness	Deployment Readiness	Service Readiness	Program Management	Product Quality	Customer Support(L1 Management)	Customer Support(L2 Management)
Stakeholders	Alan Epshteyn	Jagadesh Thondapu	Nilesh Bihani	Randy Olds	Ranjan Rao	Sarah Liptak	Dimitar Popovski	Deepak Kamani	Sahasrabudhe, Chetan	Bitteker, Eva
Functional Leads	Avdhoot Walvekar	Prabu Yogesh	Vijay Patil, Abhay	Brian Thompson	Mayur, Phapale	Phil Sonnema	Kantha Lakshmi K	Neha Khandelwal		Maddirala, Umakanth

Program Version, Scope & Timeline:

PI	Program Name and Version	Milestone	Planned Date	Actual Date
PI 4.24	Work cloud Task Management TASK-25.1	TASK-25.1	03 Jan 2025	

Overview / Key Features Summary

TASK-25.1 RRR detailed scope has been captured in release notes: TM 25.1 Quality Response Document (Non-ZTM)

25.1 Parity Features / Enhancements Release Notes. - RAM Technical Documentation - Zebra Confluence

Release Scope

Summary	Data Source	Delivered/Open	Comments
Release Epic Epics/Stories Delivered	Jira	25.1 Parity Features / Enhancements Release Notes. 34 issues / 1 issue	ZTM epics are removed
SFDC Defects Fixed	Jira	Total Fixed in 25.1 68 issues	(83 issues) 84 : Few are in Verify and Waiting for Info state.
Security Defects Fixed	Jira	Total Fixed in 25.1 17 issues	
Internal Defects Fixed (SIT + CST)	Jira	Total Fixed in 25.1 264 issues	

Technical Debt	Q3 '23	Q4 '23	Q1 '24	Q2 '24	Q3 '24	Total
SFDC Open Issues across ALL Versions	1 issue	3 issues	2 issues	11 issues	16 issues	82 issues

Release Cycle Reported Bugs

System Health Dashboard: https://confluence.zebra.com/display/CFQ/Release+Validation+Status

Release Validation Status

Reported Issue Status:

Total Issues	Open/Reopen		Verify	Done	Backlog from Last Release		Bugs Converted to Epic/Story	Waiting for Info / Information Requested
690 issues	ATL	BTL	24 issues	304 issues	ATL	BTL	37 issues	26 issues
	21 issues	251 issues			19 issues	71 issues		

UAT Open Issues:

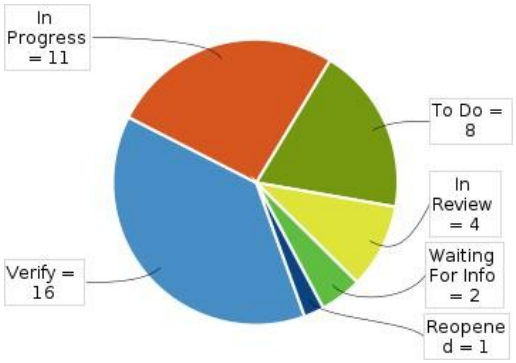
Total Issues	RBS UAT		TESCO UAT		BELK UAT		Bugs Converted to Epic/Story
19 issues	ATL	BTL	ATL	BTL	ATL	BTL	1 issue
	1 issue	9 issues	0 issues	9 issues	1 issue	1 issue	

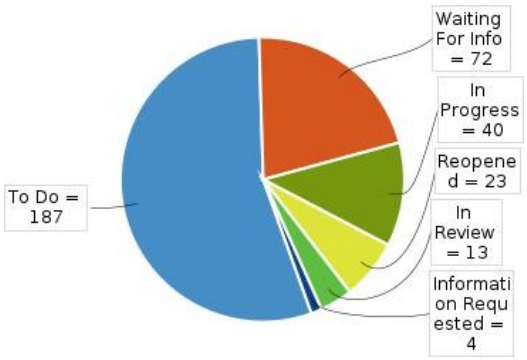
Issue Categorization:

Total Issues	Regression To Review	Regression (Accepted)	New Finding		New Feature		Known Issues	
690 issues	0 issues	12 issues	ATL	BTL	ATL	BTL	ATL	BTL
			183 issues	295 issues	76 issues	113 issues	2 issues	11 issues

Release Readiness Critical Metrics (Previous/Current):

	Metrics	Release Criteria	Current Release RRR(TASK-25.1)	Status	Summary/ Take -Away
1	**Delivery against requirements (PIRs)**	**100%**	100%	ON TRACK	
2	**Open ALL RRR Defects(Current Release)**	**ATLS:** **< 30** | **> 30 & <= 50** | **>50** BTLS: **<50** | **>50 & <= 100** | **> 100**		MEDIUM RISK	Focus is there on the burn down of the ATLS in the upcoming releases. Mentioned by @Kantha Lakshmi Krishna Kumar

			42 issues ATLS and  **282 issues BTLS**		
3	**Open Security RRR Defects(Current Release)**	**ATLS:** **<5** | **>5 &<=10** | **>10** **BTLS:** **<10** | **>10 & <=20** | **>20**	9 issues ATLS and 21 issues BTLS and	**MEDIUM RISK**	 Analyse and resolve 8 high-priority issues from 25.1 list during PI1.25 (February-April 2025), targeting releases between 25.3 to 25.6
4	**All Open Defects (T-1)** **[Exclude Security and SFDC]**	ATLS: **<100** | **>100 & <=300** | **>300** BTLS: **< 300** | **>300 & <=600** | **>600**	339 issues ATLS and (339 ATLS)	RISK	Need to have burn down plan to decrease the ATLS

<table>
<tr><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td> 

715 issues BTLs (715 ATLS)</td><td></td><td></td></tr>
<tr><td>5</td><td>All Security Open Defects (T-1)</td><td>ATLS:<table><tr><th>< 30</th><th>>30 &<= 50</th><th>>50</th></tr></table>BTLS:<table><tr><th><50</th><th>>50 & <=80</th><th>>80</th></tr></table></td><td>66 issues ATLS and 103 issues BTLs
66 ATLS and 103 BTLS</td><td>RISK</td><td>Begin reviewing and addressing the remaining ATL (High + Highest) tickets in PI1.25 and PI2.25 (February-August 2025), aiming for releases between versions 25.3 and 25.9.</td></tr>
<tr><td>6</td><td>Customer Specific Testing (UAT)
Minimum 5 Customers</td><td>Zero ATLS
>90% of Testcases</td><td><table><tr><th>Client</th><th>ATLs</th><th>BTLS</th></tr><tr><td>RBS UAT<ul><li>Total Testcases - 526</li><li>Total Executed- 488</li><li>Pass - 475</li><li>Fail - 13<ul><li>ATL - 4</li><li>BTL - 9</li></ul></li><li>Unexecuted - 38</li></ul></td><td>1 issue</td><td>9 issues</td></tr><tr><td>Tesco<ul><li>Total Testcases - 60</li><li>Total Executed- 60</li><li>Pass - 46</li><li>Fail - 14<ul><li>ATL - 4</li><li>BTL - 10</li></ul></li></ul></td><td>0 issues</td><td>9 issues</td></tr></table></td><td></td><td>TM-48960 : will be fixed in 25.2 release.
TM-49004 : Fixed</td></tr>
</table>

			<table><tr><td>Belk<ul><li>Total Testcases - 55</li><li>Total Executed- 43</li><li>Pass - 42</li><li>Fail - 1<ul><li>ATL - 1</li><li>BTL - 0</li></ul></li><li>Unexecuted - 12</li></ul></td><td>1 issue</td><td>1 issue</td></tr></table>		
7	**Load/Performance (Newly reported issues)**	**Zero ATLS**	New issues reported in 25.1 Release. ATLs : 10 BTLs : 11 No. of Open ATLS: 5 issues No. of Open BTLS: 11 Overall Open Issues: 24 ATLs: 7 BTLs: 17		 TM-48989 to be reviewed before Pre-prod release: cloud ops or deployment team should be aware of this changes before moving to deployment. @ Vernekar Anil JVM options : Should be documented and CLM team should be aware of the JVM options with the new JDK upgrade

8	**E2E Test Coverage**	**>=90%**	• Total Testcases - 1114
			• Total Executed- 1114
			• Pass – 891
			• Fail – 223
			  ◦ ATL – 60
			  ◦ BTL – 163
				ON TRACK	More Impact test cases are added and over all coverage has been improved

9	**Automation Test Coverage**	**>=90%**	• Total Testcases - 922
			• Total Executed- 922
			• Pass – 860
			• Fail – 62
			  ◦ ATL – 28
			  ◦ BTL – 34
				ON TRACK	100 + testcases has been added as part of the Automation Coverage

10	**Unit Test Coverage (New Features + New Bug Fixes)**	**Upward Trend(5%)**	<table><tr><th>Sr. No.</th><th>Metric</th><th>Module</th><th>Release-24.10</th><th>Release-25.1</th></tr><tr><td>1</td><td>Coverage</td><td>rflx-tm-creator-web</td><td>15.40%</td><td>16.7%</td></tr><tr><td>2</td><td></td><td>rflx-tm-creator-server</td><td>7.80%</td><td>48.4%</td></tr><tr><td>3</td><td></td><td>ztm-qnote</td><td>6.30%</td><td>7.80%</td></tr><tr><td>4</td><td></td><td>ZTM-INDEXER</td><td>3.60%</td><td>5.60%</td></tr><tr><td>5</td><td></td><td>MYWORK</td><td>7.40%</td><td>7.60%</td></tr><tr><td>6</td><td></td><td>ZTM-QCHECK</td><td>2.20%</td><td>3.00%</td></tr><tr><td>7</td><td></td><td>ztm-vm</td><td>4.20%</td><td>4.20%</td></tr><tr><td>8</td><td></td><td>QDOCS</td><td>4.00%</td><td>4.10%</td></tr></table>	WIP	Unit Test Coverage has improved a lot . Please find the attached Snapshot
11	**Defect Closure Rate (ATLs)**	**>75%**	53.2%	MEDIUM RISK	Defect Closure Rate, the burn down of internal defects is less compared to other releases.

12	**Regression Issues**		O issues		No issues
13	**SFDC Open Issues across ALL Versions**		82 issues		

Release Readiness Functional teams Deliverables Checklist:

<table>
<tr><th>Metric</th><th>Status</th><th>JIRA Reference</th></tr>
<tr><td>Product Management Readiness</td><td>
High Level Status
<table>
<tr><th>Criteria</th><th>Status</th></tr>
<tr><td>Desired Experience and Intended use cases delivered ?</td><td>YES</td></tr>
<tr><td>Release Notes Reviewed and Approved (Epics Delivered and Feature Parity)?</td><td>YES</td></tr>
<tr><td>Doc Reviews (Admin and User Guides) peer reviewed with Systems Engineering, Product Marketing and Quality and released in Agile ?</td><td>NA</td></tr>
<tr><td>Solution Cycle Test Results Approved (No ATLs / Known ATLs list have been reviewed and approved) ?</td><td>YES, only for exceptions. All Known issues shared have been reviewed and impact assessed.</td></tr>
<tr><td>Cost Reviewed for New Request (if applicable) ?</td><td>NA</td></tr>
<tr><td>Customer Beta Testing successfully completed for selected features/customers (if applicable) ?</td><td>NA</td></tr>
<tr><td>Proceed with Release ?</td><td>YES, based on the confirmed known issues impact assessment by PdM, QA, ENG and regression impact by QA and ENG.</td></tr>
</table>
</td><td>DQRD-4796</td></tr>
<tr><td>SW Development Engineering Readiness</td><td>
High Level Status
<table>
<tr><th>Criteria (Mandatory)</th><th>Status</th></tr>
<tr><td>Automation of manual deployment steps</td><td>YES</td></tr>
<tr><td>Include/incorporate deployment script into the engineering team's build artifact</td><td>YES</td></tr>
<tr><td>Advance notice of DDL implementation and other DB scripts</td><td>YES</td></tr>
<tr><td>Disaster recovery plan available</td><td>YES</td></tr>
<tr><td>Design Document with Dependencies and High Level Design Available?</td><td>YES</td></tr>
<tr><td>Peer and Tool Based Code Review done and approved ?</td><td>YES</td></tr>
<tr><td>Unit Test Coverage (New Features + New Bug Fixes)</td><td>YES</td></tr>
<tr><td>Release Branch Strategy Adhered ?</td><td>YES</td></tr>
<tr><td>CI/CD pipeline setup and fully automated?</td><td>Partial</td></tr>
</table>
</td><td>DQRD-4799</td></tr>
<tr><td>Program Team Readiness</td><td>
High Level Status
TASK 25.1 Status
<table>
<tr><th>Criteria</th><th>Status</th></tr>
<tr><td>Defect Closure Rate</td><td>53.2%</td></tr>
</table>
</td><td>DQRD-4802</td></tr>
</table>

L3 bugs delivered as per burndown	77
Security burndown plan aligned and approved by corporate security	YES
Impact Analysis Done for New Features and Bug Fixes ?	YES
Release Notes Reviewed and Approved	YES

CFQ / Test Team Readiness

High Level Status

DQRD-4798

Release Summary

Assessment Criteria	RRR Goals	Status
Test Coverage	100% (for Man. & Auto)	100%
Test Pass Rate (based off total coverage of the final RC cycle)	> =95% (for Man. & Auto)	94%
Ability to upgrade/Downgrade SW Release Versions(N-2)	YES (& w/o undue concern from customer standpoint)	
Requirements Traceability Coverage?	YES & >= 95%	Yes
Regression Test Coverage	>95%	100%
New Features Test Coverage	>95%	100%
New Feature Integration Test Coverage	>95%	100%
Test Automation % Improved from previous release ?		117 New Test case added
CST/UAT Test Coverage	>95%	3 customers UAT covered
Cluster based CST/UAT Test Coverage done before RRR	Establish Baseline	
Post Deployment Load Test Plan for Availability & Scalability (Current Release per cluster)	Yes	
Retrospective done for customer reported issues ?	Yes/No	

Mobility{}

Component	Android App Version	iOS App Version	Component	Version	New
			RTM20	25.1.1.0	Yes
My Work	v25.1.0(2024122415)	v25.1.0(2024122320)	**My Work**	25.1.1.0	Yes
Chat	v2025.1.0(2024122319)	v2025.1.0(2024122320)	**Chat**	25.1.1.0	Yes
Check	NA	NA	**Check**	25.1.1.0	Yes
Walk	NA	NA	**Walk**	25.1.1.0	Yes
Pinboard	NA	NA	**Kernel**	25.1.1.0	Yes
Note	NA	NA	**Note**	25.1.1.0	Yes

Docs	NA	NA	**Docs**	25.1.1.0	Yes*
Form	NA	NA	**Forms**	25.1.1.0	Yes*
Visual	NA	NA	**Visual**	25.1.1.0	Yes*

*With 24.10 as we are having consolidated apps, only those versions are mentioned.

R7 Intra SWS BU Integration Compatibility Matrix

Product	Version	Flavor	Test Coverage{}
WFM	45.1.16	TM + WFM	Smoke Test and Basic Integration Completed
WFM	45.1.16	WFM + Kernel + MYWORK	Smoke Test and Basic Integration Completed
ZPA	7.0.2.174	TM + ZPA	Smoke Test and Basic Integration Completed

Reflexis Task Management Compatibility

Form Factor

- Handheld (Zebra, Generic Device)
- Tablet (Generic Device)
- Desktop

Browser tested in R7	Certified Version
Chrome	131.0.6778.205
Firefox	133.0.3 (64-bit)
Edge	131.0.2903.112
Safari	17.5 (19618.2.12.11.6)

Platform	Device Type	OS Version
Android	Zebra TC-26	Android 12
Android	Zebra TC-51	Android 13 Android - 8.1.0
Android	Zebra Tablet	Android 11
Android	Samsung f22	Android 13
Android	Galaxy M32	Android 13
Android	Galaxy M21	Android 13
Android	Galaxy Tab A8	Android 14
iOS	iPhone 11	17.6.1
iOS	iPhone 11	17.3.1

iOS	iPhone XR	17.6.1	
IOS	IPad 9th Gen	v17.5.1	

Security Readiness

DQRD-4797

High Level Status

Release Version	Total New Issues found	Comments
TASK-25.1	29 New Issues found (8 ATL's and 21 BTL) (Issues with **Open + Verify status** -with Fix version in future releases)	• 65 ATL's (4 Highest) 105 BTL's

Performance Readiness

(Load / Capacity Results)

DQRD-4800

High Level Status

10PT Results :

PT Results : https://confluence.zebra.com/display/NFTE/25.1+Release+-+Performance

Citeria	Bugs Reported	Comments
V17: Overall ATL's and BTL's which are newly reported 25.1 Release	21	
No. of Issues addressed as part of 25.1 Release	3	
Overall open PT issues	24	
Summary	• A major change in the 25.1 is java upgrade open JDK 21 • WSS socket time out session setting handle by code and system code properties • 25.1 release, more ATL issues were observed, and more blockers were observed than 24.10. • Pulse db CPU performance is a 10 to 15% increase in this build than the 24.10 (Intermittently observed) • Conducted 6hrs and 10hrs endurance tests to check for Memory/connection leak issues & System stability. The system is stable during the test. • So many log exceptions were observed and raised as BTL issues since there was no harm to the test	

CS&PS Readiness

DQRD-4801

High Level Status

Criteria	Status for RRR 3-Jan 2025
Customer Facing Release Notes ~~Including Known Issues~~ (Current Release)	Ready
Internal and Partner Training Scheduled and Completed	Completed 2-Jan 5 star NPS
Knowledge Center Updated Items	N/A- anything to be added will be done within 2 weeks of RRR
Zebra Learning Portal Trainings	by mid-Jan; to be added will be done within 2 weeks of RRR

Deployment Checklist	**LastComment** For 25.1 Releases - Engineering team should have updated the checklist and called out any exceptions to this specific Release. Going forward , CloudOps assumes this will be updated by Engineering before the pre-RRR meeting. Author: Ranjan Rao	**DQRD-4803**
Hot Fixes		

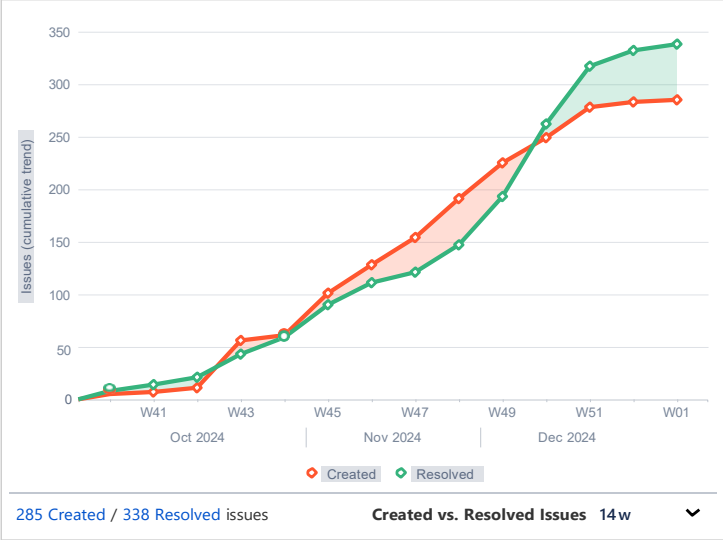
25.1 RRR Window Reported Bugs

Task 25.1	Internal - Performance	Internal - Security	Internal - QA	Pre-Prod
Reported	**21 issues**	**45 issues**	**571 issues**	
Fixed/Open	**9 issues / 12 issues**	**16 issues / 29 issues**	**295 issues / 276 issues**	

Trend Charts(WIP)

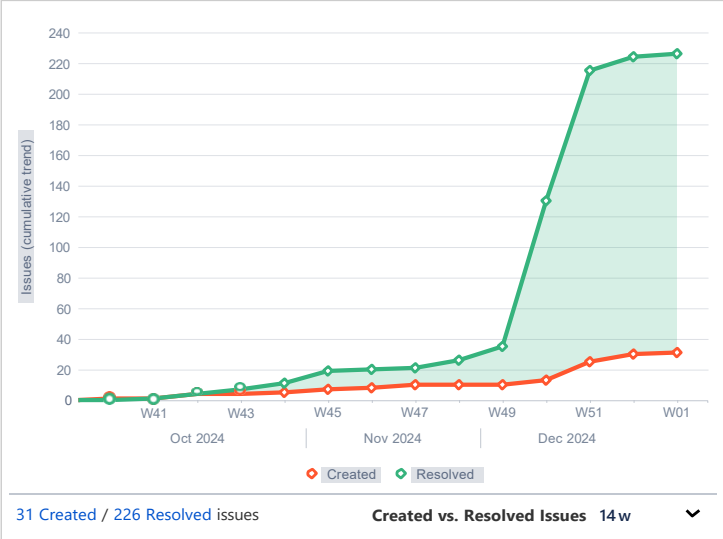
ATL

RRR ATL Issues trend

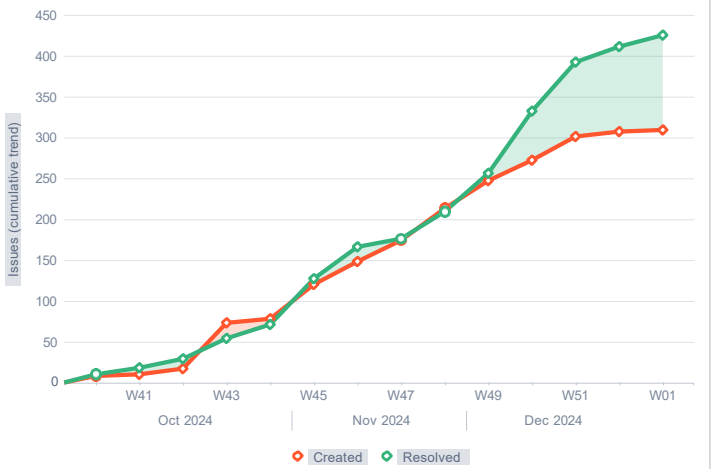


BTL

RRR BTL Issues trend

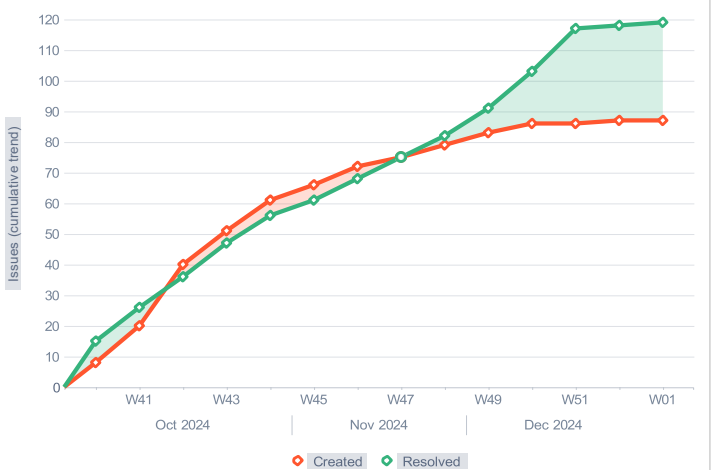


(SIT + CST + Security) ATL Issues trend (Last 30 days)



309 Created / 425 Resolved issues **Created vs. Resolved Issues** 14w

L3 ATL Issues trend (Last 30 days)



87 Created / 119 Resolved issues **Created vs. Resolved Issues** 14w

No labels