**Enhancement Request for Service Now Agile Development Module**

**Summary**

In order to streamline use of agile development in service now, one feature, if implemented would significantly cut down on time and manual entry.

In the Research Admin group, many work items that would be worked on using scrum would originate from outside of the agile module in the form of standard incidents and defects. These would need a corresponding story to be created to represent them on the product backlog and the sprint scrum board. The average frequency of this duplication would make implementing an automated alternative of great value.

**Enhancement Details**

Basically, several triggers that do the following:

1. Create a new story the moment a new Kuali related incident, defect, etc. is created.
   1. The story would be placed in the “Kuali Research” product backlog (it need not be placed in any particular release or sprint backlog).
   2. What constitutes a “Kuali related” item is any Incident/Service Request, enhancement, defect, change Request, or release Task that has “Kuali Research” listed as the service component or “Kuali Research” (PDCT0010092) listed as the product
   3. The new story would have certain fields pre-filled as detailed in the table below.
2. Close the corresponding incident/defect (change its status, with notes) the moment any story acquires a status of “Complete” (Dragging the story to any other scrum status need have no effect).
   1. The “Resolution Code” field would become “None”
   2. As there is no field for further details when completing a story, the “Resolution field would be left blank (Alternatively a canned comment could be added).
   3. All work notes in the story would be copied to the corresponding incident/defect.  
      (NOTE: Alternatively a separate trigger could copy work notes as they are created, but if that were harder to do it would be optional).
   4. If a story acquires a status of “Cancelled”, then the corresponding incident/defect would acquire the equivalent as detailed in the table below.
   5. If a story acquires a status of “Complete”, then the corresponding incident/defect would acquire the equivalent as detailed in the table below.
   6. If a story is restored from “Complete” or “Cancelled” to any other scrum status, then the corresponding story should be reopened by putting it into the appropriate status as detailed in the table below.
3. If the story is copied from a defect or an enhancement, then the corresponding field on the “Related Records” tab of the story should be populated with the appropriate link.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Item Creation | | | | | | |
| Item Type | Story Field | | | Story Field Value | | |
| INC | Product | | | Kuali Research | | |
| Configuration Item | | | Kuali Research Application | | |
| Product Owner | | | Jennifer King | | |
| Status | | | Ready | | |
| Short Description | | | INC: Short Description | | |
| Description | | | INC: Description | | |
| DFCT | Product | | | Kuali Research | | |
| Configuration Item | | | Kuali Research Application | | |
| Product Owner | | | Jennifer King | | |
| Status | | | Ready | | |
| Short Description | | | DFCT: Short Description | | |
| Description | | | DFCT: Description | | |
| ENC | Product | | | Kuali Research | | |
| Configuration Item | | | Kuali Research Application | | |
| Product Owner | | | Jennifer King | | |
| Status | | | Ready | | |
| Short Description | | | ENC: Short Description | | |
| Description | | | ENC: Description | | |
| CHG | Product | | | Kuali Research | | |
| Configuration Item | | | Kuali Research Application | | |
| Product Owner | | | Jennifer King | | |
| Status | | | Ready | | |
| Short Description | | | CHG: Short Description | | |
| Description | | | CHG: Summary of Change | | |
| RTASK | Product | | | Kuali Research | | |
| Configuration Item | | | Kuali Research Application | | |
| Product Owner | | | Jennifer King | | |
| Status | | | Ready | | |
| Short Description | | | RTASK: Short Description | | |
| Description | | | RTASK: Long Description | | |
| Story Close | | | | | | |
| Item Type | Story | | | | Item | |
| Field Name | | Field Value | | Field Name | Field Value |
| INC | Status | | Complete | | Status | Resolved |
| Cancelled | | Closed |
| Activity | | [All items] | | Activity | [All items] |
| DFCT | Status | | Complete | | Status | Complete |
| Cancelled | | Rejected |
| Activity | | [All items] | | Activity | [All items] |
| ENC | Status | | Complete | | Status | Closed Complete |
| Cancelled | | Cancelled |
| Activity | | [All items] | | Activity | [All items] |
| CHG | Status | | Complete | | Status | Closed |
| Cancelled | | Closed |
| Activity | | [All items] | | Activity | [All items] |
| RTASK | Status | | Complete | | Status | Complete |
| Cancelled | | Rejected |
| Activity | | [All items] | | Activity | [All items] |
| Story Reopen | | | | | | |
| Item Type | | Status | | | | |
| INC | | Unassigned | | | | |
| DFCT | | None | | | | |
| ENC | | Construction | | | | |
| CHG | | Open | | | | |
| RTASK | | In Progress | | | | |