QC Process for Global Digital Portal Project

## Summary

The objective of this document is to cover the process flow for support defects and code releases. Support Defects are requests like Data fixes, Configuration Changes, Reporting Requests which do not need any code changes. Requests which needs code changes (enhancements or defects) are covered as part of the code release process.

Many fields and statuses have been introduced recently in the Digital Portal QC and this document covers the details of the same.

## Request Initiation

When end users of digital portal find issues, they reach out to the respective Region Help Desk. Help desk team creates an incident in ServiceNow application and it gets routed to the GIS IT Triage group. GIS IT Triage team checks the ServiceNow queue and for issues which need further analysis/code fix and creates a defect in QC under Global Digital Portal.

Sometimes, end users reach out to their SMR (Sales and Marketing Representative)/Account Manager or to the Customer Service Team. SMR/Account Manager also route these queries through the Customer Service Team. Customer Service creates the request in HP QC under Global Digital Portal.

Avnet Business teams have access to QC and all their requests gets created directly in HP QC. Sometimes GIS IT Team receives emails from Avnet Business and if further analysis/code change is needed, GIS IT Team also creates the request in QC.

## Support Defects Process

## Actors Involved

* Business user / Customer Service
* GIS IT Triage Team
* Developer

The below diagram explains the process flow for a Support Defects workflow.



## Support Defect Creation:

The following details needs to be provided at the time of ticket creation

Summary - Short Description of the request

Description – Details of the Defect/Enhancement, Steps to reproduce the issue

Region – Site where the issue is applicable, multiple selection is allowed.

Environment – Environment where this is present.

Request Type – Defect/Enhancement/Work Request (Example: Reporting requests)

Application – Options include WCS, WCM, Middleware, ODM, PIM/DAM etc.

Assigned To – All tickets needs to be assigned to gis-it-triager group.

Attachment – Screenshots for the issue or requirements, mails, integration guides etc.

## Defect Resolution:

Developer needs to update the following fields on a daily basis.

Status – In Progress once developer starts and moves to Fixed once the issue is resolved

Comments – Comments to indicate progress

Daily Progress – On Track, Some Issues, Major Issues

Daily Progress Updated – Date when the last comment/daily progress was updated.

Target Release –The support release should be selected based on the month. Ex: PrdSupp\_16.08

## Defect Closure:

Once the defect/work request is resolved, Developer updates the “actual fix time” and assigns it to Ready for Test and the request gets assigned to the person who created the ticket. The defect initiator needs to go through the comments, review the fix done by Developer and if they are in agreement, close the defect. If issues are still present, they can reopen the defect.

## Code Release Process

## Actors Involved

* User
* GIS IT Triager
* Release Planning and Prioritization Team
* Developer
* SIT QA Team
* UAT Team
* Release Management

The below diagram explains the process flow for a code release.



## Support Defect/Enhancement Creation:

This process is exactly same as the support defect creation in the previous process. The following details needs to be provided at the time of ticket creation

Summary - Short Description of the request

Description – Details of the Defect/Enhancement, Steps to reproduce the issue

Region – Site where the issue is applicable, multiple selection is allowed.

Environment – Environment where this is present.

Request Type – Defect/Enhancement/Work Request (Example: Reporting requests)

Application – Options include WCS, WCM, Middleware, ODM, PIM/DAM etc.

Assigned To – All tickets needs to be assigned to gis-it-triager group.

Attachment – Screenshots for the issue or requirements, mails, integration guides etc.

## Release Planning and Prioritization:

All enhancements gets assigned to the Release planning team for prioritization. Any Defect which needs a code change also gets assigned to the Release planning team for prioritization. This team checks the details provided in the ticket and gathers the detailed requirement needed by the development team. During this time, the release planning status should be “Requirements Gathering”.

Once the requirements are gathered, the Release Planning status should be changed to “Ready for Estimates” enhancement is assigned to the GIS IT Triager team. This team works with the Development Team to get the estimates. The Estimates (In Person Hours) is updated in the “Estimated Fix Time” column and the planning status is changed to “Ready for Build”. In case of defects needing code changes, IT Triager team provides the estimates and changes the status to “Ready for Build”

Planning team collects all the requests in “Ready for Build” and works with the Governance Board to get the requests prioritized. The priority ranking is then assigned to the ticket by this team and the ticket is assigned to the GIS IT Triager group for implementation.

## Release Tagging:

Based on the capacity (number of developers available and the duration of the release), GIS IT Triage team assigns the Target Release based on the capacity available. The defect is assigned to the Developer. The “Dev Start Date”, “Requested Completion Date” and Target Release Cycle is also updated at this stage.

At this stage, the number of cycles and the dates for SIT and UAT are decided and communicated to QA, UAT and Release Management Teams.

## Development:

Developer needs to update the following fields on a daily basis.

Status – In Progress once developer starts and moves to Fixed once the issue is resolved. Once the code is delivered and deployed in SIT environment, the status needs to change to “Ready for Test”

Comments – Comments to indicate progress

Daily Progress – On Track, Some Issues, Major Issues

Daily Progress Updated – Date when the last comment/daily progress was updated.

Delay Comments –In case the development is not completed by Requested Completion Date, this field needs to be updated and revised ETA for Dev Completion needs to be provided in comments.

Developer also needs to attach the unit test results to the defect.

## System Integration Testing:

During Development, QA team will prepare the Test Cases for SIT. Test Cases needs to be uploaded in Test Lab under QC. Each Release needs to have a separate folder and test cases will be created for each request in the release.

QA Team will do the SIT for the defects in “Ready for Test”. Development team will be delivering the defects based on the cycle. During testing, detailed comments needs to be provided by the QA team on the status of testing. Also test case status needs to be updated in Test Lab and screenshots should be attached for each test case.

Once SIT is completed, QA will change the Status to “Ready for Promotion” and set the Target Environment as “Ready for UAT”.

## User Acceptance Testing:

Once the code is promoted to UAT Environment, Release Management team will change the status of defect to “Ready for UAT”. UAT Handover also happens by the release cycle. Once the UAT verification is complete, Status will be changed to “Ready for Promotion” with Target Environment as “Production”.

Defects which are technical or backend only changes, will be assigned to the GIS It Team instead of UAT Team.

## Post Prod Deployment Validation:

After Deployment to Production, Release Management Team will assign the status to “Validate” and assign the defect back to the defect initiator for validation. UAT Team will wait for a week to allow the defect initiator to validate and close. If no action after 1 week, UAT Team will go ahead and close the defect.

All SIT Defects raised by the QA Team will be marked “Ready for Promotion” with Target Environment as “Production”. After Production deployment, QA team will validate the defects in Production and close the internal defects.

## Attachments:

VISIO diagrams used in this document are attached here for reference.

