# KTLO Task Management in JIRA

## Identify and Categorize KTLO Tasks

Classification: Identify which issues in your backlog are KTLO, such as system upgrades, performance optimizations, and routine maintenance tasks.

Prioritization: Assess and categorize these tasks based on urgency and impact, prioritizing tasks that prevent outages or severe issues.

## Define Clear Descriptions and Acceptance Criteria

Detailed Descriptions: Ensure each KTLO task has a clear description of what needs to be done, including context and reasons.

Acceptance Criteria: Define what 'done' means for each task, including testing steps or conditions to meet.

## Estimate Effort

Time Estimates: Provide an estimate based on the best available information, even for unpredictable tasks.

Regular Review: Revisit estimates as more information becomes available or as the task progresses.

## Schedule Regular KTLO Grooming Sessions

Dedicated Sessions: Hold regular grooming sessions specifically for KTLO tasks to ensure they don't become outdated or forgotten.

Stakeholder Involvement: Involve relevant stakeholders like system administrators and support teams in these sessions.

## Prioritize and Plan

Integration with Sprints: Integrate high-priority KTLO tasks into sprints to ensure they get addressed.

Continuous Queue: For non-sprint teams, maintain a continuously prioritized queue of KTLO tasks.

## Track Progress and Dependencies

Progress Tracking: Use JIRA dashboards to monitor the status of KTLO tasks, identifying blockers or delays.

Manage Dependencies: Document and manage any dependencies between tasks and external teams or technologies.

## Use Labels and Components Wisely

Labeling: Use labels to tag KTLO tasks for easy filtering and reporting, such as 'urgent', 'maintenance', or 'bugfix'.

Components: Utilize the components field to categorize tasks by system or service.

## Automate Where Possible

Automation: Use automation tools within JIRA to auto-assign tasks, send reminders, or escalate issues based on triggers or time frames.

## Documentation and Knowledge Sharing

Confluence Integration: Link to detailed documentation in Confluence directly from JIRA issues.

Post-Task Review: Update related documentation and share learnings with the team after completing tasks.